

KY Public Service Commission
Case number 200400154
Roy Miller
Received: June 9, 2004
Completed: June 9, 2004

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COMMISSION

Problem:

I received a KY PSC complaint from the customer stating that his line is being charged airtime for calls that he states were to be included as part of the mobile to mobile package. He wants compensation for the calls. His original KY PSC complaint number 20040937 stated that his son was being charged a large amount of airtime for wrong numbers.

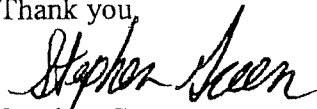
Findings:

I reviewed the account and found that all calls are being billed correctly.

Resolution:

I spoke with Mr. Miller on March 18, 2004 and advised that that the calls are charged correctly. I advised at that time that the plan change to the 3200 minute package should help cover the use of the account. Review of the account revealed that mobile to mobile was charged correctly.

Thank you,



Stephen Green
Office of the President
Cingular Wireless
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