

Case 2012-00424

10.23.13

I am sorry this response is on notebook paper but it is all that is available to me at this time.

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1. I do not remember the exact date we began service with Windstream. I do know it was not before 2008.

a. There were many noise issues before April 10, 2012. I reported outages many times throughout 2011. The reason the reports quit for a time was due to being out of the state for 3 months. Nothing was done while I was gone.

a. We have had broadband service during the entire time with Windstream.

a. Broadband service was slow with drops before April 10, 2012.

3. There are many customers in my neighborhood who experienced the same difficulties. My two next door neighbors, Robert Gummion and Dr. Anne Streeter, have both reported troubles over the last few years.

4. We use a router/modem combo. It is a Sagem.com Sagem fast 1704.

b. Two computers and a ROKU

5. I live alone so there is no time when multiple devices are connected to the internet.

I hope this answers all your questions. Thank you so much for your assistance.

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