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PUBLIC SERVICE  
COMMISSION

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

TATYANA AND DONNA AUSTIN,

COMPLAINANT

v.

CASE NO. 2012-00424

WINDSTREAM KENTUCKY EAST, LLC,

DEFENDANT.

**WINDSTREAM KENTUCKY EAST, LLC'S STATUS REPORT**

In the status report filed on November 26, 2012, Windstream Kentucky East, LLC (“Windstream”) reported only one service issue reported by Tatyana and Donna Austin in the period following the informal conference held on November 7, 2012. In the period leading up to the prior status report, Windstream reconfigured the lines servicing the Austins’ home and installed a new modem at the residence. It appeared that these measures resolved the Austins’ service issues. However, the Austins have reported additional service issues in the months that have followed Windstream’s initial status report. These reports have not been as frequent as those that led to the filing of the complaint in this matter, and Windstream has worked diligently to investigate and resolve all of the service issues raised by the Austins.

The following is a summary of the service issues reported by the Austins following Windstream’s November 26, 2012 status report:

(1) On December 9, 2012, the Austins reported that their Internet service was dropping and noise on their telephone line. Testing conducted by a Windstream technician came back clear and no trouble was subsequently observed following the report from the Austins.<sup>1</sup>

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<sup>1</sup> Windstream maintains that the Commission does not have jurisdiction over service issues arising from High Speed Internet Service provided to the Austins or any other customers. However, Windstream is advising the Commission of these issues in the interest of resolving this matter with the Austins.

(2) On January 17, 2013, the Austins reported that their Internet service was dropping and that it had been lost for a period as long as one minute. Windstream reviewed the connection from its servers to the Austins' modem and found no evidence of drops. The absence of drops on the Austins' line from Windstream's system suggests a wireless issue or potential problems with the Austins' computer or personal equipment.

(3) On February 18, 2013, the Austins reported dropped calls. Windstream sent a technician to the Austins' residence who determined that there were no problems with the cable pair and that the issues were likely telephone-related and not a problem with Windstream's facilities.

(4) On February 25, 2013, the Austins reported that their Internet connection was dropping and that they were experiencing latency issues with their Internet service. This ticket remains open. Windstream's area manager, Tim Williamson, is working with the appropriate internal teams to identify the source and a solution.

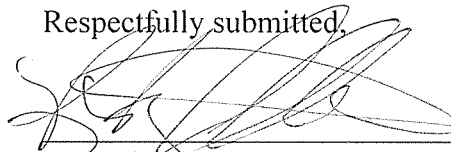
(5) On March 5, 2013, the Austins reported problems staying on the Internet and with their Internet service dropping. Windstream is investigating the source of the problem. A repair analyst working on the issue believes that the Austins are experiencing an issue that is not solely related to speed. The source of the problem has not been identified at this point.

(6) On March 12, 2013, Windstream initiated an investigation into any and all possible line issues that might be contributing to the Austins' service issues.

(7) On March 13, 2013, the Austins reported that they are not receiving the Internet speed they expect under their plan. On March 14, 2013, Windstream dispatched a technician who installed another new modem at the Austins' residence.

Windstream is investigating the service issues experienced by the Austins and has assigned the Austins' area manager, Tim Williamson, and local manager, Carliss Conley, to work directly with the Austins. Windstream intends to continue working with the Austins to resolve these issues. Certain measures implemented by Windstream have been successful, but Windstream is working to arrive at a permanent solution. Windstream believes that no action by the Commission is necessary at this time because it is proactively working to resolve the Austins' service issues.

Respectfully submitted,



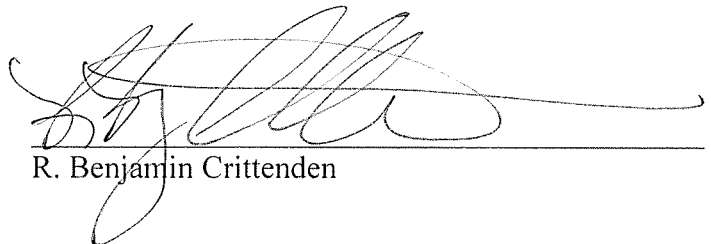
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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served by United States First Class Mail, Postage Prepaid, on this the 15th day of March, 2013, upon the following:

Tatyana Austin  
Donna Austin  
4734 S KY 501  
Liberty, Kentucky 42539



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R. Benjamin Crittenden