

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

STATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION

ORIGINAL
ILLINOIS COMMERCE COMMISSION

Ryan Flynn,
Claimant,

Vs.

CONSOLIDATED COMMUNICATIONS
ENTERPRISE SERVICES, INC. d/b/a
CONSOLIDATED COMMUNICATIONS
NETWORK SERVICES d/b/a
CONSOLIDATED COMMUNICATIONS
PUBLIC SERVICES,

Respondent.

2012 FEB 21 A 8:53

CHIEF CLERK'S OFFICE

Case No. 12-0128

Complaint as to Service
in Lincoln, Illinois.

FORMAL HEARING REQUESTED

FORMAL COMPLAINT

NOW COMES the Claimant, Ryan Flynn pro se, and
for his Formal Complaint against the Respondent, CONSOLIDATED
COMMUNICATIONS PUBLIC SERVICES, INC., a telecommunications company,
states as follows:

NATURE

This Formal Complaint arises from the failure of the Respondent
to comply with its obligations under the Public Utilities Act, the
CONSOLIDATED COMMUNICATIONS PUBLIC SERVICES, INC. ("CCPS") Illinois
Commerce Commission ("ICC") Tariff No. 3, and the CONTRACT FOR SUPPLIES
AND/OR SERVICES between the Respondent and the Illinois Department
of Central Management Services ("CMS"), CMS Contract No. TCVS 0302
("contract"), which is made part of CCPS Tariff at § 2.1 and § 2.12;

JURISDICTION

The ICC has exclusive jurisdiction over Claimant's claims since
Respondent is a Public Utility as Defined by the Public Utilities
Act. Jurisdiction is conferred by 220 ILCS 5/9-252;

PARTIES

Claimant is a resident of the State of Illinois who is currently committed to the custody of the Illinois Department of Corrections ("IDOC") and his address of record for this matter is:

Ryan Flynn #M15059
Logan Correctional Center
Lincoln IL 62656
P.O. box 1000
_____;

Respondent is a telecommunications company and a public utility whose primary place of business is:

Consolidated Communications Public Services, Inc.
Steven L. Childers, Chief Financial Officer
121 South Seventeenth Street
Mattoon, IL 61938;

STATEMENT OF FACTS

On or About December 15th, 2011
I made several phone calls that were terminated because of not being able to hear or be heard by the person I was calling. This is an ongoing issue for me that needs to be addressed.

On or About December 24th

my phone call ended because of a faulty phone I was forced to use. At the time I was placed in house 8 which had only 1 phone working properly. The other 3 phones work off and on but with a lot of static making it difficult to have a conversation. I then located the C/O and he filled out a work order to have them repaired.

On or About Jan 1st 2012

I was cutoff less than 1 minute into my phone call. I had to call back And pay a connection fee Only to have it happen Again 5 minutes later After paying A connection fee Again I was Able to have A 30 minute conversation The phones I was using were located in S house. After using the phone I spoke with the C/O And made him Aware of the problem And Asked that he filled out A work order, with only "I'll take care of that right away" for A response.

VIOLATIONS

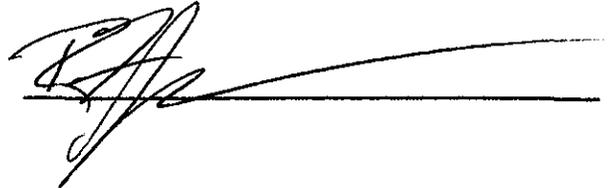
The Respondent is in violation of Tariff No. 3 at but not limited to: §§ 2.1, 2.2.4, 2.12, 2.13, 3.1, and 3.3.2;

The Respondent is in violation of its contract with CMS at but not limited to: §§ 3.1, 3.2, 3.7, 3.9, 3.13.1, 3.13.2, 4.1.2, 4.1.3, 4.1.5, 4.3.10, 4.4.1, 4.4.8, 4.6.4, 4.6.4.2, 4.6.4.3, and 4.6.4.5 as well as §§ 13 and 15 of the Standart Terms and Conditions chapter;

RELIEF SOUGHT

WHEREFORE Claimant prays that this Commission order the Respondent to correct the violations cited herein and award costs, + reimbursement for dropped calls.

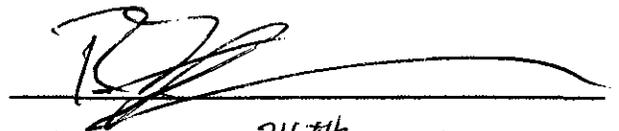
Respectfully submitted,



VERIFICATION

STATE OF ILLINOIS)
COUNTY OF LOGAN) ss

I the undersigned, after first being duly sworn, do hereby certify that the contents of the foregoing are true and accurate to the best of my knowledge.



Subscribed and sworn before me on this the 24th day of JANUARY, 2012.

K Brinton
Notary Public

