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MAR 12 PM 3:33

Fax: (248) 608-8377

PUC of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215
March 5, 2007
Fax: 614-466-0313 (5 pages)
Re: Case No 07-0078-TP-CSS

PUCO

Milentije Miljkovic
20602 Lorain Rd # 4B
Fairview Park, OH 44126

This is in response to the complaint filed by Mr. Miljkovic.

On May 22, 2006 Mr. Miljkovic signed up for our long distance service with our economy plan. We offered the customer the lowest prices (in industry) to Serbia, 8.9 cents/minute and we made sure the customer understands that we did not make any kind of warranties or promises due to the very low cost international routes, and that customer has to pay by the due date to maintain the super low rates. Our regular rate to Serbia is 33 cents/minute.

On July 24, 2006 the customer disputed five 2 min calls to Serbia (on the basis that no one talks for less than 5 minutes) and requested a credit for the switching fee his local company charged him and indicated that he will not pay his bill. At that time we blocked the service for non payment and later we sent the account to collection.

On July 28, the customer filed a complaint with the FCC, attached is the complaint and our response to FCC. We understand that FCC ruled in our company's favor.

On Sept 1, 2007 customer paid our bill and we took it out of collection.

On September 20th we received a three way call from PUC of Ohio, from Mrs. Linda Hamilton and Mr. Miljkovic. During this call customer requested our long distance service again, and in Mrs. Hamilton presence we offered him our regular prices (Serbia 33 cents/minute), and we repeated several times that we cannot offer any warranties and no credit for international calls. The customer agreed with those conditions and requested again our service. As a courtesy we credited all his international calls under one minute, and we advised him that he can take \$5.00 credit for the switching fee when he sends in his payment and a copy of his AT&T bill. As of today the customer did not send us any of the above.

Again he did not pay the bills for Sept and October 2006 and we blocked the service for non payment on Oct 28, 2006. On December 18, 2006 we sent him a warning letter (making him aware of his past due account and advising him that if no pmt is received by Jan 6th 2007 we will send his account to collection), and in January 6th 2007 we sent his account to collection.

We feel that Mr. Miljkovic is using the complaint process to avoid paying his bills and to avoid collection proceedings

A copy of the response was mailed to the complainant address. Original response was also sent by USPS.

Regards,

Ben Ardelean

Ben Ardelean
Customer Service Manager

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Inclusion: 2 Date: 3-12-07



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Rochester, MI 48306

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FCC

Consumer and Governmental Affairs
445 12th Street, SW, 4-C763
Washington, D.C. 20554
August 9, 2006

Milentije Miljkovic
3721 W 159th Apt #7
Cleveland, OH 44111

Re: IC number 06-W12052458

This is in response to the complaint filed by Mr. Miljkovic.

We investigated Mr. Miljkovic complaint and as a result it was determined that all the international calls originated from his phone including two minute calls are valid and he is responsible for their cost. All the calls were made to Serbia and each and every one was a valid call, as certified by our underline carriers. We offered the customer the lowest prices (in industry) to Serbia, 8.9 cents/minute and we made sure the customer understands that we did not make any kind of warranties or promises due to the very low cost international routes.

Mr. Miljkovic received our bill of \$4.70 for the six calls he made to Serbia , one 9 minute and five 2 minute calls. He called on July 6, 2006 and disputed the 2 minute calls on the basis that no one speaks for just two minutes and that NET used to credit all his calls under 5 minutes. We informed him that we are going to investigate his dispute. Then he requested \$5 credit for an alleged switching fee charged by his LEC and we informed him that we cannot be responsible for LEC charges and we advised him to contact his LEC to dispute those charges on the basis that his PIC code 0444 has not been changed. The customer transferred his long distance service from NET (a global Crossing reseller with PIC code 0444). We are also a Global Crossing reseller and his PIC code remained the same.

Then Mr. Miljkovic informed us that he has no intention to pay his bill. We informed him that we have no choice but to block his account for non payment and advised him that if the account is delinquent more than 30 days we will sent it to collection.

On his request that we reimburse him \$50 he allegedly paid for a prepaid calling card (they usually cost about \$5.00); we cannot be responsible for what people buy especially after their service is blocked for non payment.

A copy of the response was mailed to the complainant address.

Regards,

Ben Ardelean

Ben Ardelean
Customer Service Manager

UNITED STATES GOVERNMENT
Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW, 4-C763
Washington, D.C. 20554

OFFICIAL

NOTICE OF INFORMAL COMPLAINT

Date: 8/11/06


THE COMPANY IDENTIFIED IN THE ATTACHED LIST IS REQUIRED TO RESPOND TO THIS NOTICE OF INFORMAL COMPLAINT WITHIN 30 DAYS OF THE DATE OF THIS NOTICE. Failure of any person to answer any lawful Commission inquiry is considered a misdemeanor punishable by a fine under Section 409(m) of the Communications Act (Act), 47 U.S.C. § 409(m). Further, failure to comply with any order of the Commission can result in prosecution under Section 401(b) of the Act, 47 U.S.C. § 401(b). Section 501 of the Act, 47 U.S.C. § 501, and Section 503(b)(1)(B) of the Act, 47 U.S.C. § 503(b)(1)(B), provide for forfeiture penalties against any person who willfully fails to follow the directives of the Act or of a Commission order. The Commission can impose forfeiture penalties of up to \$1.2 million for certain types of violations.

