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Case Management System - KY Public Service Commission

Regular Cases Before the Commission as of November 08, 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:

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

Total Number of Cases: 1