

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

For Commission Use Only:
Case: 12-0411

ORIGINAL

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

Regarding a complaint by (Person making the complaint): GWENESTHER MANNING
Against (Utility name): IBT AT&T INFORMAL COMPLAINT # 2012-05993
As to (Reason for complaint) EXCESSIVE BILLING BASED ON A MISREPRESENTATION OF SERVICE OFFERED IN THE CONSUMER CHOICE PLUS PACKAGE.

in BURNHAM Illinois.

ILLINOIS COMMERCE COMMISSION
2012 JUL -2 P 12:57
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 14108 S. SAGINAW AVE.

The service address that I am complaining about is SAME

My home telephone is [708] 782-4603

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 782-4603

My e-mail address is keeppushing55@yahoo.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) _____ (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 ILL ADM CODE PARTS 200.170; 200.640(4); 200.650;
815 ILLCS 508/2; UNIFORM COMMERCIAL CODE §2-202; AND
SLAMMING.

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.

AT&T IS BILLING ME FOR \$449.29 FOR 5-6 MONTHS SERVICE TO A LAND LINE. AT&T HAS ATTEMPTED TO CHANGE THE TERMS OF THE CONSUMER CHOICE PLUS PACKAGE. ACCESS AREA C IS A PART OF MY CONSUMER CHOICE PLUS PACKAGE

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: JUNE 22, 2012
(Month, day, year)

Complainant's Signature: Gwenesther Manning

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

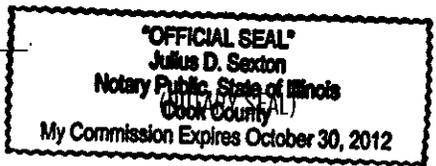
A notary public must witness the completion of this part of the form.

I, GWENESTHER MANNING, 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.

Gwenesther Manning
Complainant's Signature

Subscribed and sworn, affirmed to before me on (month, day, year) 6/22/2012

[Signature]
Signature, Notary Public, Illinois



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