

ORIGINAL

For Commission Use Only:
Case: 05-0554

OFFICIAL FILE ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Boyd A. GRIGGS

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

As to (Reason for complaint) I SWITCHED FROM COMCAST TO SBC AND NOW BOTH COMPANIES ARE SAYING IT'S THE OTHER COMPANY'S FAULT, THAT THEY DIDN'T DO SOMETHING RIGHT AND NOW I'M BEING BILLED BY BOTH COMPANIES
in MAYWOOD Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 9 NORTH 7TH AVE MAYWOOD, IL. 60153

The service address that I am complaining about is 9 NORTH 7TH AVE MAYWOOD, IL 60153

My home telephone is [708] 410-1309

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 705-9730

(Full name of utility company) COMCAST / 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.

CHIEF CLERK'S OFFICE
2005 AUG 29 P 3:14
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

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 MAY 17TH I PLACED A ORDER WITH SBC FOR NEW PHONE SERVICE. I FOUND OUT THERE'S A PROCESS TO GO THRU WHEN SWITCHING SERVICES SO I HAD TO WAIT FOR THAT TO HAPPEN. I HAD TWO LINES I WAS SWITCHING OVER AND SBC TOLD ME THEY COULD ONLY TAKE 1 LINE AND THAT I HAD TO CANCEL THE SECOND LINE ON MY OWN.

② AS OF JUNE 10TH SBC HAD MY ACCOUNT AND APPROXIMATELY 1 WEEK LATER I CALLED COMCAST AND CANCELLED MY SECOND LINE. THAT SAME WEEK I GOT A NEW BILL FROM COMCAST AND CALLED THEM ABOUT IT, THEY TOLD ME SBC ILLEGALLY TOOK MY LINE AND AS FAR AS THEY WERE CONCERNED I WAS STILL WITH THEM. I'M NOW BEING BILLED BY BOTH COMPANIES AND THEY BOTH POINT THE FINGER AT EACH OTHER WITH NO RESOLUTIONS.

Please clearly state what you want the Commission to do in this case:
RESOLVE THIS MATTER. I WANT TO BE WITH SBC. I WANT WHOEVERS AT FAULT TO PAY THE COMCAST BILL. I ALSO WANT IT VERIFIED THAT COMCAST HAS NOT REPORTED THIS TO ANY CREDIT BUREAUS AND IF SO I WANT IT TAKEN OFF. AND I ALSO WANT COMCAST TO STOP CALLING THREATENING TO DISCONNECT MY PHONE.

Date: 08-22-05
(Month, day, year)

Complainant's Signature Boyd Griggs

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, Boyd Griggs, 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) Boyd Griggs

Subscribed and sworn/affirmed to before me on (month, day, year) AUGUST 24, 2005

Jeffrey Riemma
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.