



AT&T Midwest
Executive Office
220 N Meridian St., Rm. 861
Indianapolis, IN 46204

December 15, 2008

Mr. Basil Falcone
930 Lake Street
Lake Forest, IL 60045

Re: Illinois Commerce Commission Complaint
File No: 2008-27766
AT&T Illinois ("AT&T") 847-482-9161

Dear Mr. Falcone:

AT&T is in receipt of the above complaint filed with the Illinois Commerce Commission (ICC). On behalf of AT&T, please accept our apology for any inconvenience this issue caused.

Mr. Falcone, enclosed is AT&T's resolution regarding this same issue. Please be advised our position remains the same and we are forwarding our final response to the ICC.

Thank you for allowing AT&T the opportunity to assist you.

Sincerely,

Waneta Northern
Executive Appeals Specialist
Executive Offices
AT&T Midwest Region
800-592-5386, extension 41815

Enclosure

Cc: ICC

Mr. and Mrs. Basil Falcone

930 Lake Road
Lake Forest, IL 60045

Phone (312)-782-1010 (Day)
(847) 234-4093 (Evening)
FAX (847) 234-4093

December 3rd, 2008

c/o EXECUTIVE OFFICES
AT&T Midwest Region
220 N. Meridian Street, Room #861
Indianapolis, IN. 46204

ATTN: Ms. Waneta Northern, Executive Appeals Specialist

**RE: Response to your letter of November 17th, 2008 to my attached letter of
November 5th, 2008 to Mr. Richard Phillips, AT&T, General Manager**

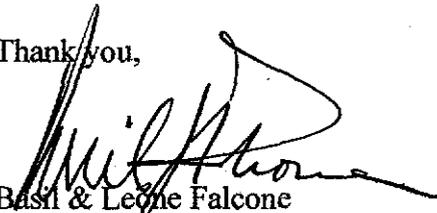
Dear Ms. Northern,

Thank you for your letter of November 17th, 2008 which contains inaccuracies.

- A) Our correct address is 930 Lake Road not 930 Lake Street.
- B) AT&T installed the "disputed" line, approximately 8 years ago on a vacant lot adjacent to our property of 930 Lake Road. This was verified twice by an AT&T maintenance inspector in November, 2008 during construction on the same adjacent property, currently 950 Lake Road.
- C) AT&T indeed sent itemized statements for 8 years representing all telephone charges including the disputed line which was never used. In the payment process of the total bill such disputed charges went unnoticed and therefore the entire amount was paid.
- D) Reasons given above therefore justify requesting a credit from AT&T in the amount of \$6720.
- E) We therefore accept the AT&T's apology stated in your letter but reject your disproportionate settlement of an offer of a (6) month credit in the amount of \$321.72. Such offer however small, in and of itself is an implied admission of some degree of negligence on AT&T's part and given AT&T's stellar corporate history, such a paltry offer is indeed a harsh and unjustifiable slap to its Main Street customer base.

Thank you in advance for your consideration, we ask that you kindly reply to the above at your earliest convenience.

Thank you,


Basil & Leone Falcone

CC: Mr. Carlos Ruiz,
Customer Service Division
Illinois Commerce Commission
527 East Capitol Avenue
Springfield, Illinois, 62701
1-800-524-0795 office
1-312-814-5710 fax

NOTE: Attachments include letters to:

- (a) Ms. Galmore, ID6.63263, Oct. 23, 2008
- (b) Mr. Richard Phillips and
Ms. Crickett Hartman, #PC5736 on
Nov. 5, 2008
- (c) Letter from Ms. Waneta Northern
dated Nov. 17, 2008
- (d) confirmation from Mr. Richard
Cornforth (AT&T Executive Office)
to fax the attached to (800)-259-
0771 (Attn: Ms. Waneta Northern)
on Dec. 8, 2008)



AT&T Midwest
Executive Office
220 N. Meridian St. Rm. 861
Indianapolis, IN 46204

November 17, 2008

Mr. Basil Falcone
930 Lake Street
Lake Forest, IL 60045

Re: AT&T Illinois ("AT&T") 847-482-9161

Dear Mr. Falcone:

AT&T is in receipt of your letter (fax) and complaint regarding the above account. On behalf of AT&T, please accept our apology for any inconvenience this issue caused.

