

Illinois Commerce Commission
527 East Capitol Avenue, Springfield, Illinois, 62701

Illinois Commerce Commission
Public Utility Complaint Form
Track Number: 0553-2010

Complainant Information

Full Name: Mannan Abdul
Street Address: 4740 W. Peterson Ave.
Alternate Location:
City: Chicago
State: IL.
ZipCode: 60646
Home Phone: 847-2819932
Day-Time Phone: 773-283-8500
E-Mail Address: dceint@sbcglobal.net

Complaint Information

Have you been in contact with the Utility?

No, I would like to state my opinion.

Complaint Type: Telephone

Company Name: Cbeyond

Company Account Number: 114713

Disputed Phone Number: 773-283-8500

Please provide the details of your complaint below:

We are filing this complaint against Cbeyond because during the initial installation time the representative of Cbeyond informed us that we will not have to pay the full 1st invoice amount because of their reimbursement promotions. It was our understanding that we will be able to submit these rebates and promotions at the time of our first bill, according to the Cbeyond Representative our account would be credited at that time. Upon receiving our first bill we tried to submit these rebates and promotions only to find that they will not take effect for another two billing cycles. We were not told about the 90 day wait period at the time of the agreement, and continuously reassured that our 1st bill would be credited. We fill as if we were intentionally misled into a contract with Cbeyond by their representative, under the understanding that the rebates offered would credit our 1st invoice and it has not. We are a small business and to pay \$2,526.37 for our first invoice is an inconvenience because this was not the agreed upon amount during the set up period. The agreed and signed contract amount was for \$620.00/month. Thank you and we will appreciate your cooperation and help in this matter.

Company Contacted Date:

Describe the Company's response to you and the action you would like to see taken by the ICC:



Account Summary

Past Due Please Pay Immediately:	\$0.00
Balance Forward:	\$0.00
Billing Period:	01-26-2010 - 03-07-2010
Monthly Charges:	\$2,526.37
Due Date:	03-28-2010
Total Due:	\$2,526.37

Your current charges are displayed below. For complete billing details and to manage your account and your services, please login to CbeyondOnline.

[login to CbeyondOnline](#)

Current Bill Summary

Prorated Charges	Amount
Cbeyond™ BeyondVoice™ I Package (02/09 - 03/07)	\$445.50 ^{1, 2}
Addl Standard Local Line or Mobile Line (02/16 - 03/07)	\$10.00
Addl Standard Local Line or Mobile Line (02/17 - 03/07)	\$76.02
BeyondVoice Basics (02/09 - 03/07)	\$0.00 ⁴
BlackBerry Service (02/13 - 03/07)	\$30.67
BlackBerry Service (02/15 - 03/07)	\$28.00
BlackBerry Service (02/16 - 03/07)	\$26.67
Cbeyond Essentials (02/09 - 03/07)	\$0.00 ³
Cbeyond Product Discount (02/09 - 03/07)	\$-40.50
Virtual Receptionist (02/09 - 03/07)	\$31.50
Virtual Receptionist 100% Discount (02/09 - 03/07)	\$-31.50
Total Prorated Charges	\$576.36
Monthly Charges for 03/08 - 04/07	Amount
Cbeyond™ BeyondVoice™ I Package	\$495.00 ^{1, 2}
Addl Standard Local Line - No 500 LD Minutes	\$15.00
Addl Standard Local Line or Mobile Line	\$120.00
BeyondVoice Basics	\$0.00 ⁴
BlackBerry Service	\$120.00
Cbeyond Essentials	\$0.00 ³
Cbeyond Product Discount	\$-45.00
Virtual Receptionist	\$35.00

