

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

For Commission Use Only:
Case: 11-0368

ORIGINAL

Regarding a complaint by (Person making the complaint): CHICAGO JACK SERVICES, INC.

Against (Utility name): PRIMUS TELE COMMUNICATIONS, INC.

As to (Reason for complaint) SEE ATTACHED INFORMAL COMPLAINT (EXHIBIT 1)

CHIEF CLERK'S OFFICE
2011 APR 25 10 45 AM
ILLINOIS COMMERCE COMMISSION

in BROADVIEW, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is O'ROURKE, HOGAN, FOWLER & DWYER, LLC c/o JOSEPH ENRIGHT
10 S. LAJALLE, STE 2900, CHICAGO, IL 60603

The service address that I am complaining about is 2000 SOUTH 25TH AVENUE, BROADVIEW, IL, 60155

My home telephone is [312] 739-3500

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

My e-mail address is JOENRIGHT@OHFDCAW.COM I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) PRIMUS TELECOMMUNICATIONS, INC. (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.
PRIMUS VIOLATED ITS OWN MASTER SERVICES AGREEMENT (SEE ATTACHED), SECTION 2.12 OF THE PRIMUS TARIFF (EFFECTIVE DATE 8-14-98), AND POTENTIALLY VARIOUS SECTIONS OF THE ILLINOIS ADMINISTRATIVE CODE.

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 *

* THE CONSUMER SERVICES DIVISION REFERRED THIS COMPLAINT TO THE CHIEF CLERK'S OFFICE FOR A FORMAL COMPLAINT.

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 EXHIBIT 3 ATTACHED

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: 4-21-2011
(Month, day, year)

Complainant's Signature: Dean T. Reidy, Jr.

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

JOSEPH D. ENRIGHT 312-739-3506
10 S. CASALLE STE 2900 JENRIGHT@OHFDLAW.COM
CHICAGO, IL 60603

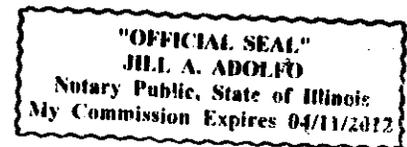
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, DEAN T. Reidy, Jr., 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.

Dean T. Reidy, Jr.
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) April 21, 2011

Jill A. Adolfo
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.