

For Commission Use Only:

Case: 11-0066

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): Ms. PEGGY WILKINS

Against (Utility name): ~~at&t~~ IBT (Peggy Hulpas-Welkins)

As to (Reason for complaint) adjustments were not made, 12 month arrangement plan was not removed also, a new arrangement was not set forth.

in CHICAGO Illinois.

CHIEF CLERK'S OFFICE
2011 JAN 20 P 12:41
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 12134 S. Normal ave.

The service address that I am complaining about is Chicago IL, 60628

My home telephone is (773) 928-2287

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 928-2287

My e-mail address is _____ I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) ~~at&t~~ IBT Phone service (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.

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.

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: 12-29-10
(Month, day, year)

Complainant's Signature: *Peggy Wilkins*

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

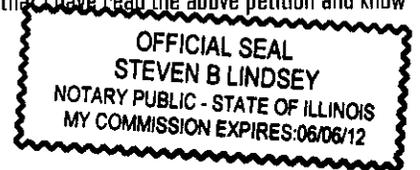
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, PEGGY WILKINS, 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.

Peggy Wilkins
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 1-11-11

[Signature]
Signature, Notary Public, Illinois

(NOTARY SEAL)

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

On or about July 2010, I called at&t regarding the amount of my billing statement. At that time I discovered that our 2nd phone-line had been placed on a 12 month arrangement plan, that my husband and I were unaware of. I then stated I will pay 14000 at this time but, please take care of the matter. The 14000 post on the account on August 14, 2010. I was then told that the matter will get resolved by the next billing statement. I was told that adjustments will be made also, the 2nd phone-line arrangement would be removed, and a new arrangement would be set. At this time I was instructed to not pay any amount until adjustments and new arrangement was provided. Meanwhile 2 weeks or so passed, I called to check status was told the matter would be taken care of. Now the next billing statement arrives the matter had not been resolved. I called at&t was again told the matter would be resolved. I called repeatedly and was told the same. At this point I had become ~~completely~~ completely disappointed with at&t. Finally I called executive appeal. In the beginning this office (executive appeal), was very helpful communicating with at&t

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On my behalf. Now somewhere along the lines the communication had become broken, with one miscommunication after the other. I have spoken with numerous of representatives at EXECUTIVE APPEAL, AT&T seeking for a resolution. I've spoken with ms. brown, (800-564-2113), Melissa (888-958-6080 or 3030, Lisa Miller ect. All are representatives at at&t. Also I have spoken with Bonnie (888-958-3030 ex 5911. On 11-4-10 I spoke with Bonnie she stated she is from executives office, she stated she did not have any information regarding my account, ms bonnie also said she did not know what was going on. Ms bonnie said she was asked to give me a call. At this point I begin to explain to ms bonnie regarding the matter, however, ms bonnie would not allow me to fully explain the matter, and would not listen to the information that I was trying to convey to her. ~~Ms bonnie~~ Ms bonnie continue in this ~~behavior~~ behavior. I said to ms. bonnie that I will call ICC, ms bonnie replied ICC can't tell us what to do. After that conversation I spoke with Michelle at executives office. Now michelle and I begin to seek a resolution, going back and forward.

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Ms. Michelle ask ~~me~~ what do you want me to do? I stated that she could remove a month payment remove the 12 month arrangement also provide a new arrangement. ~~just~~ Ms. Michelle said I can ~~do that~~ do that, she then asked me to hold on a moment, return back to the phone and started the process of the terms. Ms Michelle then tried to changed the terms of the agreement. I ask her did she no that was wrong? she ignored me. I said to her I will call ICC she replied ICC can't tell us what to do, I said that these same words that Bonnie has stated.

NOTES...

Mr. John at ICC is aware of this information. Mr John also informed me that the executive office has not respon to him as well.

Sincerely

Ms Peggy Huggins - Walker