

which the Austins fail or refuse to furnish all or part of the requested information, the Austins shall provide a written explanation of the specific grounds for their failure to completely and precisely respond.

Careful attention should be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations.

1. State how long you have subscribed to voice service with Windstream Kentucky East, LLC ("Windstream").

a. State whether there were any issues related to line noise and dropped calls prior to April 10, 2012.

2. State how long you have subscribed to receive broadband service from Windstream.

a. State whether there were any issues related to slower than expected or dropped Internet service experienced prior to April 10, 2012.

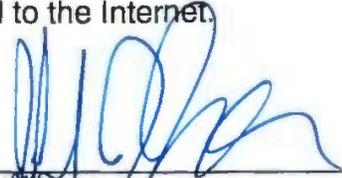
3. State whether you are aware of other Windstream customers in your area that are experiencing or have experienced problems similar to the ones you have reported to Windstream in the past.

4. State whether you currently utilize a router in your home to provide access to the Internet for other devices in your home. If so, provide the following information:

a. Manufacturer and model name for the router you currently utilize.

b. Number and types of devices currently connected to the router utilized in your home (i.e., desktop computer, laptop, cell phones, printers, etc.).

5. State whether there are times throughout a given day in your home where more than one device at a time may be connected to the Internet.



Jeff Derouen
Executive Director
Public Service Commission
P. O. Box 615
Frankfort, KY 40602

DATED OCT 08 2013

cc: Parties of Record

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