

**Dunn, Susan L. (PSC)**

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**From:** Fuqua, Nadine [nadine.fuqua@cingular.com]  
**Sent:** Thursday, September 30, 2004 9:28 AM  
**To:** 'Dunn, Susan L. (PSC)'  
**Cc:** Jones, Sharon D (OOP)  
**Subject:** RE: Miller

Susan,

I have checked his bills, and I have found no errors. This is why I need to speak directly with Mr. Miller to see what calls he is disputing and why.

Thanks,

Nadine

-----Original Message-----

**From:** Dunn, Susan L. (PSC) [mailto:[Susan.Dunn@ky.gov](mailto:Susan.Dunn@ky.gov)]  
**Sent:** Thursday, September 30, 2004 9:06 AM  
**To:** Fuqua, Nadine  
**Cc:** Jones, Sharon D (OOP)  
**Subject:** RE: Miller

Nadine:

I understand that the credit issued was a "courtesy credit" but my question is was his airtime wrong and if so, has anyone checked his previous billing for errors? Please feel free to call me, if you feel that I am not explaining my question fully. Thank you.

Susan Dunn  
Complaint Investigator  
Public Service Commission  
State of Kentucky  
(502) 564-3940 ext 405

-----Original Message-----

**From:** Fuqua, Nadine [mailto:[nadine.fuqua@cingular.com](mailto:nadine.fuqua@cingular.com)]  
**Sent:** Thursday, September 30, 2004 8:59 AM  
**To:** 'susan.dunn@ky.gov'  
**Subject:** FW: Miller

Good morning Susan,

Cingular has issued a courtesy credit on the account. I have attempted to

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contact Mr. Miller on three different occasions, and I have mailed him a letter with my contact numbers should he wish to discuss his bill dispute directly with me. If you need anything else, let me know, and I will be glad to assist you.

Thank you,

Nadine Fuqua

-----Original Message-----

From: Jones, Sharon D (OOP)  
Sent: Wednesday, September 29, 2004 10:21 AM  
To: Fuqua, Nadine  
Subject: FW: Miller

Will you please respond to the below question

Sharon Jones  
Cingular Wireless  
HQ-Customer Operations  
404-236-6493 office  
866-251-9504 fax

-----Original Message-----

From: Dunn, Susan L. (PSC) [ <mailto:Susan.Dunn@ky.gov>  
<<mailto:Susan.Dunn@ky.gov>> ]  
Sent: Wednesday, September 29, 2004 8:43 AM  
To: Jones, Sharon D (OOP)  
Subject: RE: Miller

Sharon/Nadine:

Could one of you explain what months were included in the airtime credit that was issued to Mr. Miller ? Was it just for the June bill? In his letter to the Commission he explained that credit was issued to his last bill but was concerned about the bills prior to the last one. Was the airtime correct prior to the final month? Thank you.

Susan Dunn  
Complaint Investigator  
Public Service Commission  
State of Kentucky  
(502) 564-3940 ext 405

-----Original Message-----

From: Jones, Sharon D (OOP) [ <mailto:sharon.d.jones@cingular.com>  
<<mailto:sharon.d.jones@cingular.com>> ]  
Sent: Tuesday, September 28, 2004 1:54 PM  
To: 'Dunn, Susan L. (PSC)'  
Subject: RE: Miller

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Sharon Jones  
Cingular Wireless  
HQ-Customer Operations  
404-236-6493 office  
866-251-9504 fax

-----Original Message-----

From: Dunn, Susan L. (PSC) [ <mailto:Susan.Dunn@ky.gov>  
<<mailto:Susan.Dunn@ky.gov>>  
<<mailto:Susan.Dunn@ky.gov> <<mailto:Susan.Dunn@ky.gov>> > ]  
Sent: Tuesday, September 21, 2004 2:12 PM  
To: Jones, Sharon D (OOP)  
Subject: Miller

<<PSCNarrative.txt>>

September 27, 2004

Public Service Commission  
P.O. Box 615  
Frankfort, KY. 40602

RE: File # 20043629/Roy Miller  
Account # 14122965-001-14

Dear Mr. or Ms. Dunn,

Cingular Wireless ("Cingular") is in receipt of the above-referenced customer complaint, and we appreciate the opportunity to respond. In his complaint, Mr. Miller alleges that he has been overcharged on his Cingular bill.

I have attempted to contact Mr. Miller by phone unsuccessfully on the following dates: September 23, 2004, September 24, 2004 and September 27, 2004.

After reviewing the account, I discovered that Cingular issued an airtime credit totaling \$463.04 on June 25, 2004, and this account was removed from outside collections. However, Mr. Miller is responsible for the final balance on this account totaling \$87.34.

Please feel free to contact me directly at (770)-749-5907 or toll-free at (866)-634-7667 if you have any further questions.

Respectfully,

Nadine Fuqua  
Cingular Wireless  
Office of the President

cc: Roy Miller