

FILE



Network Enhanced Technologies

P.O. BOX 811180 | Los Angeles, CA 90081

RECEIVED-DOCKETING DIV/

2009 JUN 25 AM 11:39

PUCO

To whom it may concern:

This is in response to complaint filed by Mr. Miljkovic case# 09-26-TP-CSS

Customer had requested refund and the provided credit card was canceled (the customer's letter which states his credit card is canceled is enclosed) we called and sent a letter to request a valid credit card from the customer. Customer never replied, I spoke to Jeff Jones from Public Utilities commission and informed him that we don't have valid credit card information to refund the money. He replied in the email that he would contact the customer and will get the credit card information. (The printed email is enclosed). I never received any response no from the customer neither from Jeff.

We have sent a check in the amount of \$10.53 to customer's provided address. The copy of the check is enclosed.

Please let me know if you have any questions regarding this matter

Thanks

Maryam Laaly

Operations Manager

N.E.T Inc.

213-316-0400 ext: 406

maryam@netincusa.com

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
Technician _____ Date Processed JUN 25 2009

NETWORK ENHANCED TECHNOLOGIES, INC.

P.O. BOX 811160
LOS ANGELES, CA 90081

BANK OF AMERICA
LOS ANGELES MAIN BRANCH 0800 (213) 312-9000
525 SOUTH FLOWER STREET
LOS ANGELES, CA 90071
18-86-1220

6/23/2009

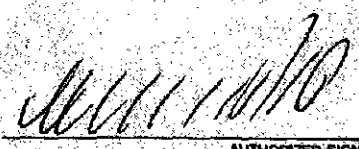
PAY TO THE ORDER OF Milentije Miljkovic

\$ **10.53

Ten and 53/100*****

DOLLARS

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



MEMO

Cust # 12120863 Refund

AUTHORIZED SIGNATURE



NETWORK ENHANCED TECHNOLOGIES, INC. P.O. BOX 811160, LOS ANGELES, CA 90081

Milentije Miljkovic
Income: 1+ Cycle 4

6/23/2009

10.53

Bank Of America 438 Cust # 12120863 Refund

10.53

maryam

From: Jones, Jeff [Jeff.Jones@puc.state.oh.us]
Sent: Wednesday, April 22, 2009 11:50 AM
To: maryam
Subject: RE: complaint case E 09-26-TP-CSS

Maryam,

Thank you for the e-mail message. As soon as Mr. Miljkovic responds to the voicemail message that I left him, I will let you know.

Regards,

Jeffrey R. Jones
Chief, Telecommunications,
Water and Sewer Sections
Legal Department
Public Utilities Commission of Ohio
(614) 466-0463
jeff.jones@puc.state.oh.us

Draft - This document was created only for the purpose stated within it. It is for staff discussion only and does not reflect the view of the Commission.

From: maryam [mailto:maryam@netincusa.com]
Sent: Wednesday, April 22, 2009 1:43 PM
To: Jones, Jeff
Subject: complaint case E 09-26-TP-CSS

Hello Jeff

This email is to confirm our conversation regarding the Case # 09-26. I will be waiting for the new credit card information to refund the \$10.53 back to the customer.

Thanks and have a great day!

Maryam Laaly
Operations Manager
N.E.T Inc.
Tel: 213-316-0406 ext: 406
Fax: 213-622-3219

maryam@netincusa.com
www.netincusa.com

Confidentiality Statement

This email and any files transmitted with it are confidential, may be legally privileged, and are intended solely for the use of the individual(s) or entity to which they are addressed. If you are not the intended recipient, please be aware that any disclosure, copying, distribution or use of the contents of this message in any way whatsoever is prohibited. If you have received this email in error please notify the sender immediately and delete the message and any attachments.

No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 8.0.238 / Virus Database: 270.12.1/2071 - Release Date: 04/22/09 08:49:00

NC

1/11/2009

MMIL 12120863 3



The Public Utilities
Commission of Ohio

09-0026-TP-CSS

Formal Complaint Form

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Mr Milentije Miljkovic
Customer Name

20602 Lorain Rd. # 4B
Customer Address

Fairview Park OH 44126
City State Zip

Against

4403313331
Account Number

Customer Service Address (If different from above)

NET (Network Enhanced Technologies, Inc.)
Utility Company Name

City State Zip

(800) 818-3300

Please describe your complaint. (Attach additional sheets if necessary)

\$10.53

NET refuses to pay back my refund.
I spoke to NET six times.
Kelly Marba (from PUCO) also contacted

NET.

I have not got my refund yet.

M. Muskobuth

Signature

(440) 331-3331

Customer Telephone Number

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Technician SMA Date Processed JAN 13 2009

OVER



In August, 2008 I signed for a telephone service with NET (prepaid "My011").

\$20.00 were taken from my debit card:

(0342092103; xxxx-xxxx-xxxx-4117)

In September, 2008 I closed my checking account (0342092103).

The NET telephone service was dreadfully bad. I decided to cancel it.

On 28th of October I spoke to a NET customer service. I said that my debit card xxxx-xxxx-xxxx-4117 was cancelled. I gave her a valid debit card number, namely xxxx-xxxx-xxxx-7077. She said that my balance would be paid to that debit card: xxxx-xxxx-xxxx-7077.

M. Muskobuth