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SEP 21 2004

September 20, 2004  
Roy Miller, Jr.  
Owingsville, Ky. 40360  
Regarding case # 2004-00154

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PSC Consumer Services

PUBLIC SERVICE  
COMMISSION

Dear Beth O'Donnell

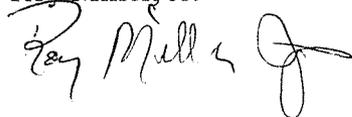
I am writing regarding my account with Cingular Wireless. After my communication with you, Cingular agreed to adjust my last bill with them after checking, as I had asked them to do previously, and finding that I had been greatly overcharged. However, they need to look at the previous 2 – 3 months at the amount they had charged me and I had paid. I paid these bills because I had no choice as I need my phone for business purposes, since Cingular was giving me the runaround on adjusting my bill. I could never get a straight answer from any one and was told that representatives were no longer allowed to adjust bills.

I was a faithful customer of Cingular Wireless for many years. I had a multiple phone account with them and referred many customers to them. I feel that Cingular should be willing to go back and see that I was overcharged and reimburse me for the amount that I overpaid. I would still be a customer had they not made it impossible for me to do so by overcharging me such a great amount.

Ms. O'Donnell, I would have contacted you sooner regarding this matter, however I have, once again, had illness to deal with as well as the death of a loved one.

I would appreciate anything you could do, on my behalf, concerning this matter.

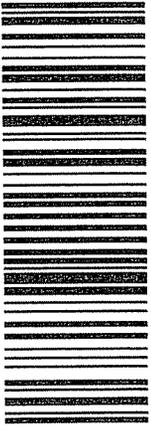
Thank you,  
Roy Miller, Jr.



Sharon.d.jones @  
semail.cingular.  
com

**REGISTERED MAIL™**

Roy Miller, Jr.  
P.O. Box 364  
Owingsville, Ky. 40360



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