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 (Your Full Name) respectfully shows:

(a) Roy Miller
(Your Full Name)

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

(b) Cingular Wireless
(Name of Utility)

PO 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 charged for mobile to mobile
the specific act, fully and clearly, or facts that are the reason.

calls when I was paying extra for it already (for mobile to mobile ser
and basis for the complaint.)

This didnt start until after my phone

Formal Complaint

Roy Miller vs. Cingular Wireless

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: changed nights & weekends)

Dated at Owingsville, Kentucky, this 27th day
(Your City)

of April, 2004.
(Month)

Roy Miller
(Your Signature)

(Name and address of attorney, if any)

cingular WIRELESS

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

Item	Date	Time	CL	No. Called	City Called	F	P	Length of Call	Air Time	Long Dist.	Total	
									------CHARGES------			
1294	03/04	10:15AM		606-336-0757	OWINGS KY	M	P	3	0.00		0.00	
1295	03/04	10:19AM		606-776-4411	MOREHE KY	M	P	2	0.00		0.00	
1296	03/04	10:41AM		606-336-0757	OWINGS KY	M	P	7	0.00		0.00	
1297	03/04	11:01AM		606-336-0282	OWINGS KY	M	P	3	0.00		0.00	768
1298	03/04	11:07AM		606-336-0282	OWINGS KY	M	P	6	0.00		0.00	769
1299	03/04	12:07PM		606-674-2840	OWINGS KY	S	P	2	0.70		0.70	
1300	03/04	12:09PM		606-336-0757	OWINGS KY	M	P	5	0.00		0.00	
1301	03/04	12:35PM		606-336-0600	INCOMI CL	S	P	6	2.10		2.10	
1302	03/04	12:41PM		606-336-0282	OWINGS KY	M	P	2	0.00		0.00	772
1303	03/04	12:57PM		859-398-1010	MT STE KY	S	P	2	0.70		0.70	
1304	03/04	01:26PM		606-336-0600	INCOMI CL	S	P	1	0.35		0.35	774
1305	03/04	01:30PM		606-336-0282	OWINGS KY	M	P	1	0.00		0.00	775
1306	03/04	02:09PM		606-336-0282	OWINGS KY	M	P	1	0.00		0.00	776
1307	03/04	02:11PM		606-674-6221	OWINGS KY	S	P	5	1.75		1.75	
1308	03/04	03:02PM		606-336-0600	INCOMI CL	S	P	1	0.35		0.35	
1309	03/04	03:04PM		606-336-0757	OWINGS KY	M	P	5	0.00		0.00	419
1310	03/04	03:09PM		606-674-6818	OWINGS KY	S	P	3	1.05		1.05	
1311	03/04	03:13PM		606-336-0282	OWINGS KY	M	P	2	0.00		0.00	779
1312	03/04	03:20PM		606-776-4411	MOREHE KY	M	P	1	0.00		0.00	
1313	03/04	03:21PM		859-398-1010	MT STE KY	S	P	2	0.70		0.70	
