

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
COMMISSION

For Commission Use Only:
Case: 11-0788

FORMAL COMPLAINT

2011 DEC 20 A 10:37

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

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): John T. Redmond (in formal complaint) # 2011-20955

Against (Utility name): FRONTIER NORTH INC

As to (Reason for complaint) FRONTIER NORTH INC. HAS TOLD ME THE REASON MY TELEPHONE SERVICE DOES NOT WORK PROPERLY IS BAD CABLE FROM JUNCTION POST IN ALLEY TO OTHER JUNCTION BOX AT 31477 TRON POST. THEY PROMISE TO FIX. NEVER DUE

in KEWANEE Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1325 ROCKWELL ST. KEWANEE IL 61443

The service address that I am complaining about is 1325 ROCKWELL ST. KEWANEE IL 61443

My home telephone is (309) 853 5640

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (309) 853 5640 IF ~~WORKS~~ WORKS

My e-mail address is REDMOND1@FRONTIER.COM I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) FRONTIER NORTH 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.

83-11 ADM PART. 280.50 (A) 280.70 (A) - 200.150 + 200.170

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.

SEE ATTACH Shuts 1 thru 3
gta

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

WANT TELEPHONE TO WORK RIGHT.

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 (Social Security Number, Driver's License Number, Medical Records, etc.) 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: Dec. 19, 2011
(Month, day, year)

Complainant's Signature: John J Redmond

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, John T. Redmond, 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.

John J Redmond
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) Dec. 19, 2011

Jessica Nevarez
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.

Redmond 309-853 5640

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PHONE TROUBLES!

I HAVE HAD PHONE TROUBLES FOR MONTHS, CALLING FRONTIER ABOUT THEM, THEY TELL ME THERE BE A MAN TO FIX IT BEFORE A CERTAIN TIME--- THIS IS NOT THE TRUTH-MAYBE TWO TO FOUR DAYS,,,,,

THE PERSON COME OUT, CHECKS LINE OUT, STATES WE FOUND THE TROUBLE, AND FIXED IT
USUALLY VERY FRIENDLY PERSONS-- BUT THEY LEAVE, SAME OLD TROUBLE,, WE HAVE REPLACED PHONE SEVERAL TIMES, CALLED AT&T PHONE MANUFACOR, THEY RAN TEST, SAID PHONE LINE TO HOUSE NO GOOD,, CALLED INTERNET FRONTIER, AND LOCAL INTERNET MAN, SAID SAME THING -- WE CANOT FIX YOU R TROUBLES- TROUBLE PJONE LINES TO HOUSE MUST BE UPDATED,

YOU NAME IT , IT HAPPENS TO OUR PHONE,

START OF DOUCMENTATION. AS REPORTED TO ICC & FRONTIER

FRONTIER SENDS SEVERAL PEOPLE OUT, THEN I HAVE A BLACK PERSON NICE GUY -TELLS ME THE PHONE LINES FROM POST IN ALLEY TO NEXT JUCTION IS MESS UP AT 314 FT WERE LINE CROOSES DITCH, AND I WILLHAVE HELLVA TIME GETTING IT FIXED UNLESS I KNOW SOMEONE WITH FRONTIER???

I CALL ICC TALK TO JOHN, -- THAT AFTERNOON ANOTHER BLACK GUY COME OUT FROM PEORIA.-- TELLS ME, WELL HAVE A NEW LINE IN IN 8 DAYS, WE KNOW THE TROUBLE.--- NO ONE SHOWS---I CALL ICC TALK TO JOHN, HE STATE - HE HAS TALKED TO FRONTIER, WILL FIX LINE AS SOON AS THEY GET PERMIT FROM CITY OF KEWANEE AND THA TWILL TAKE 2 WEEKS-- THEN ABOUT ONE WEEK TO FIX-- REMIND YOU THE LINEW IS 314FT FROM POST TO JUNCTION BOX - A MTTTER OF PLOWING NEW LINE IN-----

TALKING TO JOHN LATER- THEY FRONTIER HAD TOLD HIM, THEY HAD TO BORE LINE, BORE WHAT IS THE QUESTION, TRE ALLEY WHERE THE LINE IS -IS ROAD TAILINGS--

NOV 14 2011 PHONE DOES NOT RING, YOU CANT GET OUT NOTHING WORKS, COMPUTPOR- PHONE?? THEN ALL COMES ON LATER-- PHONE WILL NOT RING IS COMPUTOR ON

NOV 15 ONLY ONE PHONE IN HOUSE WILL BRALEY RING, SOUND SICK, RECIVED A CALL FROM 303 552 2362-- I CALL BACK---NOTHING NO RING NO NOTHING?/

NOV 16 SAME THING

Redmond trouble 309. 853 5640 2.

