

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION** **NORMAL COMPLAINT**

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

For Commission Use Only:  
Case: 09-0430

**ORIGINAL**

Regarding a complaint by (Person making the complaint): Carlos Reyes  
Against (Utility name): At&T Communications of Illinois Inc  
As to (Reason for complaint) being charged for phone number  
we didn't had a charge

in Chicago Illinois.

ILLINOIS COMMERCE COMMISSION  
SEP 24 P 1:04  
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 3416 n Hamilton

The service address that I am complaining about is PO Box 5093 Carol Stream IL 60197-5093

My home telephone is [773] 248-4946

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 503-1951

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

(Full name of utility company) At&T Communication of Illinois Inc (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.  
83 Ill. Adm. Code part 734

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.

- 1) Being charged for number I didn't know had a charge
- 2) \$158.78 Aug 18, 2009
- 3) was told I knew of charges everytime I called
- 4) Had it on tape I called may I knew of charges
- 5) was told to pay bill or it would be shut off

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

want to get money back  
want phone co. to do something about being charged \$19.00  
not being told thats what you would be charged

**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: 9-21-09  
(Month, day, year)

Complainant's Signature: Carlos Reyes

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**

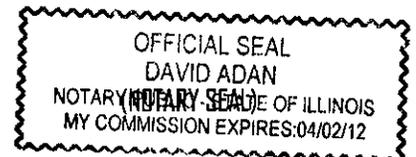
A notary public must witness the completion of this part of the form.

I, Carlos Reyes, 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.

Carlos Reyes  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 9-21-09

David Adan  
Signature, Notary Public, Illinois



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