

**Illinois Bell Telephone Company
Application for State-Issued
Authorization to Provide Video Service**

Affidavit of Paul La Schiazza

**Exhibit 7
Attachment 7-5**

[Date]

[Customer Name]

[Customer Address]

Re: **[Account Number]**

Dear **[Customer Name]**:

Pursuant to your request, here is information about AT&T Illinois' complaint procedures for U-verse TV service and your additional rights and remedies under the Illinois Cable and Video Consumer Protection Law.

If AT&T personnel have been unable to resolve a dispute to your satisfaction during telephone contact, you can send us a letter explaining the nature of your dispute and providing information about how we can contact you to discuss it. You should send the letter, via U.S. Mail, to the following address:

AT&T Midwest Executive Office
Attention: AT&T U-verse TV Complaints
Room 861
220 N. Meridian St.
Indianapolis, IN 46204

We will respond to your letter within 10 business days after we receive it if it is a billing dispute and within 30 days for all other disputes.

Under Illinois law, if this informal complaint process does not resolve the dispute to your satisfaction, you or your local unit of government may request nonbinding mediation with us, with each party to bear its own costs of such mediation. Selection of the mediator will be by mutual agreement, and preference will be given to mediation services that do not charge you for their services.

In addition, if you do not believe the informal complaint process produces a satisfactory result or, if you believe that we have substantially failed to meet the customer service standards required under Illinois law, you may ask either the local unit of government in which you reside and receive video service, or the Illinois Attorney General, to investigate and seek corrective action. You, your local unit of government or the Attorney General also may pursue alleged violations of the Illinois Cable and Video Consumer Protection Law in a court of competent jurisdiction.

Yours truly,