NOV 17 RECIVED CALL CVS DRUG STORE, CANT HEAR CALLER, NO CALER ID,

NOV 20 PHONE DOES NOT RING-BUT LEAVES CALLER ID- AT 519 THAT AFTR NOON PHONE RINGS-- AT 656 THAT EVENING. PHONE LINE DEAD- NO DIAL TONE-

NOV 22 -24 SEEN PEOPLE AT MCDONALDS TALK TO BRADLEY WAUGH , AT HIS HOME I WENT THERE, THIS PEOPLE SAID , BEEN TRYING TO CALL YU IT SAY YOU PHONE HAS BEEN DICONNECTED, AND TO THE VOICE MAIL HAS NOT BEEN CONNECTED????????

NOV 25-- MR. GREEN SITING IN KICTHEN , BY OUR PHONE, IT RINGS SCARES LIFE OUT OF HIM, FRIST TIME IN 5 MONTHS THAT PHONE HAS RANG,

NOV 26 PHONE DEAD NO DIAL TONE --549 THAT AFTERNOON

NOV 28 SEVERAL PEOPLE TOLD ME THAY HAD CALLED, SAME THING -- SAID MY PHONE HAS BEEN DICONNECTED???

NOV 29 PEOPLE CANT EAR ME ON PHONE ???

IN OCT 17 2012- PHONE DEAD FOR 1 HR TWELEVE MINTUES--- I ACTUALY X TIME, FRONTIER CALLS AND LEAVE MESSAGE- HAVE- THREE PEOPLE TRY TO DESFIFER MESSAGE -- UNABLE TO SOME THING ABOUT VERIFCATION???

THIS SAME THING HAPPENS ALTHROUGH DEC,

DEC 9 CALLED 800 666 6744--- 3 TIMES- FRIST- NO CONNECTION- SECOND YOU HAVE DIAL NUMBER IN ERROR- THIRD TIME--WENT THROUGH , DIALING SAME NUMBER THRE TIMES????

DEC 14 PHONE GOES OFF AND ON DURING CONVERSTION--CALLED PEORIA TWICE, SAME THING- RECIVED CALL CANT UNDERSTAND FOR AT LEAST 2 MINUTES-- THREE CALLES THAT , PHONE MESSED UP

I HAVE PHONE TO RING---YOU CANT ANSWER IT, JUST KEPTS RINGING, MAKES NO DIFFERENCE WHICH PHONE, HAVE WITNESS TO ALL OF THIS-----CALL BANK UP, TELLS ME THERE PHONE HAS BEEN DICONNECTED, THIS HAS BEEN GOING ON FOR MONTHS AMD MONTHS

Monday, December 19, 2011

REDMONDS TELEPHONE TROUBLES

309.
- 853 5640

DEC-14-15-16 RECIED PHONE CALLS- NO ONE ON LINE????

DEC-17-2011 CALLED 1-330-206-0235-- RECORDING YOU MUST DIAL A ONE OR 0
I DID DAIL ONE???????

CALLED SAME NUMBER AGAIN- THIS TIME RANG BUSY-
CALLED THIRD TIME- CALL WENT THRU- TALKED TO MR. WAUGH - HE STATED NO ONE WAS ONE HIS PHONE ANY TME IN THE LAST COUPLE HRS.????

DEC 19=2011 CALLED ! 330-206-0235 AND 309 594 2157-- PHONE RINGS BUSY AT 837 THAT MORNING
CALL THIRD TIME--- CALL GOES THRU--AT 839 AM, MR WAUGH SAY NO ONE ON ~~Y~~ PHONE ALL MORNING
HIS CELL AND HOME PHONE?????