

FILE

Case No. 09-0026-TP-CSS

10/26/2009

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RECEIVED-DOCKETING DIV  
2009 NOV -2 AM 8:38  
PUCO

In August of 2008, I signed up through an agent (LDC Long Distance, Inc.) for a long distance telephone service with NET, Inc. That was a pre-paid service: "my011".

However, the access to the service from my telephone was on local toll numbers [(440)306-1100 and (440)332-2929] and I had to pay extra fee for each long distance telephone call. I was not aware of that before I had signed the contract with NET. Besides, quite often, all NET circuits were busy and I could not get an international connection...

When I signed my contract with NET \$20.00 were paid to the company from my debit card: MASTER CARD No. [REDACTED] which was linked to the checking account No. [REDACTED].

On 09/12/2008 my checking account No. [REDACTED] was closed (exhibit No. 1) and consequently debit card No. [REDACTED] was cancelled.

I wanted to search for a more convenient long distance service.

On 10/28/2008 I spoke to an NET customer service employee, possibly Lisa. We agreed that the remainder of my pre-paid money, \$9.47, should be paid back to me to the following debit card: VISA No. [REDACTED] since MASTER card No. [REDACTED] had been cancelled. I repeated to the NET employee a valid debit card number - twice!

After four or five days, as the money had not been paid back to me, I rang up NET customer service and enquired. I was told that the money had been paid back to me and that I was to speak about that to my credit card company.

On 12/03/2008 I sent a facsimile to NET (exhibit No. 2) as a proof that the money had not been paid back to me. I did not hear from them.

In the meantime I spoke to NET customer service four or five times more. Each time I was told that I ought to contact either my credit card company or my telephone agent (?).

On 12/12/2008 I rang up Calling Centre at PUCO.

The same day Kelly Marba emailed ([Zahra@netincusa.com](mailto:Zahra@netincusa.com)) asking for a reply within 10 business days.

No reply.

On 12/26/2008 Kelly Marba sent an e-mail to ([Zahra@netincusa.com](mailto:Zahra@netincusa.com)) asking for a reply within 5 days.

No reply.

On 01/02/2009 Kelly Marba sent the third request to ([Zahra@netincusa.com](mailto:Zahra@netincusa.com)) for a reply within 48 hours. Finally the reply came. The answer was that the money had been paid back to me (exhibit No. 3).

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 Am Date Processed 11/2/09

After that I had to go to the bank in which I had had the **debit** card No. [REDACTED] 4117 and to argue with a clerk so as to be given a letter stating that that **debit** card had been cancelled (exhibit No. 1)!

I enclosed the letter to my Formal Complaint, Case No. 09-0026-TP-CSS, which I submitted on 01/14/2009.

To the date I have not got a response by NET to my Formal Complaint.

Actually, there was a very tiny letter sent to me by NET in the end of June this year. I could see that there was a cheque, but the amount was not \$9.47. I returned the letter to the sender.

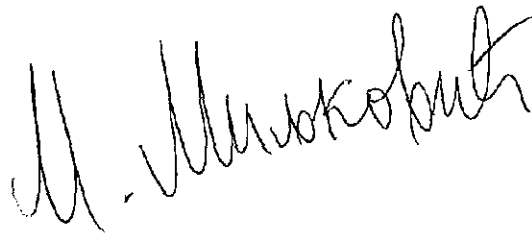
Now, if NET was willing to pay me the money back, even with a cheque, why did they wait so long? Why did Mr Jeffrey Jones have to speak to them several times?

If there were communications with me, I ask NET to present them to PUCO: e.g. if there were letters sent to me, photocopies of them, with a postmark; if there were telephone calls by NET to me, Case report with history is to be presented to PUCO.

Besides, why were there two trouble tickets with my name in NET?

Lastly, I shall have to cancel my valid **debit** card: VISA No. [REDACTED] for I have just revealed it publicly just now.

Milentije Miljkovic (Mr)

A handwritten signature in black ink, appearing to read 'M. Miljkovic', written in a cursive style.

