

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

TATYANA AND DONNA AUSTIN	)	
	)	
COMPLAINANTS	)	
V.	)	CASE NO. 2012-00424
	)	
WINDSTREAM KENTUCKY EAST, LLC	)	
	)	
DEFENDANT	)	

ORDER

On September 6, 2012, Complainants filed with the Commission a formal complaint against Windstream Kentucky East, LLC (“Windstream”). Complainants alleged numerous ongoing service issues with their phone and internet services, both provided by Windstream. Complainants requested, *inter alia*, that Windstream: (1) Provide a three-month credit on their phone bill; and (2) Repair their phone and internet service.<sup>1</sup> In its Answer, Windstream admitted that Complainants had reported numerous services issues between April 2012 and September 2012.<sup>2</sup> Windstream also stated that it had provided Complainants with three months of billing credit and was willing to provide an additional three months of billing credit as a sign of good faith to resolve the complaint.<sup>3</sup> Windstream also requested that the Commission schedule an

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<sup>1</sup> Formal Complaint of Tatyanna and Donna Austin (“Complaint”) filed September 6, 2012 at 2.

<sup>2</sup> Answer of Windstream Kentucky East, LLC (“Answer”) filed October 1, 2012 at 1.

<sup>3</sup> *Id.*

informal conference to determine whether Complainants were still experiencing service issues and to identify any additional service issues.

Representatives from Windstream, Complainants, and Commission Staff participated in an informal conference on November 7, 2012. At the conference, Complainants stated that they had experienced no service outages since October 29, 2012 and reiterated their desire for additional credits on their bill. Representatives from Windstream stated that they believed that the problem with the Complainants' service had been identified and resolved. The parties agreed to continue to monitor the status of Complainants' service to determine whether the issues had been resolved. Windstream agreed to discuss with Complainants the issue of additional bill credits and also agreed to file a status report advising the Commission of any further service issues.

On November 26, 2012, Windstream filed the status report in which Windstream stated that Complainants had experienced one service outage on November 7, 2012, but that otherwise the service was without incident.<sup>4</sup> Windstream also stated that it had agreed to provide the Complainants with the six-month bill credit that had been requested at the informal conference.<sup>5</sup> Windstream requested that the Commission continue to hold the matter in abeyance pending a Commission request for a subsequent status update.<sup>6</sup>

Approximately three months have passed since the last status update was filed, allowing for sufficient time to observe Complainants' service and determine whether

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<sup>4</sup> Windstream Kentucky East, LLC's Status Report ("Status Report") filed November 26, 2012 at 1.

<sup>5</sup> *Id.*

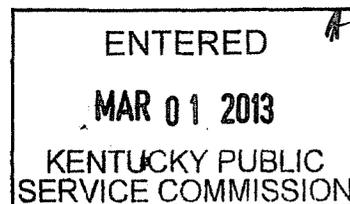
<sup>6</sup> *Id.* at 2.

there were further service issues or whether Windstream had permanently fixed the problems. If there have been very few or no more service problems, there is no compelling reason to keep this case on the Commission docket, particularly since Windstream satisfied Complainants' other requested relief, the six-month bill credit.

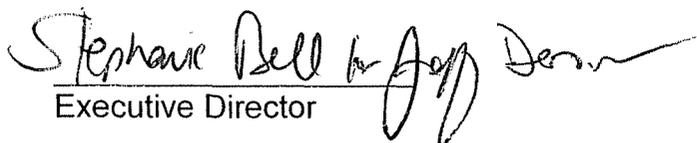
IT IS THEREFORE ORDERED that:

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.
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 the Commission



ATTEST:

  
Executive Director

Case No. 2012-00424

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