

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

For Commission Use Only:  
Case: 04-0335

ORIGINAL

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

2004 APR 13 P 2:30

CHIEF CLERK'S OFFICE

Southwestern Bell  
Communications Services Inc

Regarding a complaint by (Person making the complaint): Alvanda Deans Sr.

Against (Utility name): d/b/a SBC Long Distance  
~~American Telephone Company~~

As to (Reason for complaint) I sign up with SBC for unlimited Local and nationwide long distance plus more for one low monthly rate - just \$43.95 a month for the first year and only \$48.95 after that. Now I paid SBC for December 2003 and January 2004. For Feb. + March 2004  
*SBC overcharging me*

in Marxham, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 3663 West 166th Street, Marxham, Illinois 60426

The service address that I am complaining about is 2401 West Grace Street Floor 1, Chicago, Illinois 60618

My home telephone is [708] 596-5143

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [800] 533-6283

(Full name of utility company) SBC Long Distance  
~~American Telephone Company~~ (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

CH. 1. Section-200-170-83 Illinois Administrative Code a, b, c, d, e. / 83 Ill. Adm. Code 280 or 735, 280-170

Code 735.200 (Source: Amended at 24 Ill. Reg. 16019 effective October 15, 2000) / CH. 1. Sec. 200.700 (a) 2, 3, 4,

5, 6, 7, 8, 9, 10 (b) Sec. 200.710 (ILCS 100/10-35) Source: Amended at 24 Ill. Reg. 16019 effective 15, 2000)

83 Illinois Administration Code CH. 1. Sec. 200.60 Act 5 ILCS 130) Sec. 200.710 (Source: Amended at 24 Ill.

Reg. 16019 effective 10 15, 2000. / 83 Ill. Administrative Code CH. I Sec. 200.220. Sec. 5-35-100/5-35/ Source: Added at 20. Ill Reg. 10607.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?  Yes  No *August 15, 1996.*

Has your complaint filed with that office been closed?  Yes  No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

- ① On November 2003. I Sign up with SBC Long distances I already had SBC Local with UNLIMITED Local Calls, and Phone Line with UNLIMITED calls Line. Caller ID - Caller Waiting - Wire maintenance PLAN - SBC Local Services. NO Voice mail Plus.
- ② I sign up for UNLIMITED Local and Long distance It's ALL Just \$43.95 A MONTH for the First Year and only \$48.95 AFTER that. FCC APPROVAL has been given ALL Distance Service Price.

AND Economy Solution Plus. This offer By SBC EXECUTIVE DIRECTOR - MR. JEFF URBANEK \$43.95<sup>a</sup> month for the first year and \$48.95 AFTER that. Offer expires 1/31/2004. ALL Local and Long distance Services PRICES included \$20.00 unlimited.

- ③ SBC have DECEIVED It Customers and mislead them with this offer (in Paragraphs ① ② and ③) See my phone bills Slamming and padding my phone bills each month.

Please clearly state what you want the Commission to do in this case: I FAX to him on 2-17-2004 \$30.00. - Refuse to Reimburse Me For FAX

- ④ I want the Commission to hold SBC Accountable for the offer that I sign up for \$43.95 for the first year and only \$48.95 AFTER that included \$20.00 / hold TIM + SBC to Reimburse me \$30.00 For FAX Information Tim on 2-17-2004.

Date: 4/16/2004  
(Month, day, year)

Complainant's Signature Alvando Dean SR.

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

**VERIFICATION**

A notary public must witness the completion of this part of the form.

I, Alvando Dean SR, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

(Signature) Alvando Dean SR

Subscribed and sworn/affirmed to before me on (month, day, year) 04.10.2004

Tiffany Paxton  
Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.