

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

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COMMERCE COMMISSION

FORMAL COMPLAINT

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

For Commission Use Only:
Case: 10-0415

2010 JUN 28 P 1:17

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): ANN Terrell

Against (Utility name): ILLINOIS Bell Telephone Company

As to (Reason for complaint) Phone Bill Charges dispute

I was being charged by both Illinois Bell & Ken. I called to cancel phone service with Illinois Bell in April of 2008, they continue to charge me unknowingly. Illinois Bell were aware of my cancellation, but said I disconnect the phone before I could be transfer a cancellation dept. in Chicago Illinois. They have recorded the call 4/3/2008

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 913 W. Gordon Terrace, Chicago IL 60613

The service address that I am complaining about is 913 W. Gordon Terrace Chicago IL 60613

My home telephone is (773) 979-2764

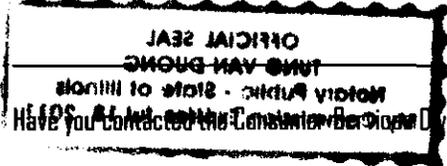
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 979-2764

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

(Full name of utility company) Illinois Bell Telephone Company 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.

83-11 Adm Part 2805 (A) 28070(A)



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 Attach

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

Remove Charge / or decrease to Amount owe before the switch.

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: 06/2 (Month, day, year)

Complainant's Signature: Ann Terrell

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

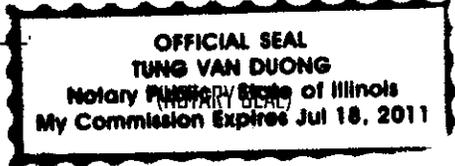
A notary public must witness the completion of this part of the form.

I, Ann Terrell, 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.

Ann Terrell Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 6/25/2010

[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.