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March 10, 2013

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PUBLIC SERVICE  
COMMISSION

To the Public Service Commission  
re: Case NO. 2012-00424

The bottom line is that this has NOT been fixed. Calls are still being dropped and my internet speed is still half of what I am paying for. I have reported issues 2-15, 2-16, 2-18, 2-22, 2-25 (I called Tim Williamson and left a message on that date), 2-26 (again called Tim), 2-28 with a phone disconnect, 3-65 ( was told it was a latency issue), 3-6 Tim Williamson returned my call, 3-7 called about slow speeds, 3-9 with internet dropping. Now I am being told it might be fixed with the new lines in July or August. That makes it 2 ½ years that I have been battling this company trying to get what they not only promised me but also what they have billed me for. Is there any way ever to get this fixed?

Thank you.

Donna/Tatyana Austin

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