

Attention: Federal Communications Commission

Mr. Julius Genachowski, Chairman

Michael J. Copps, Commissioner

Robert D. McDowell, Commissioner

Mignon Clyburn, Commissioner

Consumer Complaints Division

445 12th Street SW

Washington, D.C. 20554

Fax: 1-866-418-0232

Email: fccinfo@fcc.gov

U.S. Cellular Overcharges/Overbilling \$226.00 For No Network Available, No Internet Service, Slow Search

U.S. Cellular No Network Available for Mobile Telephone and Internet Service

U.S. Cellular Account Number: 719643328 for Gardenia C. Hung, PO Box 1274, Lombard IL 60148

I am disputing \$226.00 Overcharges/Overbilling by U.S. Cellular Internet Mobile Telephone Services.

Gentlemen and Ladies, Federal Communications Commission, Consumer Telephone Services:

I am disputing U.S. Cellular Overbilling/Overcharges for \$226.00. My name is Gardenia C. Hung, I have paid \$87.67 for monthly U.S. Cellular Services for Internet Bundle, National Unlimited Text/Picture Messages, and Mobile Telephone. U.S. Cellular has been disconnecting the Internet by not providing Internet Services. I have not been using the mobile telephone, making telephone calls or sending data messages over the Internet. Overnight U.S. Cellular uses my Internet Services by their own employees and they also charge for overtime when I am not using the mobile telephone or the Internet. I am overbilled and overcharged by \$226.00. I am disputing U.S. Cellular Overcharges and Overbilling for \$226.00, when I have not changed my current mobile telephone/Internet bundle monthly plan currently in usage for \$87.67. U.S. Cellular has been disconnecting my Internet Service, No Internet Network available, interrupting my current usage, and abusing my U.S. Cellular Account No.719643328, for 630-201-9055. Investigate U.S. Cellular Service Fraud Overcharge/Overbilling \$226.00.

Sincerely,

FCC Submission Confirmation: 2000B

Acknowledgement of Submission from Gardenia C. Hung on 03/30/2012, reference number 12-C00385689.

Thank you for your information. The FCC will contact you if additional information is required. Please keep this information for future reference.

ATTENTION: When submitting additional information using this FCC Submission Confirmation sheet,

please attach only one unsolicited fax advertisement (or multiple advertisements from the same sender) that matches your complaint number and carrier company named in this complaint. DO NOT include multiple unsolicited faxes from different senders with this unique case number. Your complaint is subject to be rejected, if more than one unsolicited fax advertisement from different senders accompanies this FCC Submission Confirmation sheet.

Please use this page as a Fax Cover Sheet when faxing additional details to the FCC at (866) 418-0232.

U.S. Cellular Mobile Telephone and Internet Service for Samsung Galaxy S Mesmerize i500 Series

U.S. Cellular Account Number: 719643328 for Gardenia C. Hung, PO Box 1274, Lombard IL 60148

U.S. Cellular Samsung Galaxy S Mesmerize i500 Series Purchased for \$197.54 on March 21, 2011

Gardenia C. Hung has been at the U.S. Cellular Store Making A Customer Request For Cash

\$197.54 Refund/Reimbursement from U.S. Cellular Due To Samsung Software

1. Missing Telephone Calls, Samsung Galaxy S Telephone Not Ringing for Telephone Calls,
2. Interrupted Service, Off U.S. Cellular Service for Mobile and Internet Communications
3. Gingerbread Android Software Update at the Wireless Center U.S. Cellular on Roosevelt Road and Ahrens St. in Lombard with Bugs and Flaws,
4. Disconnected Internet Network Service,
5. Gingerbread Software Update on Friday, September 30, 2011,
6. Samsung Mesmerize Crashed on Saturday, October 1st,
7. Sunday October 2, 2011 Started on Safe Mode
8. No Help Files for Customer Information
9. Blank Black Screens
10. Samsung Galaxy S Mesmerize i500 Series Freezes Touch Screen and Menus Do Not Respond To Touch
11. Video Flash Player Does Not Load Properly for NBC, BBC News, and other Media
12. LinkedIn Social Network is not currently connecting to the Samsung Galaxy S Mesmerize i500

This Thursday morning, I visited the U.S. Cellular Service Center To Return the Samsung Galaxy S Mesmerize i500 Series Telephone and Make a Customer Request for Cash Reimbursement in the amount of \$197.54 since this U.S. Cellular Samsung Mobile and Internet Service crashed on Saturday October 1st and Sunday, October 2nd, 2011 when it turned onto Safe Mode and Restricted Use All Weekend, following Interrupted Off Network Activity during September 2011. The Manager Justin, Assistant Manager John, and other salespeople do not want to reimburse me \$197.54 for the Samsung Galaxy S Mesmerize i500 Telephone after it has crashed with the Gingerbread Android Software Update in September 2011. I purchased the Samsung Galaxy S Mesmerize at 48 South Clark, Chicago, Illinois 60603. I, Gardenia C. Hung, have been asking U.S. Cellular for a Cash Refund of \$197.54 due to the Samsung Galaxy S Mesmerized Software Flaws, Bugs and Errors. I am writing to the Federal Communications Commission to report U.S. Cellular Off Network Activities, Flaws, Errors and Bugs in the Samsung Galaxy S Mesmerize i500 series for Illinois

customers in the U.S.A. I am requesting a complete refund in the amount of \$197.54 from U.S. Cellular at 48 South Clark Street, Chicago, Illinois 60603, Telephone 312-781-0612 and the U.S. Cellular Service Center at 30 North LaSalle Street, Suite 100C, Chicago, Illinois 60602, Telephone: 312-630-9365

Please help me to get the Full Customer Refund from U.S. Cellular in the amount of \$197.54 for the return of the Samsung Galaxy S Mesmerize i500 Series Telephone. I cannot use Samsung Telephones due to bad service and repeated U.S. Cellular software updates with flaws, bugs, and errors.

Sincerely,

Gardenia C. Hung

Enclosure: U.S. Cellular Statement of Purchase for Samsung Galaxy S Mesmerize \$197.54