

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ILLINOIS COMMERCE COMMISSION
2006 MAR 22 P 1:32

CHIEF CLERK'S OFFICE

FORMAL COMPLAINT

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

For Commission Use Only:
Case: 06-0239

ORIGINAL

Regarding a complaint by (Person making the complaint): Gerard R. McCraw
Against (Utility name): SBC/A.T.&T. Phone Communications of Illinois
As to (Reason for complaint) Over charges on my phone bill

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 11331 S. Kedzie Chicago Ill 60655

The service address that I am complaining about is _____

My home telephone is [773] 779-1994

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 779-1994

(Full name of utility company) S.B.C./A.T.&T. Communications of Illinois (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.

I do not know

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.

I had a second phone line installed in my home for the sole purpose of using it for a computer. When I spoke with the phone company representative I made it very clear as to what I was to use it for and I had unlimited local service to call as often as I want and stay on as long as I want, No local toll or long distance. for \$16.00 A month now in Dec. they started charging me .05 a minute saying I was on local Band C and that was not included in my service, It was for 3 years prior.

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

Remove these charges and stop charging all customers or inform them of the rate change first. Do not connect the customers and charge later.

Date: Mar 18, 2006
(Month, day, year)

Complainant's Signature Harold R. McCaw

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, Rochelle Linares, 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) Rochelle Linares

Subscribed and sworn/affirmed to before me on (month, day, year) 3/18/06

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.