

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 06-0560

7006 AUG 14 P 2 10

FORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Anita R. McKeever

Against (Utility name): AT & T Communications of Illinois

As to (Reason for complaint) AT+T has charged me for toll calls when long distance service was in the contract. In addition the calls were in the (773) area code and verified by AT+T representative upon inception of the contractual service to be local in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 9720 S. Longwood Drive Chicago IL 60643

The service address that I am complaining about is 9720 S. Longwood Drive

My home telephone is (773) 233-3559

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (312) 909-0088

(Full name of utility company) AT & 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.

83-Il. Adm. Part 280.50(a) 280.70(a)

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 January 28, 2005 AT&T called to advertise their service and requested that I switch from SBC to their company which would decrease my monthly bill by 1/3rd.
2) On 2/4/04 the services began and I received a bill the beginning of March 04 for approximately \$800. I called to investigate the bill and the company reported they would investigate as well. Again, for the months of April + May I received phone bills of approximately \$800 and I called several times each month inquiring about "why" my bill was so high and requested the actual bill. It was denied and told I could not get the bill. I've attempted many times to resolve the issue of the 4 month service of AT&T with no avail. I've contacted BBC, consumer service, IL Commerce Commission, Attorney General from 7/04 to present. (Please review my initial complaint as an attachment.)

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

To be made whole again, I want the entire bill of approximately \$3,200 removed from my credit. I paid the regular bill amount as agreed in our original contract.

Date: July 31, 2006
(Month, day, year)

Complainant's Signature: [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, Brenda F Adams, 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) Brenda F Adams

Subscribed and sworn/affirmed to before me on (month, day, year) 8/10/06

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.