



**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

FILED

09-09-11
03:28 PM

Betty Jean Mack,

Complainant

(ECP) C1109006

vs.

Case (C.). _____

Consumer Cellular Incorporated
(U4328C),

Defendant

COMPLAINT
(Rule 4.5)

COMPLAINANT	DEFENDANT
<p>Betty Jean Mack 6186 East Sussex Way Fresno, CA 93727 Phone (559) 260-4397 Email: Mackey502000@yahoo.com</p>	<p>Consumer Cellular Incorporated (U4328C), Attn: John Marick, President 7204 SW Durham Road, Suite 300 Portland, OR 97224 Phone (971) 223-3015 Email: johnm@consumercellular.com</p>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

BETTY JEAN MACK
COMPLAINANT(S)
vs.

Case Number 77629 AJH
(for Commission use only)

(B)

CONSUMER CELLULAR
DEFENDANT(S)
(Include Utility "U-Number", if known)

(C) Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?
 YES NO

Has staff responded to your complaint?
 YES NO

Did you appeal to the Consumer Affairs Manager?
 YES NO

Do you have money on deposit with the Commission?
 YES NO
Amount \$ _____

Is your service now disconnected?
 YES NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
BETTY JEAN MACK	1316 E SAMBLE AVE, FRESNO 93710	558-260-4397

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
CONSUMER CELLULAR	7204 SW PURMAN RD, #300 PORTLAND OR 97224	800 636-4460

RECEIVED
 PUBLIC UTILITIES
 STATE OF CALIFORNIA
 011 APR -6 AM 11:00
 MAIL ROOM
 POCKET OFFICE

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

CONSUMER CELLULAR SAID I OWE "0" BALANCE, BUT PROFESSIONAL CREDIT SERVICE 406 INTERNATIONAL WY #100, SPRINGFIELD OR 97477 SAID I OWE \$135 ACCOUNT # 350-4489. IT KEPT INCREASING MONTHLY WHICH IS BASICALLY AGAINST THE LAW. CONSUMER CELLULAR NEEDS TO STAND BEHIND THEIR WORDS & HAVE THE CREDIT AGENCY HAVE A "0" BALANCE.

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? YES NO

(3) Regular Complaint Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

THE PROFESSIONAL CREDIT SERVICE SHOULD HAVE A ZERO BALANCE JUST LIKE CONSUMER CELLULAR, OTHERWISE IT DOES NOT MAKE SENSE. THIS CREDIT SERVICE WORKS FOR CONSUMER CELLULAR & CONSUMER CELLULAR HIRED THE COMPANY & THEY CAN TELL THEM TO HAVE A ZERO BALANCE. THE AMOUNT STARTED AT \$40 & NOW IT IS \$135. I FEEL THEY ARE BEING DISCEPTIVE.

(5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory)

or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	
Hearing (Example: 7/1/09)	

Explain here if you propose a schedule different from the above guidelines.

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

I BELIEVE I AM OWED \$135 FOR PAIN AND SUFFERING
ALSO THE BALANCE OWING SHOULD BE ZERO
& ALL CREDIT ~~THE~~ BUREAUS SHOULD BE CLEARING
OFF MY NAME IN WRITING.

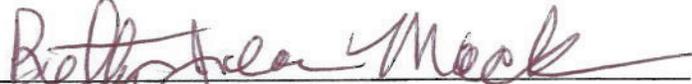
(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

MACKKEY502000@YAHOO.COM

(J)

Dated FRESNO, California, this 4TH day of APRIL, 2011
(City) (date) (month) (year)

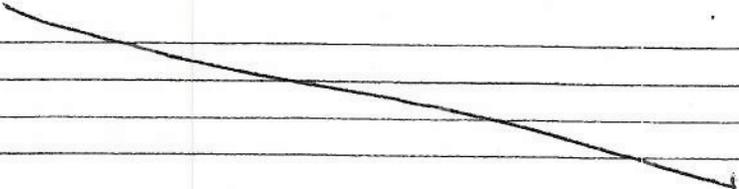

Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)

REPRESENTATIVE'S INFORMATION:

Provide name, address, telephone number, e-mail address (if consents to notifications by email), and signature of representative, if any.

Name of Representative:	
Address:	
Telephone Number:	
Email:	
Signature	

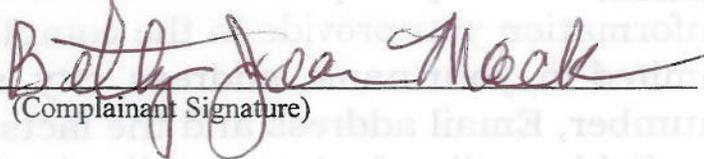
VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on 4.4.11, at FRESNO, California
(date) (City)


(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) **NUMBER OF COPIES NEEDED FOR FILING:**

FILE the original complaint plus 6 copies, plus 1 copy for each named defendant, with the Commission. Total of eight (8) copies altogether for one defendant.

(O) MAIL TO: California Public Utilities Commission
Attn: Docket Office
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACY NOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Complaint is filed in paper form or electronically, Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, Email address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.


Signature

4-4-11
Date

BETTY JEAN MACK
Print your name