

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

Peggy Wilkins

Vs

Illinois Bell Telephone Company/ 11-0066

Request for Rehearing

On or around October 6, 2011 the Illinois commerce commission made a final ruling regarding my complaint against At&t phone company. Most of the ruling was based on my second phone -line . In my complaint I asked that Ms. Michelle be held accountable. Because of her inability to resolve the matter as she promised . Because of her actions of allowing the matter to carry on unresolved for such a long time, therefore causing my bill to increase. If Ms. Michelle had follow through on her promise, this matter would have been corrected . As a result I shouldn't be held responsible for what occurred after Ms. Michelle didn't follow through. The requests were not addressed in the final ruling. The commerce commission order At&t to disconnect my second line this actions wasn't the right decision. On 4-6-11, I called At&t to ask that the second line be removed but a representative from At&t name Tammy made an offer, that if I would keep the second line on I wouldn't have to pay the bill for one year but just pay the taxes on that line. I excepted the agreement. My reference number is C00450791141 and 04/06/2012 is the ending date. If you have any questions or concerns please contact me.

Regards,
Peggy Wilkins



CHIEF CLERK'S OFFICE

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ILLINOIS COMMERCE
COMMISSION

To Whom It May Concern:

It's clear that At&t refuse to acknowledge that the installment billing for my second phone line was indeed established without me agreeing. At&t has wrest my words. I had established a deferred payment plan with my first phone line before the second line was ever installed, I have explained this numerous of times.

I have never asked At&t to disconnect my second line, but simply to remove the installment billing from my second line. I was told by At&t that this along with adjustments as well as a new arrangement would be made. As far as not providing AT&T with information regarding what sort of adjustments, this matter was never resolved by At&t.

At&t called Ramona Thomas as a witness. Ms. Thomas states that the installments charges are discussed with a customer prior to the service installation. However this wasn't the case, I didn't say to Michelle that I wanted At&t to remove one month payment. Ms Michelle ask me what do you want At&t to do for you? I sated my desire to have a month payment removed , also the 12 month installment billing and adjustment set. Michelle stated that she would , I was told the reason for my increased billing statement was because of the two arrangements.

Several months later the matter is still unresolved. Michelle represents At&t and therefore represents customers, if she would have resolve this matter, I wouldn't be in this situation. Ms. Michelle isn't just a representative but she's from a high office, the executive appeal office, she should be held to a higher standard. As a result I shouldn't be held responsible for what occurred after Ms. Michelle didn't follow through on her promise.

I hope finally a fair resolution is made, and that At&t and it's representative will be held accountable for their actions. And understand that once they commit to resolving a problem they would have the fortitude to do so. It's because of their inability to resolve this matter, that I am currently in this position.

Sincerely,

Peggy Wilkins



Peggy Wilkins

VS

Illinois Bell Telephone

11-0066

Complaint as to billing/charges

CERTIFICATE OF SERVICE

(Request for Rehearing)

Please take notice that on December 31, 2011, I Peggy Wilkins, hereby certify that I did file the foregoing response to Illinois Bell Telephone Company and the persons identified on the docket's service list via U.S. regular mail.

Peggy Wilkins

12134 S. Normal Ave.

Chicago, IL 60628

Peggy Wilkins