1314	03/04	04:15PM		606-336-0757	OWINGS KY	M	P	2	0.00		0.00	420
1315	03/04	04:26PM		606-336-0600	INCOMI CL	S	P	3	1.05		1.05	
1316	03/04	04:29PM		859-498-2400	MT STE KY	S	P	5	1.75		1.75	
1317	03/04	04:44PM		606-336-0600	INCOMI CL	S	P	2	0.70		0.70	
1318	03/04	04:47PM		606-336-0600	INCOMI CL	S	P	2	0.70		0.70	
1319	03/04	05:00PM		606-336-0600	INCOMI CL	S	P	6	2.10		2.10	
1320	03/04	06:17PM		859-498-6709	INCOMI CL	S	P	5	1.75		1.75	
1321	03/04	06:22PM		606-336-0282	OWINGS KY	M	P	9	0.00		0.00	782
1322	03/04	06:28PM		606-336-0600	INCOMI CL	C	P	3	1.05		1.05	
1323	03/04	07:01PM		606-674-6818	OWINGS KY	W	O	2	0.00		0.00	
1324	03/04	07:03PM		606-336-0282	OWINGS KY	M	P	5	0.00		0.00	784
1325	03/04	07:10PM		606-768-6709	FRENCH KY	W	O	1	0.00		0.00	
1326	03/04	07:10PM		606-768-6192	FRENCH KY	W	O	1	0.00		0.00	
1327	03/04	07:11PM		606-768-2332	FRENCH KY	W	O	2	0.00		0.00	
1328	03/04	07:13PM		606-336-0282	OWINGS KY	M	P	5	0.00		0.00	786
1329	03/04	07:25PM		606-674-2945	OWINGS KY	W	O	1	0.00		0.00	
1330	03/04	07:25PM		606-336-0500	OWINGS KY	M	P	5	0.00		0.00	
1331	03/04	07:32PM		606-674-6708	INCOMI CL	W	O	5	0.00		0.00	
1332	03/04	08:35PM	PI	606-336-0282	/*PIKE KY	R	O	1	0.00		0.00	788
1333	03/04	08:38PM	PI	606-336-0282	OWINGS KY	R	O	2	0.00		0.00	
1334	03/04	10:15PM	PI	606-336-0600	INCOMI CL	R	O	4	0.00		0.00	
1335	03/05	07:44AM		606-336-0282	OWINGS KY	M	P	1	0.00		0.00	790
1336	03/05	08:18AM		606-336-0282	OWINGS KY	M	P	1	0.00	792	0.00	432
1337	03/05	08:23AM		606-336-0757	OWINGS KY	M	P	2	0.00		0.00	
1338	03/05	08:33AM		606-336-0757	OWINGS KY	M	P	2	0.00		0.00	433
1339	03/05	08:49AM		606-336-0600	INCOMI CL	S	P	3	1.05		1.05	
1340	03/05	08:56AM		606-336-0600	INCOMI CL	S	P	1	0.35		0.35	794
1341	03/05	09:25AM		606-674-6221	INCOMI CL	S	P	1	0.35		0.35	795
1342	03/05	09:27AM		859-398-1010	MT STE KY	S	P	1	0.35		0.35	
1343	03/05	09:36AM		606-336-0600	INCOMI CL	S	P	3	1.05		1.05	
1344	03/05	10:10AM		606-336-0600	INCOMI CL	S	P	2	0.70		0.70	
1345	03/05	10:14AM		859-398-1083	MT STE KY	S	P	1	0.35		0.35	
1346	03/05	10:14AM		606-336-0282	OWINGS KY	M	P	2	0.00		0.00	796
1347	03/05	10:22AM		606-584-1553	MAYSVI KY	M	P	1	0.00		0.00	
1348	03/05	10:28AM		606-723-7716	IRVINE KY	S	P	2	0.70		0.70	
1349	03/05	10:30AM		606-674-3292	INCOMI CL	S	P	4	1.40		1.40	

