

Case: _____

Amended
FORMAL COMPLAINT

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

ORIGINAL 05-0496

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

Regarding a complaint by (Person making the complaint):

RITA Whitfield

Against (Utility name):

SBC AMERITECH / ILLINOIS BELL

As to (Reason for complaint)

UNAUTHORIZED payment deducted from my personal checking account without my permission causing multiple NSF, overdraft and late payment fees charged to my account.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

5307 S. Hyde Pk. Blvd. # 1111, 60615

The service address that I am complaining about is

ILLINOIS BELL Telephone

My home telephone is

[773] 955-4309 5307 S. Hyde Pk. Blvd. # 1111 Chicago, IL 60615

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[773] 955-4309

(Full name of utility company)

ILLINOIS BELL Telephone Co

(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.

Section 200.140 Amendments

CHIEF CLERK'S OFFICE
MAY 22 P 2:51
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.

On February 3, 2006, SBC took an unauthorized payment from my personal checking account in the amount of \$27.80. This deduction caused me a total of \$136.80. In addition to the first offense which resulted in charges to my accounts in the amount of \$160.00; formal complaint # 05-0496. The total amount owed is \$296.80.

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

I am seeking a monetary refund for all unauthorized expenditures erroneously deducted from my checking acct. in the amount of \$1296.80.

Date: May 17, 2006
(Month, day, year)

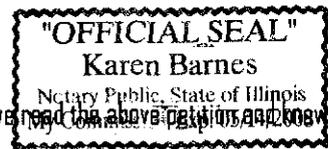
Complainant's Signature: [Handwritten Signature]

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, Karen Barnes/Rita Whitfield, 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) 5-19-06

Karen Barnes
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.