Mr. Falcone, AT&T's records show service was activated at 930 Lake Street, not at a vacant lot as alleged. In addition, AT&T sent itemized statements each month listing this number, along with the charges. Based upon those factors, your request for eight (8) years compensation is denied.

AT&T previously offered a six (6) month credit, and AT&T will be glad to honor that amount, \$321.72, plus tax.

In addition, AT&T disconnected 847-482-9160, effective October 17, 2008, when you made the initial call.

Should you have any questions, or concerns relating to this issue, please contact me at the number listed below. I am available Monday through Friday, between the hours of 8:30 am to 4:30 pm EST.

Thank you for allowing AT&T the opportunity to assist you.

Sincerely,

Waneta Northern
Executive Appeals Specialist
Executive Offices
AT&T Midwest Region
800-592-5386, extension 41815

Mr. and Mrs. Basil Falcone

930 Lake Road
Lake Forest, IL 60045

Phone (312)-782-1010 (Day)
(847) 234-4093 (Evening)
FAX (847) 234-4093

November 5th, 2008

AT&T
112 Grand River
Port Huron, MI 48060

ATTN: Mr. Richard Phillips, General Manager
Ms. Eileen Jess, Supervisor
Ms. Crickett Hartman, Account Representative #PC5736

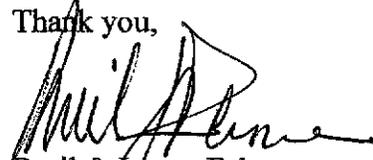
RE: Confirmation of our telephone conversation with your Ms. Galmore ID# 6.63263 on Oct. 17, 2008 and Ms. Crickett Hartman on November 5th, 2008, regarding an 8 year inactive phone service on account #847 482 9160.

Dear Mr. Phillips,

This letter is a confirmation of the above captioned subject regarding 8 years of payments made by us to AT&T in the amount of \$70.00/month of a telephone line service that has not been used by us but innocently paid by us as part of our total telephone bill. Such, telephone line on above account #847-482-9160 was installed over 8 years ago by AT&T on an adjacent and vacant property lot (currently 950 Lake Road) not on our 930 Lake Road property. Further, the telephone line, when examined recently by an AT&T repairman, was cut. We are therefore seeking a refund in the amount of \$6720 and advised Ms. Galmore on October 17th, to immediately discontinue service on the disputed line. Ms. Galmore said she could only authorize refunding 6 months (\$420) to us (which is unacceptable) and that further discussions and a letter confirming the above be sent to AT&T Presidential Escalation, 220 North Meridian, Suite #1590, Indianapolis, IN. 46204 (See attached copy of the returned envelope, marked "No such Number"). Please note that Ms. Crickett Hartman is to be commended by your organization for her exemplary and compassionate service extended to us during the process.

Please advise us of your decision at your earliest convenience.

Thank you,



Basil & Leone Falcone

Mr. and Mrs. Basil Falcone

930 Lake Road
Lake Forest, IL 60045

Phone (847) 234-4093
FAX (847) 234-4093

October 23rd, 2008

AT&T Presidential Escalation
220 North Meridian
Suite #1590
Indianapolis, Indiana 46204

ATTN: Ms. Galmore, ID# 6.63263

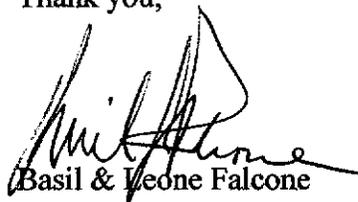
RE: Confirmation of our telephone conversation with your Ms. Galmore ID# 6.63263 on Oct. 17, 2008 regarding an 8 year inactive phone service on account #847 482 9160 – 9161 (see enclosed recent bill).

Dear Customer Service Department Manager:

This letter is a confirmation of the above captioned subject regarding 8 years of payments in the amount of \$70.00/month of a telephone line service that has not been used by us but innocently paid by us as part of our total telephone bill. We are therefore seeking a refund in the amount of \$6720 and advising that such service be discontinued immediately. Ms. Galmore said she could only authorize refunding 6 months (\$400) to us (which is totally unacceptable) and that further discussion regarding this claim be addressed to your department.

Please advise us of your decision at your earliest convenience.

Thank you,


Basil & Leone Falcone