

ILLINOIS COMMERCE COMMISSION **FORMAL COMPLAINT**

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

2011 JUN -3 P 1:12 PM

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Louise Taylor

Against (Utility name): A.T&T (American Telephone & Telegraph)

As to (Reason for complaint) Holiday Termination of Telephone Service

in Evanston Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 2348 Ridge Av., Evanston, IL 60201

The service address that I am complaining about is 2348 Ridge Av., Evanston, IL 60201

My home telephone is [847] 864-4609

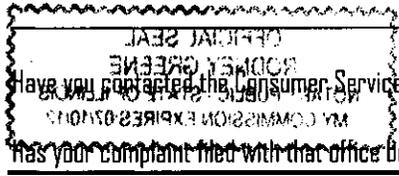
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [847] 864-4609

My e-mail address is None I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) AT&T (American Telephone & Telegraph) (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.

Part 735.130 Section F



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.

1. On Tuesday December 28, 2010, I returned home to learn that AT&T, my telephone service provider, had cut my line, despite the fact that I pay my bill when due.
 2. They did not resume my service until January 2, 2011, meaning, but lied, as my proof indicates, saying it was earlier.
 3. Throughout the years I have complained to the Commission and other agencies about this termination which has cost me thousands of dollars and unbearable hardship.
- Please clearly state what you want the Commission to do in this case:
I wish the Commission to have AT&T make restitution to me in whatever manner suitable for ten years of holiday termination of service

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: 27 May 2011 (Month, day, year) Complainant's Signature: Louise Taylor

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.
None

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

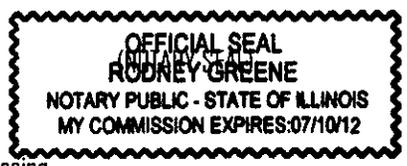
A notary public must witness the completion of this part of the form.

I, Louise Taylor, 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.

Louise Taylor
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 05/24/2011

[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.