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# Case Management System - KY Public Service Commission

*Regular Cases Before the Commission as of January 31, 2026*

**2012-00424**

RECEIVED: 09/06/12 FILED: 09/06/12 FINAL: 08/17/15  
SUSPENSION DATE:

REOPENED:

CASE NATURE: Tatyana and Donna Austin, Complainants; Windstream Kentucky East, LLC, Defendant

**CASE CODE**

Complaints - Service

**UTILITIES:**

Windstream Kentucky East, LLC

**HEARINGS:**

11/07/12 Informal Conference

**INDEX OF EVENTS:**

08/17/15 Final Order Entered: 1. The Complaint is dismissed as satisfied. 2. This case is closed and removed from the Commission's docket.  
 06/03/14 Windstream Kentucky East, LLC's Status Report  
 05/20/14 Order Entered:  
   1. Within 14 days of the date of this Order, Windstream shall file with the Commission a status update that shall document any service issues with Complainants' service and any network upgrades performed after October 28, 2013; and  
   2. Within 14 days of the date of this Order, Complainants shall file a statement with the Commission stating whether or not their complaint has been satisfied.  
 10/28/13 Donna R. Austin Response to PSC Staff's Initial Request for Information  
 10/25/13 Windstream Kentucky East's Responses to Commission Staff's Initial Request for Information  
 10/08/13 Commission Staff's Initial Request for Information to Windstream Kentucky East, LLC  
 10/08/13 Commission Staff's Initial Request for Information to Tatyana and Donna Austin  
 07/12/13 Windstream Kentucky East LLC's Status Report  
 06/28/13 Order Entered: (1) Within 14 days of the date of this Order, Windstream shall file with the Commission a status update that shall document any service issues with Complainants' service; and (2) Within 14 days of the date of this Order, Complainants shall file a statement with the Commission stating whether or not their complaint had been satisfied.  
 By  
 03/15/13 Windstream Kentucky East, LLC Status Report  
 03/12/13 Donna R. Austin Response to Commissions request for information  
 03/01/13 Order Entered: Within 14 days of the date of this Order, Windstream shall file with the Commission a status update that shall document any service issues with Complainants service. 2. Within 14 days of the date of this Order, Complainants shall file a statement with the Commission stating whether or not their complaint had been satisfied  
 12/17/12 Memorandum dated 12/17/2012 for Informal Conference of 11/07/2012; Comments, if any, due within five days of receipt  
 11/26/12 Windstream Kentucky East, LLC status report  
 11/02/12 COMMISSION STAFF'S NOTICE OF INFORMAL CONFERENCE  
 10/01/12 Answer of Windstream East  
 09/20/12 Order Entered: Windstream is hereby ordered to satisfy the matters complained of or file a written answer to the complaint within ten days of the date of service of this Order.  
 09/17/12 Acknowledge Receipt of Filing  
 09/06/12 Tatyana and Donna Austin v. Windstream Kentucky East, LLC

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Total Number of Cases: 1