Case No: 09-0026-TP-CSS

Case N<sup>o</sup>: 09-0026-TP-CSS



1215 Superior Avenue  
Cleveland, OH 44114

1/5/09

exhibit No. 1

To Whom It May Concern:

Please be aware that Milentije Miljkovic had an account here at Charter One. His account was closed on 9/12/2008. When an account is closed, no further direct deposits or withdrawals can occur. If you have any questions, feel free to contact me.

Thank you,

A handwritten signature in cursive script, appearing to read 'Lora Eadeh'.

Lora Eadeh  
Personal Banker  
21550 Center Ridge Rd  
Rocky River, OH 44116  
440.333.5200 ph  
440.333.6029 fax

acc. N<sup>o</sup>: 0342092103

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 TX REPORT \*\*\*  
 \*\*\*\*\*

exhibit No. 2

TRANSMISSION OK

TX/RX NO 3480  
 CONNECTION TEL 812136223219  
 CONNECTION ID  
 ST. TIME 12/03 18:21  
 USAGE T 00:32  
 PGS. SENT 1  
 RESULT OK

National City Online Banking

Page 1 of 1

Privacy Security Help Log Out

Online Banking  
 Milentije Miljkovic

Email: not on file  
 Last Login: 12/01/2008 11:54 AM E

Account Info

Transfer Funds

Pay Bills

Customer Support

(440) 331-3331

## MESSAGE CENTER

View Messages

View Alerts


Contact Us

## View Account Activity

Print This Page

View Search Options




Show Activity For:

Checking  Account: Checking. 

Current Balance: \$134.95  
 Available Balance: \$134.95 \*

\* Includes amounts available through overdraft protection, if applicable.

 = Check Image

| DATE                                      | DESCRIPTION   | TYPE   | DEBIT(-) | CREDIT(+) |
|---|---|--------|----------|-----------|
| <b>PENDING ITEMS</b>                      |   |        |          |           |
| No pending transactions for this account. |   |        |          |           |
| <b>POSTED ITEMS</b>                       |   |        |          |           |
| 11/10/2008                                | NATIONAL CITY 13-15 MONT<br><del>XXXXXXXXXX</del> NOV 11  | Credit |          | \$38.64   |
| 10/10/2008                                | NATIONAL CITY 13-15 MONT<br><del>XXXXXXXXXX</del> OCT 11  | Credit |          | \$37.39   |
| 10/09/2008                                | CHECK # 50004  |        | \$7.09   |           |
| 11/05/2008                                | CHECK # 50005  |        | \$7.20   |           |
| 09/11/2008                                | CHECK # 50003  |        | \$8.23   |           |
| 10/31/2008                                | KEEPCALLING.COM, 866-5358096, WA<br>NC CHECKCARD TRANS.   | Debit  | \$10.00  |           |
| 11/25/2008                                | WWW.CIRCUITCITY.COM, 800-843-248<br>NC CHECKCARD TRANS.   | Debit  | \$15.08  |           |

## ACCOUNT INFORMATION

View Account Info  
 View Account Activity  
 View Account Detail

View Online Statements  
 Stop Mailing Statement  
 Export Account Activity  
 Nickname Account

## ALERTS

Delivery Options  
 Add/Edit Alerts  
 Alert Profile

## NEW ACCOUNTS

Apply For a New Account  
 Finish a Saved Application  
 Verify Trial Deposits

## NEED HELP?

Learn About Account Info  
 View Online Statements Demo

Exhibit No. 3

Case No.: 09-0026-TP-CSS

From: "maryam"

To: "ContactThePUCO@puc.state.oh.us"

Subject: FW: Third Request for Information. Case: MMIL12120863

Sent: 1/2/2009 3:28:52 PM

Message:

To whom it may concern

This email is in response to the complaint filed by CUSTOMER: Milentije Miljkovic ADDRESS: 20602 Loraine Rd # 4B Fairview Park, OH 44126, we did return \$9.47 to customer's credit card on 10/30/2008. Please advise the customer to contact their Credit card company if they don't see the adjustment on their statement

Thanks

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

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