

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

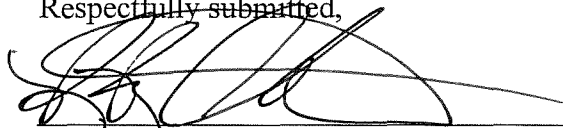
In compliance with the Commission's Order of May 20, 2014, Windstream Kentucky East, LLC ("Windstream") offers this status report to address the service issues reported by Tatyana and Donna Austin for the period of October 28, 2013 through June 3, 2014 and the network upgrades performed to address those issues. These upgrades have been significant and they have reduced the frequency and severity of the Austins' service issues. However, the Austins have reported additional service issues in the months that have followed the filing of the data request responses in this proceeding. 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.

Specifically, the Austins have called to report issues with the speed of their service and with intermittent difficulties connecting or remaining connecting. These reports have been made on November 15, 2013, November 21 and 22, 2013, November 28, 2013, December 5, 2013, December 15, 2013, December 26, 2013, March 6, 2014, March 31, 2014 and April 2, 2014, April 18, 2014, and May 7, 2014. All of these issues were addressed and resolved promptly by Windstream.

Windstream has performed significant network upgrades in an effort to eliminate or reduce the service issues experienced by the Austins. Specifically, in November of 2013, Windstream undertook the following measures: (1) Addition of a fiber feed to the remote used by Donna Austin for her home office; (2) Completion of a new ATM to Ethernet conversion; and (3) Software upgrades to improve broadband speeds. The Austins' current connections are stable at 6 MBPS. Moreover, certain of the service calls made by the Austins resulted from vandalism to Windstream's facilities in the area. Specifically, the service calls made on March 31, 2014, April 18, 2014, and May 7, 2014 came about because vandals shot out the lines leading to the Austins' residence. Windstream addressed the issue and ran an additional line to the Austins' residence, so that their service should not be interrupted if one line is damaged.

Throughout this proceeding, which has been pending since September of 2012, Windstream has worked consistently to resolve the service issues reported by the Austins. This work has come at great effort and expense for Windstream. While Windstream expects the number and severity of service issues to decline dramatically for the Austins going forward, Windstream will continue working with the Austins to resolve any issues that do arise. Windstream believes that no action by the Commission is necessary at this time because it is proactively working to resolve the Austins' service issues. Accordingly, the Commission should find that the Austins' Complaint has been satisfied by Windstream.

Respectfully submitted,

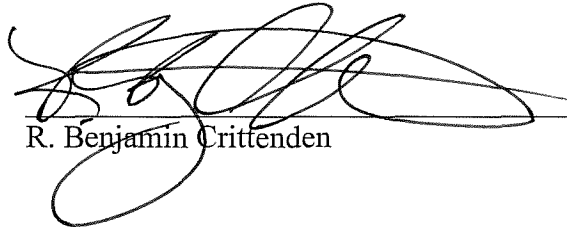


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WINDSTREAM KENTUCKY EAST, LLC

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 3rd day of June, 2014, upon the following:

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



R. Benjamin Crittenden