

which Windstream fails or refuses to furnish all or part of the requested information, Windstream shall provide a written explanation of the specific grounds for its 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. Identify the date that Tatyana and Donna Austin (collectively "Austins") began receiving broadband service at their residence.

a. If the Austins began receiving broadband service prior to April 10, 2012, indicate if any complaints related to the speed of their broadband service were received prior to that date.

2. Identify the date that the Austins began receiving voice service at their residence.

a. If the Austins began receiving voice service prior to April 10, 2012, indicate if any complaints related to dropped calls or line noise were received prior to that date.

3. Provide the approximate distance from the Austins' home to the central office from which the Austins receive service.

4. Provide the following information with respect to the local loop which serves the Austins' home, including the following:

a. Total length of the loop.

- b. Number of customers currently served by the loop.
- c. Type of facilities used.

5. State whether Windstream has received complaints related to slower than expected or dropped Internet service from other customers served by the same loop and central office which serves the Austins. If so, provide the number of complaints received since April 10, 2012.

6. State whether Windstream has received complaints related to dropped calls or line noise from other customers served by the same loop and central office which serves the Austins. If so, provide the number of complaints received since April 10, 2012.

7. In comments filed with the Commission on March 12, 2013, Donna R. Austin makes the claim that Windstream indicated to her that the problem with service at the Austins' residence "might be fixed with the new lines in July or August." Can Windstream confirm that this claim was made to Ms. Austin, and, if so, indicate what was intended by the statement allegedly made by Windstream?

8. Refer to Windstream's: (1) status report dated July 12, 2013 ("July Status Report"), in which Windstream indicates that prior to the initial status report filed in this case on November 26, 2012 ("Initial Status Report"), a new modem had been installed at the Austins' home; and (2) status report dated March 15, 2013, in which Windstream indicated that a technician installed another new modem at the Austins' home on March 14, 2013.

a. Provide the product information related to the modems installed on each of the identified dates in Windstream's status reports.

b. State whether Windstream performed any additional tests on the modems that were removed from service to determine if there were issues with the equipment.

c. If so, provide any test results or documentation that may be available indicating any issues found with the removed modems.

d. State whether Windstream replaced similar modems to those removed from the Austins' residence for any other customers due to problems experienced with slower than expected or dropped internet service.

9. Refer to the July Status Report in which Windstream indicates that prior to the Initial Status Report, Windstream had "reconfigured the lines servicing the Austins' home." Provide specific details regarding all work done, to date, with respect to reconfiguring the lines servicing the Austins' home, as indicated by Windstream.

10. Refer to the July Status Report in which Windstream states that "[c]ertain measures implemented by Windstream have been successful, but Windstream is working to arrive at a permanent solution." Identify what measures implemented by Windstream, to date, it believes have been successful.

11. Refer to the July Status Report in which Windstream states that a technician replaced the Austins' line equipment at the remote location in response to the Austins' complaint that they were experiencing line noise and dropped calls. Identify what equipment was replaced at the remote to address this particular complaint.

12. Refer to the July Status Report in which Windstream indicates that its employees routinely tested the Austins' line and equipment with the most recent test

occurring on July 2, 2013. State whether Windstream has performed tests on the lines and equipment inside the Austins' residence, as well as outside the home.



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

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cc: Parties of Record

Case No. 2012-00424

Tatyana & Donna Austin
4734 S KY 501
Liberty, KENTUCKY 42539

Honorable R. Benjamin Crittenden
Attorney at Law
Stites & Harbison
421 West Main Street
P. O. Box 634
Frankfort, KENTUCKY 40602-0634

Jeanne Shearer
VP - State Government Affairs
Windstream Kentucky East, LLC
130 W New Circle Road, Suite 170
Lexington, KY 40505