

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

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PUBLIC SERVICE  
COMMISSION

TATYANA AND DONNA AUSTIN,

COMPLAINANT

v.

WINDSTREAM KENTUCKY EAST, LLC,

DEFENDANT.

CASE NO. 2012-00424

**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 that initial 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 March 15, 2013 status report:

(1) On March 17, 2013, the Austins reported that they were experiencing slower broadband speeds than they expected. A Windstream technician was dispatched to their residence the following day, but did not discover any problems with the Austins' line or equipment.

(2) On May 1, 2013, the Austins reported that they were having trouble staying connected to the Internet. A Windstream technician was dispatched to their residence the following day, but did not discover any problems with the Austins' line or equipment.

(3) On June 17, 2013, the Austins contacted Carliss Conley, Windstream's Manager of Local Operations, and advised that she was experiencing issues with the speed of their service. Mr. Conley visited the Austins' residence, tested the lines and equipment, but found no problems.

(4) On June 22, 2013, the Austins again contacted Mr. Conley to advise about issues with the speed of their service. Mr. Conley returned to the Austins' residence, tested the lines and equipment, but found no problems.

(5) On June 24, 2013, the Austins reported that they were experiencing noise and dropped calls. A Windstream technician replaced the Austins' line equipment at the remote location and tested the cable pair from the remote location to the Austins' residence. No problems were found by the technician.

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 employees routinely test the Austins' line and equipment, and did so most recently on July 2, 2013. Moreover, Windstream will be providing the Austins with additional billing credits in acknowledgment of the service issues they have experienced. 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,

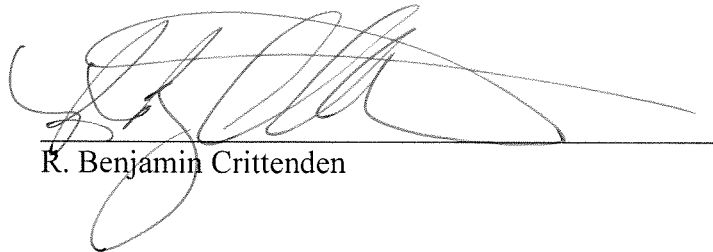


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WINDSTREAM KENTUCKY EAST, LLC

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 12th day of July, 2013, upon the following:

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



R. Benjamin Crittenden