Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

2009-374-C

218891

Phone: 803-896-5100
Fax: 803-896-5199
www.psc.sc.gov

S. C. PUBLIC SERVICE COMMISSION
SEP 01 2009
RECEIVED

Complaint Form

Print

Date: 8/31/09

Complainant or Legal Representative Information: * Required Fields

Name * Julia Bradley

Firm (if applicable)

Mailing Address * 1206 Coach Rd

City, State Zip * Holly Hill, SC 29059 Phone * 803-759-0372

E-mail * dont have one

Name of Utility Involved in Complaint: * Universal Telecom, Inc

Type of Complaint (check appropriate box below.) *

- [ ] Billing Error/Adjustments
- [ ] Deposits and Credit Establishment
- [ ] Wrong Rate
- [ ] Refusal to Connect Service
- [x] Disconnection of Service
- [ ] Payment Arrangements
- [ ] Water Quality
- [ ] Line Extension Issue
- [ ] Service Issue
- [ ] Meter Issue
- [ ] Other (be specific)

Have you contacted the Office of Regulatory Staff (ORS)? * [x] Yes [ ] No **Name of ORS Contact:** Dawn Hipp

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

Universal Telecom accepted payment for services from August 4-Sept 4 knowing that services would be disconnected. Universal did not pay their lease agreement with Embarq. My services were disconnected on August 12 & a letter was not recieved from the company until August 21. I paid $70.00 for my services on phone number 8034960256

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

I am asking that I am refunded my money for my bill. I am not able to transfer my phone company without the money.

STATE OF SOUTH CAROLINA)
COUNTY OF Orangeburg)

VERIFICATION

I, Julia Bradley (Complainant's Name *) verify that I have read my complaint filed on 8-31-09 (Date *) and know the contents thereof, and that said contents are true. Julia Bradley (Complainant's Signature *)

Internal Use Only

Processed By	Date
H.E.	