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# Case Management System - KY Public Service Commission

*Regular Cases Before the Commission as of November 01, 2026*

**2012-00424** RECEIVED: 09/06/12 FILED: 09/06/12 FINAL: 08/17/15 REOPENED: SUSPENSION DATE:

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:**

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| 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:<br>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<br>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.<br>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