

Diemer, Cynthia

From: Beverly Shockley [bs6586@att.com]
Sent: Monday, January 10, 2011 12:39 PM
To: Diemer, Cynthia
Subject: AT&T Response [REDACTED] - 2011-CONSC [REDACTED]

State of Illinois
Attorney General
Consumer Protection Division

Attention: Cynthia Diemer

Name of customer: [REDACTED]
Address: [REDACTED]
Telephone number: [REDACTED]
File No: 2011-CONSC [REDACTED]

Resolution Details:

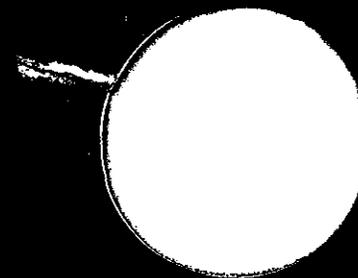
Customer stated her service went out for no reason. Customer placed repair ticket on 12/29 at 8:39am. Service was to be restored by 12/30 by 7:00pm. Service was restored on 12/29 at the time the repair ticket was placed. Problem was misuse of equipment by customer, customer was educated.

Thank You,
Beverly Shockley
Manager - AT&T Office of the President



at&t

Your world. Delivered.

Date: 12-30-10 Time: 4:15 AM/PM PM

Valued Customer,

Providing excellent customer service is our highest priority at AT&T. It is our goal to ensure that every customer has a very satisfying experience.

I was here to: Install your Telephone/AT&T High Speed Internet
 Repair your Telephone/AT&T High Speed Internet

- The installation of your service has been completed and is working properly. If you experience any problems with the service, please contact (800) 288-2020.
- Your service has been repaired and is working properly at the point of entry to your home/business. If you are still experiencing problems, please contact us at (800) 611-4466.
- Your service has been installed/restored on a temporary basis. An AT&T representative will provide the permanent solution as soon as possible. If you have questions, please contact me using the attached business card. If you experience any service disruptions, contact (800) 288-2020.
- The problem was determined to be in the wiring inside your premises. When the problem is determined to be in your wiring rather than the AT&T network, a charge to isolate the problem of \$_____ applies. This charge will appear on a future bill. I am including my business card in case you have additional questions.
- I am sorry, there is a delay due to a problem in AT&T's outside facilities. We are in the process of correcting this issue and will notify you when the work is completed. If you have questions, please contact us at (800) 288-2020.
- I am sorry, I was unable to complete the work you requested as access was not available to the interior of your home/business. Please contact (800) 288-2020, to arrange for a new appointment.
Person claims he could not complete the work because I was not home before the holiday, yet he could complete it when I was not home after the holiday, Sunday evening Jan. 2, 2011
- I am delighted to inform you that AT&T Advanced TV/U-verse/AT&T High Speed Internet is now in your area. Please call 1-877-827-5288 and mention this referral code _____ for sales and information.

At AT&T, our goal is to deliver services and products that leave you very satisfied. We appreciate your business and continually strive to find ways to serve you better.

Thank you for choosing AT&T.

Annette Evans

From: Annette Evans [aevans@citizensutilityboard.org]
Sent: Friday, July 29, 2011 1:49 PM
To: aevans@citizensutilityboard.org
Subject: CUB Case ID: [REDACTED] | copy for your records



Case ID: [REDACTED]
Date: 1/7/2008 11:00 PM
Call Taken By: Sandra Marcelin

Utility Company: AT&T
Concern: Service Problems
Concern Details: Repair Delay
Special Programs:

Customer's Experience with Utility prior to contacting CUB:

*I confused her name with Trercella
Raymond's, stated my inability to
recall some years back and qualified
by saying, I think, or it may have
been.*

Contact's Name: [REDACTED]
Primary Contact Address: [REDACTED]
Evanston, IL
60202

Primary Phone:

Account Info (If different from contact)
Account #:
Account Holder Name: [REDACTED]
Service Address: [REDACTED]
Company: Organization Lookup
Evanston, IL
60202

Summary: Customer states that every holiday her service goes out. This time the service went out 12/28/2007 and again on 1/7/08. The company is scheduled to come out again tomorrow so please ensure that the company does come out. Also please ensure that repairs made are permanent as to not have this problem occur. She will not be able to be contacted via phone until after her service was restored. She came into our office (walk-in).

CUB Comments: Informed customer that I would file a complaint on her behalf. I also told her that when I had more time I would find addresses for the investigative reporting offices of some major news channels and mail them out to her. I would ask about whether names and addresses of shareholders could be obtained. Both of these were at her request as [REDACTED] FAXED TO AT&T

Diemer, Cynthia

From: Beverly Shockley [bs6586@att.com]
Sent: Thursday, February 03, 2011 9:53 AM
To: Diemer, Cynthia
Subject: AT&T Response [REDACTED] - 2011-CONSC-[REDACTED]

State of Illinois
Attorney General
Consumer Protection Division

Attention: Cindy Diemer

Name of customer [REDACTED]
Address: [REDACTED]
Telephone number: [REDACTED]
File No: 2011-CONSC-[REDACTED]

Resolution Details:

AT&T is responding to the additional information received from customer. AT&T has made two attempts to contact customer to further discuss complaint. Customer has not returned AT&T's calls. AT&T manager provided contact information to discuss complaint. AT&T considers this matter closed.

