

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

For Commission Use Only:
Case: 12-0275
ORIGINAL

Illinois Commerce Commission
2012 APR 10 1 P 12:43
527 E. Capital Avenue
Springfield, Illinois 62701

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Baird Warner

Against (Utility name): Illinois Bell Telephone Company

As to (Reason for complaint) Utility continues trying to collect \$12,247 from Baird Warner and \$9,641.71 from Hamilton Court without providing clear reconciliation of the billings.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 120 S LaSalle Street, Suite 2000, Chicago IL 60603

The service address that I am complaining about is several

My home telephone is []

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (312) 857-9609

My e-mail address is vicki.klavins@bairdwarner.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Illinois Bell Telephone Co (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.

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 attached

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

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: 4/9/12
(Month, day, year)

Complainant's Signature: Vicki Klavins

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

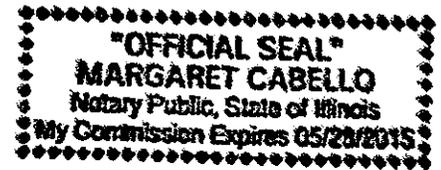
A notary public must witness the completion of this part of the form.

I, Vicki Klavins, 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.

Vicki Klavins
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 4/9/2012

Margaret Cabello
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.

Formal Complaint

Illinois Commerce Commission

RE: Baird & Warner, Inc./Hamilton Court, LLC vs. AT&T (Illinois Bell Telephone Co)

Baird & Warner, Inc. and Hamilton Court, LLC, related entities are filing a complaint against AT&T for billing errors that have occurred, and continue to occur over a 3-4 year period.

AT&T has consistently misapplied payments and/or credits between the Baird & Warner and Hamilton Court accounts, and it has become impossible for us to conduct any sort of reconciliation, as AT&T has not and will not provide the necessary audit trail to prove the charges, payments, or adjustments as they apply, at their own will, to these separate accounts.

AT&T is currently trying to collect \$9,671.71 from Hamilton Court (Attachment I), which we believe are completely unfounded charges. As you will see on their reconciliation, attached to the bill, there are large charges/adjustments/credits going in and out of this account, that are unsupported. In most cases, if we see an unsupported charge on the Hamilton Court account, we will then see an unsupported credit on the Baird & Warner account; however, in the case of the October 2011 charge adjustment of \$12,247.24 applied to Hamilton Court, there is no corresponding credit to the Baird & Warner account.

Attachment II is the documentation of the AT&T invoices and the Hamilton Court payments. You will see that the payments applied by AT&T do not correspond to the actual payments made.

Attachment III provides several examples of AT&T applying adjustments to our account.

Baird & Warner and Hamilton Court are both asking the ICC to bar AT&T from further "collection" action unless they can clearly delineate proper charges and payments for each account. Their billing processes and methods have made it virtually impossible for the average consumer to interpret and defend, and they should be responsible for being able to clearly prove the amounts owed.