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David L. Armstrong  
Chairman

James W. Gardner  
Vice Chairman

Charles R. Borders  
Commissioner

December 17, 2012

## PARTIES OF RECORD

Re: Case No. 2012-00424  
Tatyana and Donna Austin v. Windstream Kentucky East, LLC

Attached is a copy of the memorandum which is being filed in the record of the above-referenced case. If you have any comments you would like to make regarding the contents of the informal conference memorandum, please do so within five days of receipt of this letter. If you have any questions, please contact Jeb Pinney at 502-782-2587.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Derouen".

Jeff Derouen  
Executive Director

JP/kar

Attachment

**INTRA-AGENCY MEMORANDUM**

**KENTUCKY PUBLIC SERVICE COMMISSION**

**TO:** Main Case File 2012-00424  
**FROM:** J.E.B. Pinney, Staff Attorney 1, 9.  
**DATE:** December 17, 2012  
**SUBJECT:** Case No. 2012-00424 Tatyana and Donna Austin v. Windstream Kentucky East, LLC

On November 7, 2012, Donna and Tatyana Austin and representatives for Windstream Kentucky East, LLC ("Windstream") participated with Commission Staff in an informal conference regarding the above styled case. A copy of the sign-in sheet of those who participated is attached.

The purpose of the informal conference, requested by Windstream, was to discuss the various quality of service issues that the Austins had been experiencing for several months. Tim Williamson from Windstream detailed the efforts that Windstream had taken to address the service issues, as well as describing what Windstream believed to have been the causes of the service quality issues. Mr. Williamson stated that he believed that the issues may have been addressed but that Windstream was continually monitoring the Austins' service as well as providing the Austins with direct contact information in the event of service issues. Windstream also did not dispute any of the Austins' allegations regarding service issues.

Donna Austin stated that the service issues began in April of 2012 and had continued up and until the informal conference although she did state that she had not had any problems since the last week of October 29, 2012. Donna Austin also inquired to whom she should speak about credits for her service outages.

The parties agreed to adopt a "wait and see" approach with regard to future outages. Windstream agreed to provide periodic status reports to the Commission and the Austins regarding any outages or service issues with the Austins' service in order to determine if Windstream had addressed the service issues. Windstream also agreed to discuss bill credits with the Austins.

Thereafter the conference adjourned.

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

TATYANA AND DONNA AUSTIN )  
 )  
 ) COMPLAINTANT )  
 V. ) CASE NO. 2012-00424 )  
 )  
 WINDSTREAM KENTUCKY EAST, LLC )  
 )  
 )  
 ) DEFENDANT )

SIGN IN SHEET FOR NOVEMBER 7, 2012 INFORMAL CONFERENCE

<u>NAME</u>		<u>PARTY</u>
Tatyana Austin	By phone	Complainant
Donna Austin		Complainant
Jessica Smith		Windstream
Carlos Connelly		Windstream
Tim Williamson		Windstream
A. B. Piny		PSC Staff
Eric Bowman		PSC Staff
Ben Britton		Windstream (Staff/Partner)
Jim Stevens		PSC STAFF