

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Roy Miller
(Your Full Name)

COMPLAINANT

VS.

Cingular Wireless
(Name of Utility)

DEFENDANT

2004-00154

RECEIVED

APR 29 2004

PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of Roy Miller respectfully shows:
(Your Full Name)

(a) Roy Miller
(Your Full Name)

P.O. Box 364 Owingsville, Ky 40360
(Your Address)

(b) Cingular Wireless
(Name of Utility)

P.O. Box 31488 Tampa, FL 33631-3488
(Address of Utility)

(c) That: The Cingular Wireless bill shows that
(Describe here, attaching additional sheets if necessary,

my account was changed for mobile to mobile
the specific act, fully and clearly, or facts that are the reason
(for mobile to mobile ser.
calls when I was paying extra for it already
and basis for the complaint.)

This didn't start until after my phone

Formal Complaint

Roy Miller vs. Cingular Wireless

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taken to one of the Lexington Ky Cingular
stores and they said I was billed incorrectly
but they couldn't do anything about it since I
should be credited over their \$50.00 limit.
I talked to Cingular's president and he said
my son and I talked too much, even after I gave
him numbers and date to prove I was overcharged.
Wherefore, complainant asks Cingular

(Specifically state the relief desired.)

I would like for Cingular to straighten or
clear my account so I can settle my
account with them. I had to go to the
Lexington Ky Cingular store several times when
someone had changed my bill. (Example:
Dated at Orwingsville, Kentucky, this 27th day changed nights
(Your City) 4 weekends)

of April, 2004.
(Month)

Roy Miller
(Your Signature)

(Name and address of attorney, if any)



Account Number: 14002474-001-14
Billing Date: Mar 07, 2004
Mobile Number: (606)336-0600
Mobile User: ROY MILLER
Total Mobiles: 5

AIRTIME AND LONG DISTANCE CHARGES

Table with columns: Item, Date, Time, Cl, No. Called, City Called, F P, Length of Call, Air Time, Long Dist., Total. Includes handwritten annotations like '768', '769', '772', '774', '775', '776', '419', '779', '420', '782', '784', '786', '788', '790', '792', '482', '433', '794', '795', '796'.

