

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

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

For Commission Use Only:
Case: 08 0474

ORIGINAL

Regarding a complaint by (Person making the complaint): W. MAULDIN SMITH

Against (Utility name): AT&T

As to (Reason for complaint) WHETHER THE DISCONNECTION OF A CHICAGO BUSINESS NUMBER THAT EXISTED MORE THAN 30 YEARS WAS JUSTIFIED UNDER ILLINOIS LAW AND THE FACTS OF THIS CASE

in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 2109 W. 51ST ST WOL609

The service address that I am complaining about is 2109 W. 51ST ST

My home telephone is 773 925 2366

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 925 2366

My e-mail address is _____ I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) AT&T (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.

220 ILCS 5/10 109, 5/8 101, 5/8 207

TITLE 83 BARCLAYS OFFICIAL ILLINOIS ADMINISTRATIVE RULES
§ 735-200 § 735-190 § 735-130

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

CHIEF CLERK'S OFFICE
2008 AUG - 8 11:09
ILLINOIS COMMERCE COMMISSION

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. CUT OFF NOTICE RECEIVED FOR \$356.82, TO OCCUR 4 DAYS LATER.
2. 7-14 COMPLAINT FILED AND COMPANY ACKNOWLEDGED IR-REGULARITY IN COLLECTING BUT WOULD NOT ALLOW PAYMENT ARRANGEMENT REFLECTING FAULT ON UTILITIES PART.
3. 7-17 APPOINTMENT MADE FOR THREE WAY CALL TO ADDRESS ISSUES WITH TWO ATT AGENTS AND CONSUMER
4. 7-18 SERVICE DISCONNECTION AFTER CALL (EX I, EX II, EX III)

Please clearly state what you want the Commission to do in this case: WHILE COMPLAINT STILL PENDING

DIRECT UTILITY TO FOLLOW LAW, REINSTATING SERVICE AND PAYING DAMAGES TO CONSUMER, ACTUAL AND PUNITIVE.

Today's Date: August 4, 2008
(Month, day, year)

Complainant's Signature: *W. Mauldin Smith*

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, W. MAULDIN SMITH, Complainant, 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.

W. Mauldin Smith
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 8/4/2008

Berlene Ford
Signature, Notary Public, Illinois

(NOTARY SEAL)

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