? Roy Did not Remember

These are Mobile to Mobile Calls which are Suppos to Be Free Calls

	773	03/04	12:42PM	859-499-3361	MT STE	KY	S	P	3	1.05	1.05
1304	774	03/04	01:26PM	606-336-0600	OWINGS	KY	M	P	1	0.00	0.00
1305	775	03/04	01:30PM	606-336-0282	INCOMI	CL	S	P	1	0.35	0.35
1308	776	03/04	02:09PM	606-336-0282	INCOMI	CL	S	P	1	0.35	0.35
	777	03/04	02:25PM	859-498-4711	MT STE	KY	S	P	1	0.35	0.35
	778	03/04	02:37PM	859-499-3361	MT STE	KY	S	P	3	1.05	1.05
1311	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
1318	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
1324	784	03/04	07:03PM	606-336-0282	INCOMI	CL	W	O	5	0.00	0.00
	785	03/04	07:09PM	859-499-3361	MT STE	KY	W	O	5	0.00	0.00
1328	786	03/04	07:13PM	606-336-0282	INCOMI	CL	W	O	5	0.00	0.00
	787	03/04	07:41PM	859-499-3361	MT STE	KY	W	O	19	0.00	0.00
1332	788	03/04	08:39PM	606-336-0282	INCOMI	CL	W	O	2	0.00	0.00
	789	03/04	09:40PM	606-674-8172	OWINGS	KY	W	O	1	0.00	0.00
1335	790	03/05	07:44AM	606-336-0282	INCOMI	CL	S	P	1	0.35	0.35
	791	03/05	07:53AM	606-674-8172	OWINGS	KY	S	P	1	0.35	0.35
1336	792	03/05	08:18AM	606-336-0282	INCOMI	CL	S	P	1	0.35	0.35
	793	03/05	08:27AM	606-674-8172	OWINGS	KY	S	P	2	0.70	0.70
1339	794	03/05	08:49AM	606-336-0600	OWINGS	KY	M	P	3	0.00	0.00
1340	795	03/05	08:56AM	606-336-0600	OWINGS	KY	M	P	1	0.00	0.00
1342	796	03/05	10:14AM	606-336-0282	INCOMI	CL	S	P	2	0.70	0.70
1350	797	03/05	10:40AM	606-336-0282	INCOMI	CL	S	P	2	0.70	0.70
1351	798	03/05	10:44AM	606-663-4723	INCOMI	CL	S	P	3	1.05	1.05
	799	03/05	11:20AM	606-336-0282	INCOMI	CL	S	P	4	1.40	1.40
	800	03/05	12:23PM	859-499-3361	MT STE	KY	S	P	1	0.35	0.35
	801	03/05	12:43PM	859-498-9478	INCOMI	CL	S	P	2	0.70	0.70
1352	802	03/05	01:04PM	606-336-0600	OWINGS	KY	M	P	3	0.00	0.00
	803	03/05	02:34PM	859-497-1499	INCOMI	CL	M	P	2	0.00	0.00
1355	804	03/05	02:43PM	606-336-0757	OWINGS	KY	M	P	1	0.00	0.00
	805	03/05	02:44PM	606-336-0600	OWINGS	KY	M	P	4	0.00	0.00
	806	03/05	02:50PM	606-674-6318	OWINGS	KY	S	P	2	0.70	0.70
	807	03/05	03:37PM	859-499-3361	MT STE	KY	S	P	2	0.70	0.70
1438	808	03/05	03:45PM	606-336-0757	OWINGS	KY	M	P	1	0.00	0.00
	809	03/05	03:53PM	859-499-3361	INCOMI	CL	S	P	2	0.70	0.70
1439	810	03/05	04:18PM	606-336-0757	OWINGS	KY	M	P	1	0.00	0.00
	811	03/05	04:50PM	606-336-0282	INCOMI	CL	S	P	2	0.70	0.70
1363	812	03/05	05:10PM	606-336-0282	INCOMI	CL	S	P	1	0.35	0.35
	813	03/05	05:26PM	859-498-9478	MT STE	KY	S	P	1	0.35	0.35
	814	03/05	05:52PM	859-499-3361	INCOMI	CL	S	P	11	3.85	3.85
	815	03/05	06:03PM	859-499-3361	MT STE	KY	S	P	1	0.35	0.35
	816	03/05	06:25PM	859-398-1083	INCOMI	CL	S	P	1	0.35	0.35
1369	817	03/05	06:55PM	606-336-0282	INCOMI	CL	S	P	2	0.70	0.70
	818	03/05	06:57PM	859-499-3361	MT STE	KY	S	P	3	1.05	1.05
	819	03/05	07:13PM	859-497-4124	MT STE	KY	W	N	2	0.00	0.00
	820	03/05	07:18PM	859-498-5248	MT STE	KY	W	N	1	0.00	0.00
	821	03/05	08:55PM	859-498-9478	INCOMI	CL	W	N	11	0.00	0.00
	822	03/05	09:29PM	859-398-1083	INCOMI	CL	W	N	1	0.00	0.00
	823	03/05	09:41PM	859-498-9478	MT STE	KY	W	N	17	0.00	0.00
	824	03/05	10:05PM	859-498-7895	INCOMI	CL	W	N	4	0.00	0.00
	825	03/05	10:12PM	859-498-7895	MT STE	KY	W	N	2	0.00	0.00
	826	03/05	11:20PM	606-674-8904	OWINGS	KY	W	N	1	0.00	0.00
	827	03/06	12:42AM	606-336-0282	INCOMI	CL	W	N	3	0.00	0.00
	828	03/06	12:56AM	859-398-1083	INCOMI	CL	W	N	1	0.00	0.00
	829	03/06	01:46AM	606-336-0282	INCOMI	CL	W	N	2	0.00	0.00
	830	03/06	02:09AM	859-499-3361	MT STE	KY	W	N	1	0.00	0.00
1372	831	03/06	02:12AM	859-499-3361	MT STE	KY	W	N	2	0.00	0.00
	832	03/06	07:50AM	606-336-0282	INCOMI	CL	W	N	2	0.00	0.00

Have Got about 1800 minutes this u

All my Phones W. Billed the Same Way.

This Billing Didn't St till my Phone Numbe was Changed.