

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**  
**FORMAL COMPLAINT**

For Commission Use Only:  
Case: 10-0300

**ORIGINAL**

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

CHIEF CLERK'S OFFICE  
2010 APR 21 P 12:49  
ILLINOIS  
COMMERCE COMMISSION

Regarding a complaint by (Person making the complaint):

KURT DUNKLAU

Against (Utility name):

ATT

As to (Reason for complaint)

See Attachment A

in Deerfield Illinois.

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

My mailing address is

50450 Abbey Glen Dr., St. Charles, IL 60175

The service address that I am complaining about is

1419 Lake Cook Rd. Ste 150, Deerfield, IL 60015

My home telephone is

(630) 584-3992

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(630) 630-6161

My e-mail address is

Kdunklau@adlanetworking.com

will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company)

AT&T

(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.

Deceptive Business Practices

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.

See Attachment A

Please clearly state what you want the Commission to do in this case: force ATT to issue an efficiency credit or force ATT to cancel Termination charges on Accounts

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: 4/14/10 (Month, day, year) Complainant's Signature: [Handwritten 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

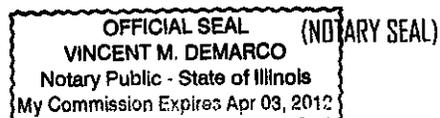
A notary public must witness the completion of this part of the form.

I, Kurt Dunklau, 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.

[Handwritten Signature] Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) APRIL 14, 2010

[Handwritten 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.

## Attachment A

In April of 2008 O'Hare-Midway Limo Service upgraded their phone system From POTS to ISDN Prime. The reason for the upgrade was for technology And Cost savings.

One of the biggest savings was eliminating the Remote Call Forwarding accounts (they had several local numbers that were RCF'd to their main facility in Deerfield).

ATT proposed two ISDN Primes and quoted a cost savings of \$951.71 per month. This proposal would take the place of the POTS and RCF numbers throughout Chicagoland.

When ATT attempted to install the ISDN Primes and implement the cost Savings - ATT could not complete the total implementation because the quoted ISDN Primes (from legacy SBC) could not incorporate the RCF'd numbers. The Only option was to replace the one of the legacy SBC ISDN Primes with legacy ATT IPFlex products.

Because of this newly configured network - the cost savings were no Longer valid - proposed cost saving of \$951.71 per month - see attached savings proposal. The new cost of the network is \$3,282.11 per month - not the proposed \$2,662.19 per month.

Here is what O'Hare-Midway Limo Company is looking for:

Option #1: Issue a efficiency adjustment of the original cost savings \*  
The term of the contract = 36 month term \* \$971.71 = \$34,261.56 plus taxes.  
Option #2: Agree to waive all termination charges if the customer  
Cancel the ATT services.