

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

For Commission Use Only: Case: 10-0433

ORIGINAL

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

2010 JUL -6 P 12: 59 CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Affinity Title Services

Against (Utility name): C beyond

As to (Reason for complaint) Quality of Service (QOS) Billing

HAD to purchase Additional Equipment, Payments of Sub Contractors

Four Des Plaines, Skokie, Palatine, Chicago offices in Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 2454 E. Dempster #401 Des Plaines

The service address that I am complaining about is Des Plaines, Skokie, Palatine, Chicago offices

My home telephone is (847) 257-8015

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (847) 257-8015

My e-mail address is guy@affinityistitle.com I will accept documents by electronic means (e-mail) [X] Yes [] No

(Full name of utility company) C beyond (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.

Deception

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint? [X] Yes [] No

Has your complaint filed with that office been closed? [X] 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) Quality of Service Provided - unstable
- 2) Billing / Invoicing issues
- 3) payments to sub Contractors
- 4) payments for Additional Equipment
- 5) services undeliverable - such as VPN, Security

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

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: 6/21/10 Complainant's Signature: *Cynthia Carreon*
 (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, _____, 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.

Cynthia Carreon
 Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 10-25-2011

Cynthia Carreon
 Signature, Notary Public, Illinois



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