

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

For Commission Use Only:  
Case: 05-0420

ORIGINAL

Regarding a complaint by (Person making the complaint): Rosen Automotive (Kurt Dunkel)  
Against (Utility name): SBC (Ameritech) - Claim # 2005-01192C - IL Bell Telephone Co.  
As to (Reason for complaint) Ameritech sold Rosen a vanity number with 11 call paths. Ameritech told the customer they needed remote call forwarding because the vanity number was "out" of a different central office. I have documentation that the number was not - See  
in Gurnee Illinois. Attachment

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 51450 Abbey Glen Dr., St. Charles, IL 60175  
The service address that I am complaining about is 7000 Grand Ave, Gurnee, IL 60031  
My home telephone is (630) 584-3992  
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (847) 630-6161  
(Full name of utility company) SBC (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.

This is not a tariff issue. SBC (Ameritech) sold products to increase monthly revenues - when they did not have to.

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

CHIEF CLERKS OFFICE  
2005 JUL -5  
ILLINOIS COMMERCE COMMISSION

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.

\* See attached SBC Complaint form.

Please clearly state what you want the Commission to do in this case: force SBC to Reimburse Rosen Automotive for all monies overbilled - back to 1998.

Date: 6/28/05  
(Month, day, year)

Complainant's Signature: [Handwritten Signature]

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**

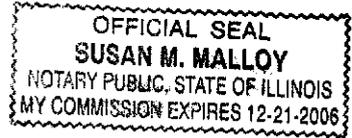
A notary public must witness the completion of this part of the form.

I, Susan M Malloy, 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) [Handwritten Signature]

Subscribed and sworn/affirmed to before me on (month, day, year) 6-28-05

[Handwritten Signature]  
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.