

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

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

For Commission Use Only:  
Case: 04-0627

ORIGINAL

Regarding a complaint by (Person making the complaint): Dennis + Pamela Zweifel

Against (Utility name): Comcast Phone of Illinois, LLC

As to (Reason for complaint) Being charged unjustly I signed a contract with @ vendor for X now, I'm being charged more by Comcast in Yorkville Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1322 Chestnut Circle Yorkville IL 60560

The service address that I am complaining about is Same

My home telephone is [630] 552-7131 + 630-273-2131

FAX 630-273-2131  
E-mail Zweifel194@msn.com  
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [630] 546-6497

(Full name of utility company) Comcast (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.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CHIEF CLERK'S OFFICE  
2004 OCT 12 1 P 3:40  
ILLINOIS COMMERCE COMMISSION

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?  Yes  No

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

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.

ON 3/4/04 MY WIFE AND MYSELF SAT AT THE KITCHEN TABLE WITH THE DOOR TO DOOR SALESMAN FOR COMCAST. HE PROMISED TO BEAT THE PRICE OF OUR EXISTING CO. AND EVEN ADD A SECOND LINE FOR COMPUTER FOR A FARE CHEAPER THAN WE WERE PAYING.

FROM THE VERY FIRST BILL UP UNTIL NOW CHARGES HAVE BEEN WRONG. SOME CREDITS WERE GIVEN BUT THEY WON'T EVEN TAKE US NOW

I HAVE ASKED COMCAST TO GO OVER MY BILL AND SEND ME A COPY BUT I HAVEN'T SEEN ONE YET. PROBABLY \$50.00 @ MO. SINCE 3/4/04

Please clearly state what you want the Commission to do in this case:

I WANT MY PHONE BILL ADJUSTED TO WHAT WE AGREED UPON WHEN WE SIGNED ON WITH COMCAST. ALL OVERPAYMENTS PAID TO COMCAST REFUNDED TO ME WITH CREDIT TOWARDS FUTURE PHONE BILLS.

Date: 10/6/04  
(Month, day, year)

Complainant's Signature Henric + Pam Zurek

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

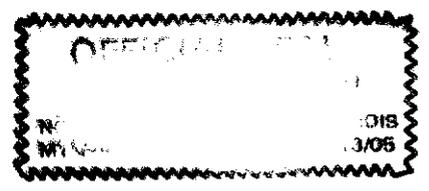
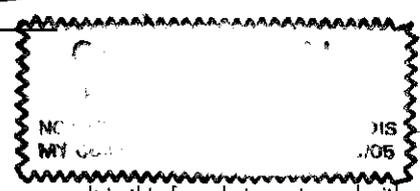
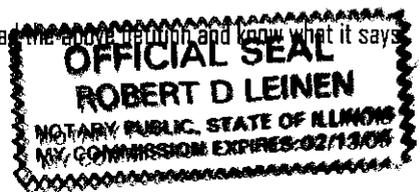
A notary public must witness the completion of this part of the form.

I, Robert D Leinen, 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) Robert D Leinen

Subscribed and sworn/affirmed to before me on (month, day, year) 10/06/04

Robert D Leinen  
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.