

For Commission Use Only:

Case: 10-0052

# OFFICIAL FILE ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

## ORIGINAL

Regarding a complaint by (Person making the complaint): Gail P Hope

Against (Utility name): AT&T ILLINOIS, (~~xxxx~~ Illinois Bell Telephone Company)

As to (Reason for complaint) Address changed in error from 2032 Dickey ~~xxx~~

North Chicago, IL to 8017 S Paulina ST #3 Chicago, IL 60620-4531

(Error or Fraudulent)

#2-Un-authorized Pass-code on #847-689-4856

in North Chicago, Illinois.

CHIEF CLERK'S OFFICE  
2010 JAN 21 P 1:05  
ILLINOIS COMMERCE COMMISSION

### TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is P. O Box 1342 North Chicago, IL 60064

The service address that I am complaining about is 2032 Dickey Ave, North Chicago, IL 60064

My home telephone is [ 847 ] 689-4856

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [ 847 ] 689-4856

My e-mail address is gailtsh@prodigy.net I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) AT&T Illinois (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-IL Adm. Part 200.160

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.

Jan/?/2010 I ~~noticed~~ <sup>Notice</sup> the address on my AT&T phone bill #847-689-4856 was not my home address 2032 Dickey Ave, North Chicago, IL 60064

- When I ask the representative the date of the address change I was told the request was made 12/15/2009
- The address change request 2 days before Willie James Tate Court Order dated ~~12/15/2009~~ to ~~xxxx~~ vacate 2032 Dickey Ave, North Chicago, IL 60064

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

That the address for telephone # number 847-689-4856 changed back to 2032 Dickey Ave. No. Chgo, IL 60064

**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: 1/19/2010 Complainant's Signature: Paul P Hope  
(Month, day, year)

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**

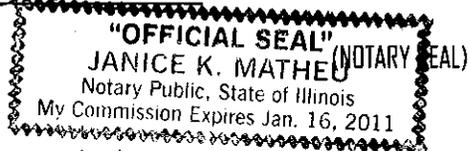
A notary public must witness the completion of this part of the form.

I, Gail P. Hope, 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.

Paul P Hope  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 1.19.2010

Janice K. Matheu  
Signature, Notary Public, Illinois



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