

For Commission Use Only:

Case: 09-0338

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

ILLINOIS COMMERCE COMMISSION
Illinois Commerce Commission

527 E. Capitol Avenue

2009 JUL 21 5 12 34
Springfield, Illinois 62701

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Selective Royal Corporation (Olatunji Awobode)

Against (Utility name): AT&T Phone Company

As to (Reason for complaint) Disconnection of my service obstructing my business sales for 2wks in may - June 2wks and in June 16-18th 09

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 4534 N Boardway

The service address that I am complaining about is 4534 N Boardway

My home telephone is (312) 239-0045

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (312) 493-9021

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

(Full name of utility company) AT&T Phone 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 that you think is involved with your complaint.

7.

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

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.

Please clearly state what you want the Commission to do in this case: #416 Gemmick Credit then pay \$419.
Intervention - The Credit given is far from enough
what AT&T's representative did was wrong.

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 7/22/09 (Month, day, year) Complainant's Signature: [Signature]

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, [Signature], 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.

[Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) July 22, 2009.

[Signature]
Signature, Notary Public, Illinois



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

The DSL line was disconnected because I changed my office line from AT&T to Magic Jack. The DSL/Fax line was 773-506-7274. The line was disconnected on the morning of May 26th. I thought the system was just down and that it would be back in a few minutes. A customer alerted me to the problem and I called AT&T. Somebody made a reference that I am using Vodri, which against their rules AT&T. she was extremely rude and very unprofessional. She said they would send techs over in two days even though I told her I couldn't wait that long.

The Rent- \$1,500

The Light Bill - \$250

The Gas Bill - \$200

She flatly told me that there is nothing she could do about it. Out of frustration, I called ILL Commerce Commission on the 28th and spoke to Jessa & Bob Koch. The tech did not show up though I was constantly calling the commission. I left a series of messages for Bob Koch and Jessa though I explained to her about all the bills that have to be paid, all of these people said the same thing. They don't have any power over AT&T, they only call them, and they can't force them to do anything. June 5th of 2009, a guy from AT&T came to the office and was unable to do anything until he got to their office. The line finally came back on Saturday. I had to pay more money out of my pocket to Dan Koga -847-849-3627- to come all the way from Wisconsin to help with another reconfiguration. Dan was in the shop for about 24 hrs that Saturday before the service started working. After the whole ordeal AT&T said they gave a 1 month credit of \$150 in May and another \$150 in June.

The store is barely making it. All these bills are behind every other month and after abstractly turning off the service they brought a bill of \$416.98, and the credit given was \$416.98. The balance to be paid is \$416.98 +78 current charges. I spoke to Ms Anderson (3176151840) who referred me to Ms Copeland (8773775460) who is a smart-alecky. after which I returned back to the Ill, left series of messages for Bob Koch through Angie and Cindy these people never call back either This is totally unfair I looked for a lawyer to take up my case but nobody wanted to take the case because AT&T has a lot of money. What else am I suppose to do? That is why I want intervention from the commission.