Virtual Receptionist 100% Discount		\$-35.00
Total Monthly Charges		\$705.00
Package Usage	Total Usage*	Amount
Long Distance/Toll Free/Mobile	2809.3 min	\$47.66 **
Directory Assistance	0.0 min	\$0.00
Total Package Usage Charges		\$47.66
Other Usage		Amount
Text Messages	24 Messages	\$2.40
Total Other Usage		\$2.40
Other Charges		Amount
BlackBerry Curve Hardware		\$1,500.00
Discount Activation Fee		\$-150.00
Ground Shipping		\$10.00
Hardware Discount		\$-1,200.00
Mobile Account Activation Fee		\$150.00
Sanyo Katana LX Handset		\$600.00
Total Other Charges		\$910.00
Taxes and Fees		Amount
9-1-1 Surcharges		\$25.00
City Excise Tax		\$60.58
City Sales Tax		\$11.25
County Sales Tax		\$24.75
Federal Excise Tax		\$0.31
Federal Universal Service		\$42.48
IL Telecom Relay Service and Equipment		\$0.32
Illinois Universal Service Fund		\$0.93
Infrastructure Maintenance Fee		\$2.25
Public Utilities Tax		\$0.25
Simplified Municipal Telecommunications Tax		\$60.58
State Excise Tax		\$56.25
Total Taxes and Fees		\$284.95
Summary of Total Charges		
Total Service Charges		\$2,241.42
Total Taxes and Fees		\$284.95
Current Charges		\$2,526.37
Current Charges Due By March 28, 2010		\$2,526.37 ***

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Please note that failure to pay charges for local telephone service may result in disconnection of your telephone service. Failure to pay charges for long distance or other services will not cause disconnection of local telephone service, but may cause interruption of the service associated with the unpaid charges. Thank you!

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Account Summary

Past Due Please Pay Immediately:	\$226.37
Balance Forward:	\$0.00
Billing Period:	03-08-2010 - 04-07-2010
Monthly Charges:	\$983.43
Due Date:	04-28-2010
Total Due:	\$1,209.80

Your current charges are displayed below. For complete billing details and to manage your account and your services, please login to CbeyondOnline.

[login to CbeyondOnline](#)

Current Bill Summary

Finance Charges		Amount	
Finance Charge		\$12.70	
Total Finance Charges		\$12.70	
Prorated Charges		Amount	
Cbeyond Application Sale Promotion (03/10 - 04/07)		\$-77.36	
Total Prorated Charges		\$-77.36	
Monthly Charges for 04/08 - 05/07		Amount	
Cbeyond™ BeyondVoice™ I Package		\$495.00 ^{1, 2}	
Addl Standard Local Line - No 500 LD Minutes		\$15.00	
Addl Standard Local Line or Mobile Line		\$120.00	
BeyondVoice Basics		\$0.00 ⁴	
BlackBerry Service		\$120.00	
Cbeyond Application Sale Promotion		\$-80.00	
Cbeyond Essentials		\$0.00 ³	
Cbeyond Product Discount		\$-45.00	
Virtual Receptionist		\$35.00	
Virtual Receptionist 100% Discount		\$-35.00	
Total Monthly Charges		\$625.00	
Package Usage		Total Usage*	Amount
Long Distance/Toll Free/Mobile	7299.7 min		\$257.99 ^{**}
Directory Assistance	0.0 min		\$0.00
Total Package Usage Charges			\$257.99

Other Usage		Amount
Text Messages	35 Messages	\$3.50
Total Other Usage		\$3.50
Taxes and Fees		Amount
9-1-1 Surcharges		\$25.00
City Excise Tax		\$50.83
Federal Excise Tax		\$0.31
Federal Universal Service		\$32.40
IL Telecom Relay Service and Equipment		\$0.32
Illinois Universal Service Fund		\$0.51
Infrastructure Maintenance Fee		\$1.25
Public Utilities Tax		\$0.15
Simplified Municipal Telecommunications Tax		\$50.83
Total Taxes and Fees		\$161.60
Summary of Total Charges		
Total Service Charges		\$821.83
Total Taxes and Fees		\$161.60
Current Charges		\$983.43
Current Charges Due By April 28, 2010		\$983.43 ***

Credits Applied to Previous Balance

Credits	Amount
Promotional Credit	\$-80.00
Credit	\$-1,000.00
Cbeyond BeyondMobile Handset Sale Promotion	\$-600.00
Total Credits	\$-1,680.00
Total Credits, Taxes and Fees	\$-1,680.00

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Reference your Cbeyond Account Profile for package details.

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Includes the following: Voicemail, Email, Web Hosting, Domain Name Hosting, Secure Backup & Fileshare, VPN Remote User, Conference Calling, Calling Card, Fax to Email, and Secure Desktop.