

FORMAL COMPLAINT

ORIGINAL

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

Illinois Commerce Commission
527 East Capitol Avenue
~~Post Office Box 10200~~
Springfield, Illinois 62794-9280 — 62701

For Commission Use Only:

Case 01-0393

Regarding a complaint

by Dr. Emmanuel G. Paniotte
(Person making the complaint)

against SBC or Ameritech Telephone Co. of Illinois.
(Utility name)

as to Returning my telephone payment, and refusing *(Disconnecting my tel-li*
to credit my account. Indulging in wrongful activity against me.
(Reason for complaint)

in Glencoe, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 595 1/2 Vernon Avenue, Glencoe, Illinois 60022-1642

The service address that I am complaining about is 595 1/2 Vernon Avenue, Glencoe, Il. 60022-1642

My home telephone number is 847 835-3008

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at 847 835-7329

SBC or Ameritech Telephone Co. of Il *(respondent)* is a public utility and is subject to the provisions of
(Full name of utility company)
the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

- (1) 815 ILCS 510/2(12) By engaging in conduct which created the likelihood of confusion and misunderstanding.
- (2) 220 ILCS 5/154-506(a) By overcharging me and excessively billing me \$96.00.
- (3) 220 ILCS 5/13-203 By arbitrarily disconnecting my telephone service and depriving me of due process of law in resolving the disputed charge.
- (4) 815 ILCS 505/2 By engaging in consumers fraud and deceptive business practice by billing under false pretenses and -false promises.

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about X Yes No this complaint?

Has your complaint filed with that office been closed? Yes X No

ILLINOIS
COMMERCE COMMISSION
MAY 14 2 43 PM '01
CHIEF CLERK'S OFFICE

Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

At about January 18-19 my telephone stopped working. I called Ameritech and requested of them to check their telephone lines. A man from Ameritech came on January 19, 2001. He immediately demanded to enter my apartment claiming there is nothing wrong with their lines. He glanced at my telephones and said they were old and needed to be repaired. He then left my house without doing any work. Prior to leaving he said to me that I wouldn't be billed because he didn't do any work. I subsequently checked the outside lines and noted a telephone wire was cut. After taking a picture of it I connected it and my dial tone was restored. On my next billing statement I was charged \$96.00 for calling them.. I have been disputing this charge since, but paid my monthly bills. Ameritech disconnected my telephone service on 4/30, 2001 and prior to resolution of our dispute.

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

Date: May-9-2001
(Month, day, and year)

Complainant's signature Emmanuel G. Panio

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

You need to file the original and three copies of this form with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents).

VERIFICATION

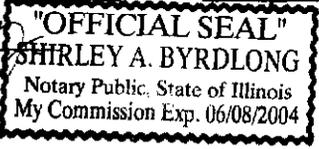
A notary public must watch you fill out this part of the form.

I, EMMANUEL G. PANIO, 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.

Emmanuel G. Panio
(Signature)

Subscribed and sworn/affirmed to before me this 10th day of MAY, 192001

Shirley Byrdlong
Notary Public, Illinois



NOTE:

Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.