

For Commission Use Only:
Case: 09-0623

ILLINOIS
COMMERCE COMMISSION

FORMAL COMPLAINT

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

2009 DEC 31 A 10:36 *ams*

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Boyd A. Griggs

Against (Utility name): AT&T U-verse

As to (Reason for complaint) AT THE BEGINNING OF OCTOBER 2009 I CALLED TO INQUIRE ABOUT PRICING FOR AT&T U-VERSE AND WAS ON THE PHONE ABOUT AN HOUR GOING OVER THEIR PRICING COMPARED TO DIRECT-TV'S PRICING. I WAS QUOTED A PRICE OF \$133. AND SOME CHANGE FOR TV, INTERNET, AND PHONE SERVICE. I'VE BEEN CHARGED \$151. AND UP SINCE I SWITCHED OVER TO THEM!
in MAYWOOD Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 9 NORTH 7TH AVE MAYWOOD, IL 60153

The service address that I am complaining about is 9 NORTH 7TH AVE MAYWOOD, IL 60153

My home telephone is [708] 410-1309

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 705-9730 CELL#

My e-mail address is GRIGGSBA64@SBCGLOBAL.NET. I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) AT&T U-VERSE / ILLINOIS BELL TELEPHONE COMP (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. ?

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 I CALLED AT&T U-VERSE TO INQUIRE ABOUT THEIR SERVICE AND THE PRICING FOR AT&T'S BEST U-VERSE PACKAGE ie: U-VERSE 450. I WAS ON THE PHONE OVER AN HOUR COMPARING DIRECT TV WHICH IS WHO I WAS WITH COMPARED TO AT&T'S SERVICES AND PRICING.
- ② THE CUSTOMER SERVICE AGENT QUOTED ME A PRICE OF \$133. AND SOME CHANGE FOR THEIR BEST PACKAGE (U450) SO I TOLD HER I WOULD SWITCH TO AT&T UVERSE WHICH INCLUDES TELEPHONE, SEE ATTACHED PAPERWORK

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

HAVE AT&T UVERSE LOWER THEIR BILL TO THE QUOTED PRICE OR THE PRICE I WAS QUOTED FROM THEIR BILLING DEPT \$121.00 PER MONTH FOR SIX MONTHS! I HAVE NOT BEEN BILLED WHAT I WAS QUOTED SINCE I SWITCHED OVER TO THEM!

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: 12-29-2009 Complainant's Signature: Boyd Griggs
(Month, day, year)

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.
DON'T HAVE ONE YET, IF NEED BE I WILL GET ONE.

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

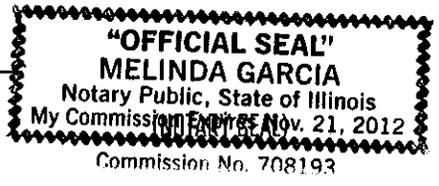
A notary public must witness the completion of this part of the form.

I, BOYD GRIGGS, 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.

Boyd Griggs
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 12-29-09

Melinda Garcia
Signature, Notary Public, Illinois



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

- ③ THEY CAME AND INSTALLED IT ON OCT 14TH 2009. ABOUT 2 WEEKS LATER I CALLED INQUIRING ABOUT SOME OF THE FUNCTIONS WITH THE T.V AND WHILE I WAS ON THE PHONE WITH THEM I FOUND OUT MY BILL WAS GOING TO BE AROUND \$181.00 ALREADY. PART OF THE PROMOTION DEAL WAS TO BE \$133.00 FOR SIX MONTHS AND THEN MY BILL WOULD GO UP AFTER THAT.
- ④ AT THAT TIME THEY TOLD ME I WASN'T GETTING SOME OF THE DISCOUNTS THAT I WAS SUPPOSED TO BE GETTING SO THEY ISSUED SOME CREDITS TO THE BILL.
- ⑤ ABOUT TWO WEEKS LATER I CALLED BACK TO SEE IF MY BILL WAS STRAIGHTENED OUT AND WAS INFORMED THAT I WAS STILL BEING BILLED THE \$180 DOLLAR PRICE, THEY TRANSFERRED ME TO THE BILLING DEPT AND I TOLD THEM MY SITUATION AND THE MAN TOLD ME THAT HE WOULD FIX THE PROBLEM. HE ALSO TOLD ME THEY HAD NOT CANCELLED MY SECOND LINE YET SO HE DID THAT AND WOULD ISSUE ME A CREDIT FOR THAT AMOUNT (I DID GET THAT) HE STATED TO ME THAT I WOULD NEVER HAVE THIS PROBLEM AGAIN BECAUSE HE WAS FIXING IT WHILE WE WERE ON THE PHONE AND THAT HE GOT MY BILL FOR SIX MONTHS DOWN TO \$121 AND SOME CHANGE.
- ⑥ MY NEXT BILL CAME AND IT WAS STILL HIGHER THAN WHAT I WAS TOLD AND QUOTED BY AT&T UVERSE SO I CALLED BACK AGAIN AND ASKED TO SPEAK WITH A SUPERVISOR. THE SUPERVISOR GOT ON THE PHONE AND INFORMED ME THAT I WAS RECEIVING ALL THE CREDITS THAT I WAS GOING TO GET AND THAT THERE WAS NOTHING ELSE SHE WOULD DO.
- ⑦ I CALLED THE ILLINOIS COMMERCE COMMISSION THE SAME DAY I TALKED TO HER AND FILED A CLAIM AGAINST THEM.
- ⑧ ABOUT TWO WEEKS LATER A MISTER ROGER BLOWNE OF AT&TS EXECUTIVE OFFICE CALLED ME ASKING ABOUT MY CLAIM.

⑧ His phone number is 800-592-5386 EXT 0823. I informed him of what was going on and he said he would check into it and get back to me. He never did so I called him back and he told me I was already getting all the credits that I was entitled to and there was nothing further he could do for me.

⑨ I immediately called Illinois Commerce Commission back and told them what was said and they informed me I should file request a hearing so I did and the papers were sent to me.

⑩ This whole thing is not about what credits that AT&T u-verse is giving me, it's about charging me what I was quoted from their customer service dept and also about the \$121.00 for six months that the guy in the billing dept told me he got my bill down to because of all the hassle I was having from AT&T from the very beginning.

Boyd Griggs
Boyd Griggs
9 NORTH 7TH AVE
MAYWOOD, IL
60153
708-410-1309 Home
708-705-9730 Cell