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PSC Consumer Services

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,

Case No. 2004-00154

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