

NC

1/11/2009

MMIL 12120863 3



The Public Utilities  
Commission of Ohio

Case Number

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

09-0026-TP-CSS

Formal Complaint Form

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)

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

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 SM Date Processed JAN 13 2009

OVER  
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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 28<sup>th</sup> 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.

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M. Muskobuth



1215 Superior Avenue  
Cleveland, OH 44114

1/5/09

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 black ink, 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