

STATE OF ILLINOIS  
ILLINOIS COMMERCE COMMISSION

<b>Delores Chenault</b>	)	
<b>-vs-</b>	)	
<b>Illinois Bell Telephone Company</b>	)	
	)	<b>Docket No. 06-0637</b>
<b>Complaint as to billing/charges in</b>	)	
<b>Hainesville, Illinois</b>	)	

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**AFFIDAVIT OF LESLIE A. WILSON  
ON BEHALF OF AT&T ILLINOIS**

I, Leslie A. Wilson, being duly sworn, do hereby state as follows:

1. Since May 2000 I have been Associate Director of the Executive Appeals unit for the AT&T Midwest (formerly SBC Midwest) regional office located in Indianapolis, Indiana.<sup>1</sup> This unit handles inquiries concerning residential and business accounts, which have been escalated to the executive level of AT&T. My office address is 220 N. Meridian Street, Indianapolis, Indiana 46204.

2. My duties include supervising a team of customer service representatives who answer customer calls and investigate customer complaints that AT&T Illinois receives both from the customers directly, as well as from the Illinois Commerce Commission, the Federal Communications Commission, the Office of the Illinois Attorney General, and the Better Business Bureau. I also handle some customer calls myself.

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<sup>1</sup> SBC Communications, Inc. ("SBC"), the parent company of Illinois Bell Telephone Company ("AT&T Illinois"), acquired AT&T Corp. in late 2005. SBC subsequently changed its name to AT&T Inc. and began using the name "AT&T" for its business operations in early 2006. For consistency, I will refer to AT&T, rather than SBC, throughout this affidavit.

# Exhibit A

3. The remaining information in this affidavit is based on my review of the account records of AT&T Illinois for Account Nos. 847-543-8315-637 and 847-223-1844-743, both in the name of Delores Chenault.

4. Ms. Chenault established service under Account No. 847-543-8315-637 in April 2005. Her local service from AT&T Illinois included unlimited local calling, voicemail, and a second line (847-223-1844). She obtained local toll and long distance service from AT&T Long Distance under the Just Call 60 Preferred Plan, and she obtained DSL service from AT&T Internet Services. Charges for these services were included on her monthly bills from AT&T Illinois. No charges for either wireless service or SBC | DISH satellite television service were ever included on Ms. Chenault's AT&T Illinois bill.

5. On August 2, 2006, Ms. Chenault's primary telephone line (847-543-8315) was switched to another carrier. As a result, AT&T Illinois closed Account No. 847-543-8315-637 and began billing Ms. Chenault's remaining service under Account No. 847-223-1844-743. The balance owed for the old account also was transferred to the new account.

6. On August 18, 2006, Ms. Chenault's remaining telephone line was switched to another carrier, and AT&T Illinois disconnected Account No. 847-223-1844-743. The company issued a final bill for this account on September 4, 2006, reflecting a total due of \$377.63. In November 2006, AT&T Internet Services issued a credit of \$42.67 to the account as reimbursement for DSL charges that had been billed to the account in advance of the disconnection.

# Exhibit A

7. Account No. 847-223-1844-743 currently has a past due balance of \$334.96, taking the November 2006 DSL credit into account. This balance essentially consists of all charges billed to the accounts starting in June 2006. The total can be broken down among the three service providers as follows:

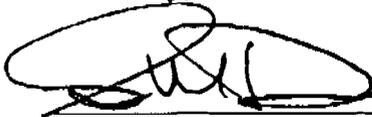
- AT&T Illinois (local) \$ 163.35
- AT&T Long Distance (local toll and long-distance) \$ 73.17
- AT&T Internet Services (DSL) \$ 97.08

The balance also includes a small amount of late payment charges.

FURTHER AFFIANT SAYETH NOT.

  
Leslie A. Wilson

Subscribed and sworn to  
before me this 16 day  
of January, 2007.



Notary Public

STEVEN M. DAVIS

MARION COUNTY, INDIANA

MY COMMISSION EXPIRES 06-05-08