

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 00-0104

Regarding a complaint

by Shelia Kay Rumble  
(Person making the complaint)

against Ameritech  
(Utility name)

as to Cramming - Calls I did not make  
on internet  
(Reason for complaint)

in Decatur Illinois.

CHIEF CLERK'S OFFICE

JAN 27 10 33 AM '00

ILLINOIS  
COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 2047 E. Prairie St. Decatur, IL 62521

The service address that I am complaining about is P.O. Box 26970  
Chicago, IL 60629-0670

My home telephone number is 217 422-9657

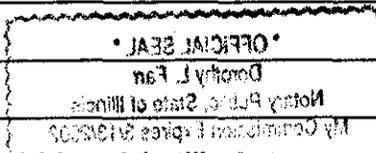
Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at 217 422-9657

Ameritech (Full name of utility company) (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 which you think are involved with your complaint.

83 Il. Adm. Part 735.70

83 Il. Adm Part 735.130



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 Time period is from June 24, 1999 until September 8, 1999.
- #2 The dollar amount is \$833.73, plus taxes, penalties, fees, & interest.
- #3 thru #9 on attached sheet.

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

That my service be reconnected without payment of a deposit or installation fee. That my credit be reinstated. Reinstated for internet service bill for one month. All interest, taxes & fees removed from my phone bill. And all long distance calls for # (217) 525-1699 removed from my bill.

Date: 01-24-2000  
(Month, day, and year)

Complainant's signature Shelia K. Rumble

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

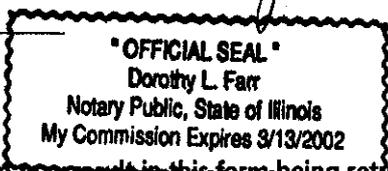
A notary public must watch you fill out this part of the form.

I, Shelia Kay Rumble, 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.

Shelia K. Rumble  
(Signature)

Subscribed and sworn/affirmed to before me this 24<sup>th</sup> day of January, 19 2000

Dorothy L. Farr  
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.

- ✓ #3 From January, 1999 thru September 8, 1999 I had Ameritech as my phone company and AOL as my internet provider. Starting June 24, 1999 I started getting billed for long distance calls made to an internet provider called AT&T WorldNet with whom I am not a client. I called Ameritech and asked what was going on.
- #4 When I asked Ameritech, I was told that these calls were being made from my home and that I would be held accountable for these phone calls.
- #5 I explained that there was no phone hooked up to the phone line; only my computer, and that this is not possible because I am not a client of AT&T WorldNet.
- ✓ #6 I was told by an Ameritech representative that my internet provider, (AOL) was probably rerouting using this # without my authorization.
- #7 I called AOL and asked if this was happening and/or was this possible. I was told that rerouting is not possible for any internet, but that the phone companies do this at times.
- #8 AOL verified to me that this # is not an access # for AOL AT&T WorldNet did verify this # as being one of their access numbers, but also verified that I could not possibly dial that # from my computer because I am not a client of AT&T WorldNet.
- #9 After numerous attempts to prove my innocence Ameritech shut off my phone services on 9-8-99 which made me lose one month of paid internet service from AOL. Since then Ameritech has put me in the credit bureau called Collecto/  
~~RE~~ CREDIT PAC in Tinley Park, IL.

Shelia K. Rumble 1-24-2000