Thank You,
Beverly Shockley
Manager - AT&T Office of the President

ILLINOIS COMMERCE COMMISSION
CSD AUTOMATED COMPLAINT TRACKING SYSTEM
INDIVIDUAL COMPLAINT REPORT

BASIC SCREEN INFORMATION

OPEN DATE: 01/08/2008
COUNSELOR: WATTERS, MARY
PRIORITY: NORMAL

CALLER: ~~XXXXXXXXXX~~

CUST NAME: ~~XXXXXXXXXX~~
CUST CONTACT: RATE CLASS: RESIDENTIAL
STREET: ~~XXXXXXXXXX~~
CITY/ST/ZIP: EVANSTON, IL 60201
COUNTY: COOK

TELEPHONE 1: ~~XXXXXXXXXX~~
TELEPHONE 2: EXT:

COMPANY: AT&T COMMUNICATIONS OF ILLINOIS, INC.
CSD CONT UTL: 01/08/2008
SERVICE TYPE: LOCAL EXCHANGE CARRIER (LEC)
OPEN PROBLEM: SERVICE
CONTACT: INFORMAL COMPLAINT (CSD REFERS COMPLAINT TO COMPANY)
ACCOUNT #:
CASE ORIGIN: CONSUMER TELEPHONE
SERV STATUS: SERVICE OFF
EXPLANATION: CUSTOMER SAYS AT&T HAS CUT HER SERVICE THREE

TIMES 12/28, 12/31 AND TODAY 1/8. ICC ASKED WHY
AND CUSTOMER SAYS IT IS BECAUSE THEY DO IT
PURPOSELY EA/HOLIDAY. ICC ADVISED CUSTOMER AT&T
HAS THOUSANDS OF CUSTOMERS IN CHICAGO AREA AND
QUESTIONED WHY THEY WOULD SPECIFICALLY PICK ON
HER? CUSTOMER SAYS SHE DOESN'T WANT TO SOUND
PARINOLD BUT THIS HAPPENS EA/HOLIDAY. CUST SAYS
AT&T WANTS TO OPEN REPAIR TICKET (WHICH SHE
CLAIMS SHE AGREED TO), HOWEVER, WANTS FURTHER
INVEST AS TO WHY HER SERVICE CONTINUES TO BE CUT.
PLEASE INVESTE AND RESPOND TO CUST AND ICC
W/RESOLUTION.

*I said this in
response to
the implications
of the
question*

CLOSING SCREEN INFORMATION

EXTENSION GRANTED: EXTENSION EXPIRES: / /
CLOSE DATE: 01/17/2008 RESPONSE DAYS: 9

2 January 2011

[REDACTED]
Evanston, IL 60201

Dear Sir/Madam:

On Tuesday night 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. That night, as in the past, I had to walk 4 blocks in the dark to the nearest pay phone at Evanston Hospital to make emergency calls. For nearly 10 consecutive years AT&T and Ameritech, its predecessor, have turned off my telephone just before a major holiday. When I call for service, they place me on an automated repair system, ignore my requests for help, or on rare occasion if a person answers, give the usual response: someone will come out to restore my line after the holiday—the next Monday or Tuesday.

Since my termination is done by surprise during peak celebration periods, business offices are closed, giving me no legal recourse and leaving me entirely at the mercy of AT&T. I am unable to make or receive calls from holiday well wishers. One year they placed me on stoppage before every major US holiday: Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas, New Years. With no means of communication relatives cannot reach me to coordinate or finalize holiday plans. One July 4th my niece who lives in Wisconsin offered to give me a ride to a family picnic, but could not call me for confirmation. I spent that day all alone, like several others, because of similar mishaps. Concerned when they cannot reach me, brothers in Calumet City and Dolton, IL drive to Evanston for a wellness check. This "cry wolf" is beginning to take its toll on family and neighbors by lulling them into inertia.

On December 15, 2010 [REDACTED], an old friend, died suddenly. Without a telephone I could not be notified of a funeral once out of town next of kin arrived.