The attached list contains informal complaints that were filed with the Commission pursuant to Section 208 of the Act, 47 U.S.C. § 208, and Section 1.711 of the Commission's Rules, 47 C.F.R. § 1.711. A letter acknowledging your company's receipt of this Notice and of the enclosed complaint(s) should be sent to each consumer as soon as your company receives this Notice.

Pursuant to Sections 208 and 4(i) of the Act, 47 U.S.C. §§ 208, 154(i), we are forwarding a copy of the complaint(s) so that your company may satisfy or answer the complaint(s) based on a thorough review of all relevant records and other information. Your company should respond specifically to all material allegations raised in each complaint and summarize the actions taken by your company to satisfy the complaint.

Written responses must be filed with the Commission at 445 12th Street, SW, 4-C763, Washington, D.C. 20554. A separate response should be filed by each carrier for each case. Each response should include: (1) the complainant's name, and (2) the Case number. Companies are directed to send copies of their responses to consumers at the same time their responses are forwarded to the Commission. Each company required to respond to this Notice is directed to retain all records until final Commission disposition of the complaints.

If you have any questions regarding this Notice, please call the Consumer Inquiries and Complaints Division at (202) 418-2516, and leave a detailed message specifying the calling company name, the Case number, and the specific questions that you would like to have answered by the Bureau.


Stephen E. Ebner, Acting Chief
Consumer Inquiries and Complaints Division

Attachment(s)

List of Informal Complaints for Commission Action
8/11/06

| <u>Carrier's Name</u> | <u>ICNumber</u> | <u>Complainant</u> |
|---------------------------|-----------------|---------------------|
| Primo Communications Inc. | 06-W12052458 | Milentije Miljkovic |

Apparent Carrier: Primo Communications Inc.
Complaint for: Milentije Miljkovic
IC Number: 06-W12052458

Date Received: 7/28/2006 3:11:30 PM
Service Date: 8/11/2006
Response Date: 9/10/2006

COMPLAINT SUMMARY:- ACCOUNT NUMBER: 2162528034 / DATE: 07/08/2006; - I HAVE CONTACTED "PRIMO" BOTH VIA TELEPHONE AND E-MAILS AND I HAVE NOT GOT A RESOLUTION.; - I ASKED FOR CREDIT FOR 5 2-MINUTE CALLS WHICH DID NOT GO THROUGH AND WAS TOLD BY A MANAGERS THAT I WOULD HAVE TO PAY FOR THEM.; - I ASKED FOR \$5.00 CREDIT FOR SWITCHING CHARGES TO "PRIMO" BY MY LOCAL TELEPHONE COMPANY; AND WAS TOLD THAT I WAS NOT ELIGIBLE FOR A REFUND THOUGH I WAS PROMISED TO GET IT WHEN I SUBSCRIBED.; - MY LONG-DISTANCE SERVICE WAS DISCONNECTED WITHOUT ANY PRIOR NOTICE TO ME.; THEREFORE I HAD TO BUY PRE-PAID PHONE CARDS AND I SPENT ADDITIOAL \$50.00.; - I WANT "PRIMO" TO RE-CONNECT MY LONG-DISTANCE SERVICE AND TO REFUND MY EXPENSES (5 2-MINUTE CALLS, \$5.00 SWITCHING CHARGES AND \$50.00 FOR PRE-PAID PHONE CARDS EXPENSES).

| | | |
|----------------------------------|--|--------------------------|
| Problem Number:2162528034 | | |
| Title: | Contact Name:Milentije Miljkovic | |
| Last Name:Miljkovic | First Name:Milentije | Middle Initial: |
| Address: 3721 W 159Th St. # 7 | City:Cleveland | State/Zip:OH, 44111 |
| Contact Number:2162528034 | Ext.: | Best Time to Call:4 p.m. |
| Fax Number: | Email Address:Milentije Miljkovic@KeyBank.com | Internet Address: |

Disputing charges listed on phone bill. Total amount of dispute:

Were any of the disputed charges paid?No

Did the company billing for these charges adjust or refund some or all of the disputed charges?No

If yes, the amount of the adjustment or refund:

Contacted the companies to resolve complaint?

If yes, was the complaint resolved to your satisfaction?

If yes, name of company, name and number of company representative you spoke with:
Name: Phone: Ext:

Date you spoke with company representative:

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?