ROY MILLER

These are Mobile to Mobile Calls which are supposed to be free calls

1304	773 03/04 12:42PM	859-499-3361	MT	STE	KY	S	P	3	1.05	1.05
	774 03/04 01:26PM	606-336-0600	OWINGS	KY	M	P	1	0.00	0.00	
	775 03/04 01:30PM	606-336-0282	INCOMI	CL	S	P	1	0.35	0.35	
	776 03/04 02:09PM	606-336-0282	INCOMI	CL	S	P	1	0.35	0.35	
	777 03/04 02:25PM	859-499-4711	MT	STE	KY	S	P	1	0.35	
	778 03/04 02:37PM	859-499-3361	MT	STE	KY	S	P	3	1.05	
	779 03/04 03:13PM	606-336-0282	INCOMI	CL	S	P	2	0.70	0.70	
	780 03/04 04:11PM	606-674-6818	INCOMI	CL	S	P	2	0.70	0.70	
	781 03/04 05:50PM	606-663-4723	INCOMI	CL	S	P	3	1.05	1.05	
	782 03/04 06:22PM	606-336-0282	INCOMI	CL	S	P	9	3.15	3.15	
	783 03/04 06:52PM	606-674-6818	INCOMI	CL	S	P	1	0.35	0.35	
	785 03/04 07:09PM	859-499-3361	MT	STE	KY	W	O	5	0.00	
	786 03/04 07:13PM	606-336-0282	INCOMI	CL	W	O	5	0.00		
	787 03/04 07:41PM	859-499-3361	MT	STE	KY	W	O	19	0.00	
	788 03/04 08:39PM	606-336-0282	INCOMI	CL	W	O	2	0.00		
	789 03/04 09:40PM	606-674-6818	OWINGS	KY	W	O	1	0.00		
	790 03/05 07:44AM	606-336-0282	INCOMI	CL	S	P	1	0.35		
	791 03/05 07:53AM	606-674-6818	OWINGS	KY	S	P	1	0.35		
	792 03/05 08:18AM	606-336-0282	INCOMI	CL	S	P	1	0.35		
	793 03/05 08:27AM	606-674-6818	OWINGS	KY	S	P	2	0.70		
	794 03/05 08:49AM	606-336-0600	OWINGS	KY	M	P	3	0.00		
	795 03/05 08:58AM	606-336-0600	OWINGS	KY	M	P	1	0.00		
	796 03/05 10:14AM	606-336-0282	INCOMI	CL	S	P	2	0.70		
	797 03/05 10:40AM	606-336-0282	INCOMI	CL	S	P	2	0.70		
	798 03/05 10:44AM	606-663-4723	INCOMI	CL	S	P	3	1.05		
	799 03/05 11:20AM	606-336-0282	INCOMI	CL	S	P	4	1.40		
	800 03/05 12:23PM	859-499-3361	MT	STE	KY	S	P	1	0.35	
	801 03/05 12:43PM	859-498-9478	INCOMI	CL	S	P	2	0.70		
	802 03/05 01:04PM	606-336-0600	OWINGS	KY	M	P	2	0.00		
	803 03/05 02:38PM	859-499-3361	INCOMI	CL	M	P	2	0.00		
	804 03/05 02:43PM	606-336-0757	OWINGS	KY	M	P	1	0.00		
	805 03/05 02:44PM	606-336-0600	OWINGS	KY	M	P	4	0.00		
	806 03/05 02:50PM	606-674-6818	OWINGS	KY	S	P	2	0.70		
	807 03/05 03:37PM	859-499-3361	MT	STE	KY	S	P	2	0.70	
	808 03/05 03:45PM	606-336-0757	OWINGS	KY	M	P	1	0.00		
	809 03/05 03:53PM	859-499-3361	INCOMI	CL	S	P	2	0.70		
	810 03/05 04:18PM	606-336-0757	OWINGS	KY	M	P	1	0.00		
	811 03/05 04:50PM	606-336-0282	INCOMI	CL	S	P	2	0.70		
	812 03/05 05:10PM	606-336-0282	INCOMI	CL	S	P	1	0.35		
	813 03/05 05:26PM	859-498-9478	MT	STE	KY	S	P	1	0.35	
	814 03/05 05:52PM	859-499-3361	INCOMI	CL	S	P	11	3.85		
	815 03/05 06:03PM	859-499-3361	MT	STE	KY	S	P	1	0.35	
	816 03/05 06:25PM	859-398-1083	INCOMI	CL	S	P	1	0.35		
	817 03/05 06:55PM	606-336-0282	INCOMI	CL	S	P	2	0.70		
	818 03/05 08:37PM	859-499-3361	MT	STE	KY	S	P	3	1.05	
	819 03/05 07:13PM	859-497-4124	MT	STE	KY	W	N	2	0.00	
	820 03/05 07:18PM	859-498-5248	MT	STE	KY	W	N	1	0.00	
	821 03/05 08:55PM	859-498-9478	INCOMI	CL	W	N	11	0.00		
	822 03/05 09:29PM	859-398-1083	INCOMI	CL	W	N	1	0.00		
	823 03/05 09:41PM	859-498-9478	MT	STE	KY	W	N	17	0.00	
	824 03/05 10:05PM	859-498-7895	INCOMI	CL	W	N	4	0.00		
	825 03/05 10:12PM	859-498-7895	MT	STE	KY	W	N	2	0.00	
	826 03/05 11:20PM	606-674-6818	OWINGS	KY	W	N	1	0.00		
	827 03/05 12:42AM	606-336-0282	INCOMI	CL	W	N	3	0.00		
	828 03/06 12:56AM	859-398-1083	INCOMI	CL	W	N	1	0.00		
	829 03/06 01:46AM	606-336-0282	INCOMI	CL	W	N	2	0.00		
	830 03/06 02:09AM	859-499-3361	MT	STE	KY	W	N	1	0.00	
	831 03/06 02:12AM	859-499-3361	MT	STE	KY	W	N	2	0.00	
	832 03/06 07:50AM	606-336-0282	INCOMI	CL	W	N	2	0.00		

Have Got About 1800 minutes This

All My Phones W Billed the Same way.

This Billing Didn't Tell My Phone Number was changed.

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