I am a 71 year old retired school teacher living on a pension. I cannot afford a cell phone or new computer and have arthritis of the spinal chord and cervix. My first attack came several years ago. After bending down I suffered such excruciating back pain that I could not get up. It took more than 2 hours with the help of a broom stick to crawl 10 feet to the telephone. More at risk now, I cannot defend myself even against intruders because my home security alarm system is tied to my telephone. Fear keeps me awake. Several times I have appealed unsuccessfully for assistance from agencies such as the Citizens Utility Board and the Illinois Commerce Commission. Whenever I go to authorities, or friends intervene in my behalf, AT&T retaliates. They threaten to charge the caller with a \$71.00 repair bill. They offer to send out personnel provided I wait at home all day: 7:00AM-8:30PM, and schedule the repairman for the evening. Contemptuous that I complain, they give me service with a vengeance, sometimes fixing a problem for merely a few days, forcing me to repeat the long and grueling service request. They reverse the accusations and bill me for in-house repair, pretending that I victimize myself with faulty

wiring. Illogically, they would have me believe that my home cables are aware of national holidays.

On the evening of Wednesday December 29, 2010 I stopped at the Dominicks Food Store on Fullerton and Sheffield to get change to make a call at a nearby public telephone. The next morning I learned that someone had picked my pocket, stolen my wallet with all my identification, and made purchases with my debit card. This has never before happened to me, as I am usually circumspect and vigilant. To notify as many people as possible and to file a Chicago Police Report: [REDACTED], I was compelled to leave my house for an hour the next afternoon. Gone are priceless and irreplaceable wallet memorabilia, affirmations and reminders that I had done some things useful and uplifting in my youth—Northwestern University student and faculty ID cards; Folger Shakespeare Library, UC Regenstein and Newberry Library Special Collections; lifetime membership card to the national parks; longtime membership with coveted seat to the Chicago Symphony Orchestra under Solti; drivers license, State of Illinois ID, checkbook with check Register and blank checks, debit card, among others.

Perhaps AT&T cannot be held accountable for the ramifications of its actions, but it is responsible for breaking my telephone service contract. The company singles me out from everyone else in my neighborhood and discriminates against me by age, race, and gender. It is reductive, humiliating, embarrassing and stressful to force me to live in so beggarly a manner. To a woman of my age their actions are shameless, heartless, and cowardly. The pattern of pre-holiday shut downs and post-holiday start ups indicate that I might be part of a group targeted when consumer usage is high and work staff low. If I am being sacrificed this way, or if AT&T is at all culpable, please tell me how I might seek legal redress individually or as part of a class action suit. I would appreciate any assistance from you.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]
Evanston, IL 60201

13 February 2011

File No: 2011-CONSC [REDACTED]

Ms. Cynthia Diemer
Consumer Protection Division
Office of the Attorney General
500 South Second Street
Springfield, IL 62706

Dear Ms. Diemer:

My closest girlfriend's husband died suddenly in September. Still distraught, she asked a friend and me to help get some of her household goods to her home in Florida after she prepared to sell her condominium in Arlington Heights, IL. This was the very least I could do as gratitude for her many kindnesses to me. I left January 27, 2011 and returned home by train Saturday February 12, 2011. On my answering machine were the two messages from Ms. Shockley at AT&T, mentioned in her letter to you.

In the first call some of Ms. Shockley's words are barely audible—she gives February 3rd as the date, but speaks rapidly when identifying herself and her company. This date matches that, along with the company name and phone number, on my caller ID. In the second call Ms. Shockley fails to give a date, nor does a company name with phone number appear on my caller ID. Both calls are still on my answering machine if you care to hear them. Ms. Shockley's letter to you is dated February 3, 2011, 9:53 AM, an indication that both calls were made on the same day, maybe minutes apart. From this it appears that she declared my case closed after waiting less than an hour for a response from me, if her work starting time is the usual 9:00AM. It could not have been much later because of the non-payment notice, scheduling disconnection on February 4, 2011, a day after the February 3rd call noted in Ms. Shockley's letter and the fact that I found my service terminated when I returned home. In the past, CUBS always advised me to withhold payment while my case was in dispute.

Were I home, please bear in mind the severe record breaking weather conditions and numerous power outages in my area, reported on television nation wide. My AT&T service was regularly interrupted with extreme static during these times. "Wet cables in inclement weather," their repairmen explained.

Perhaps this is irrelevant to my case, but my brother has Parkinson's disease and is in Renaissance Nursing Home on the far South Side of Chicago at 109th and Halsted, for me a three hour trip there and another three hour return. I try to monitor his health as much as possible by phone because of his frequent set backs requiring immediate hospitalization, of ~~ten~~ intensive care, the last on December 17, 2010, just a day after the sudden death in Chicago of my best friend, [REDACTED]. Thanks to AT&T, former co-workers were unable to inform me of a hurriedly arranged memorial on January 2,

2011. Imagine my disappointment that I could not attend the funeral in her home town of [REDACTED] and my extreme anguish beyond words that I could not be contacted in order to say a fond farewell to a dear friend, who was like a sister to me.

Sincerely,

[REDACTED]

[REDACTED]

File No: 2011-CONSC-[REDACTED]