

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

ORIGINAL

Illinois Commerce Commission
527 East Capitol Avenue
Post Office Box 19280
Springfield, Illinois 62794-9280

For Commission Use Only:

Case 00-0294

Regarding a complaint

by Steve Neely / SKYNET, INC.
(Person making the complaint)

against Ameritech
(Utility name)

as to INCORRECT BILLING

(Reason for complaint)

in CHICAGO Illinois.

CHIEF CLERK'S OFFICE
APR 17 11 03 AM '00
ILLINOIS
COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 770 N. LASALLE ST. CHICAGO, IL 60610

The service address that I am complaining about is 770 N. LASALLE ST.
SUITE 100, CHICAGO, IL 60610

My home telephone number is 312-587-3200

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at 312-587-3200

Ameritech (respondent) is a public utility and is subject to the provisions of
(Full name of utility company)

the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

- ① 83 Ill. Adm Part 200
- ③ Illinois Administrative Procedure Act involving disputes AND improper billing practices.
- ③ Illinois Administrative Procedure Act involving the filing of claims and handling of thereof.
- ④ Illinois Public Utilities Act of Collection practices.

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about this 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 any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

- ① Since 1994, when SKYNET established service, we have been informed by representatives of Ameritech that we were being improperly billed at a higher rate because of a billing code. (we have written letters from Ameritech acknowledging this error.)
- ② IN 1996 we notice our monthly local service bills had doubled for NO APPARENT REASON. At that time we inquired with Enhanced services to try to fix the problem.
- ③ Finally, After nothing was done over 2-3 years we Filed complaints
Please clearly state what you want the Commission to do in this case.
 - ① TO give SKYNET it's correct credit due from improper billing from 1994.
 - ② TO fix the billing code that resulted in SKYNET bills being doubled.

Date: 4-14-00
(Month, day, and year)

Complainant's signature *Steve Deely*

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

You need to file the original and three copies of this form with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents).

VERIFICATION

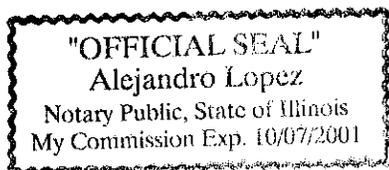
A notary public must watch you fill out this part of the form.

I, Steve Deely, 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.

Steve Deely
(Signature)

Subscribed and sworn/affirmed to before me this 14th day of April, 19 2000.

Alejandro Lopez
Notary Public, Illinois



NOTE:
Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.