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Records
Public Service Commission

January 23, 2004

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, MO 65102-0360

Re: Case No. XC-2004-0274
Rickey Oaks - Complainant

Dear Sir or Madam:

This letter is in response to the formal complaint filed by Mr. Rickey Oaks. Upon receipt of the above-referenced complaint, Broadwing began an investigation of the matter.

Mr. Oaks states that there is a billing dispute that is being ignored. The issue of this dispute has not been ignored, it was sent to the Fraud Department of Broadwing in December 2002 for investigation. After a thorough investigation of the matter it was determined from the call detail records that the calls in dispute were actual calls direct dialed from the customer's number and billed correctly.

Mr. Oaks indicated that he canceled his account in December 2002. The last payment to his account was posted October 14, 2002. Mr. Oaks had new usage charges on his account through December 2, 2002. \$218.13 for calls on billing cycle 10/18/2002 through 11/17/2002 and \$87.45 for calls on billing cycle 11/18/2002 through 12/17/2002. The amount due on the account was \$305.58 plus late charges in the amount of \$14.68. The total due on the account is \$320.26. The account has been written off and sent to collections. The customer can contact the agency at 800.273.6818 for any inquiry.

If the commission has further questions I may be contacted at 800.984.9253 ext.24123.

Sincerely,

Linda Gilmore
Regulatory Specialist
Broadwing Communications
p. 512.742.4123
f. 512.328.7902