

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

For Commission Use Only:
Case: 11-0799

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Angela Foster
Against (Utility name): AT&T IBT 12/21/11 Scratched out per ICE request
As to (Reason for complaint) Second time I have found errors on my bill. The problem was ^{not by 12/21/11} corrected and resulted in a credit balance. I requested a refund. AT&T decided not to refund but to hold the money in Treasury and apply it to a new bill.
in Lansing Illinois.

CHIEF CLERK'S OFFICE
2011 DEC 21 A 10:53
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) POB 248, Lansing, IL 60438
The service address that I am complaining about is 18762 E. Salem Ct., #303, Lansing, IL 60438
My home telephone is [708] 897-3026
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 474-7283
My e-mail address is angela.l.foster@mail.com I will accept documents by electronic means (e-mail) Yes No
(Full name of utility company) American Telegraph & Telephone (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.
I think it is unethical if not illegal for AT&T to hold on to an overpayment and apply it to a new bill when I have asked for a refund

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

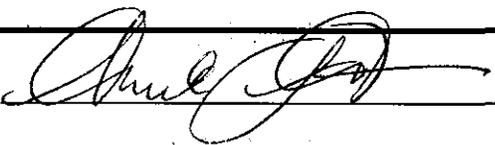
Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

I am filing a formal complaint because AT&T has refused to refund an overpayment of approximately \$58.00. At the time of the request, I had a credit balance on my account. AT&T held the money until my new billing cycle and applied the money to a new balance.

12/2/11 I want to be reimbursed for mailing costs to ICC!
Please clearly state what you want the Commission to do in this case: whatever the Commission has the authority to do to ensure that AT&T refunds my overpayment.

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: 12/12/11
(Month, day, year)

Complainant's Signature: 

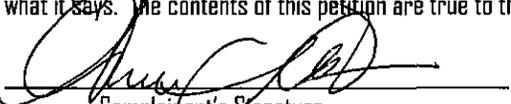
If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

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).

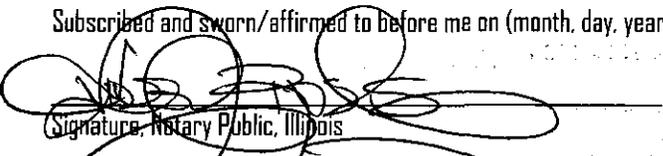
VERIFICATION

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

I, Angela L. Foster, 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.


Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) December 12, 2011


Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.