

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION COMPLAINT

For Commission Use Only:
Case: 13-0067

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Sandra Sutton

Against (Utility name): ATTN IBT

As to (Reason for complaint) Bill inconsistency and escalation (over)

in Chicago Illinois.

CHIEF CLERK'S OFFICE
2013 JAN 16 11:06
ILLINOIS COMMERCE COMMISSION
PRM

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 49 N. PARK AVE, Apartment 406; Lombard, IL 60148

The service address that I am complaining about is 49 N PARK AVE, Apartment 406; Lombard, IL 60148

My home telephone is [630] 495-5707

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [630] 495-5707

My e-mail address is SandraSutton2002@AOL.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) ATTN Illinois Bell (IBT) (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.

(This area contains a mirrored stamp from the Illinois Commerce Commission, dated 1/16/13, which is upside down and difficult to read.)

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. *Since moving from 5118 Fairview Ave. Downers Grove IL 60515, Apr 2006 my bills have been inconsistent and escalating. My bill was initially \$26, w/ lifeline. I increased it to \$35 for taxes. Bill S/B: \$35 unlimited (46.00 + tax w/ lifeline) There is deduction for lifeline + multilink 14.61 + tax 2 adline 12.com/yr. 14.95 Internet. My bill was escalated from \$26 and found it was correct 15.00 Insurance (not needed) I don't need insurance because techs were messing up my computer. Purchased another computer and don't need insurance. How is bill running \$250 monthly? Please clearly state what you want the Commission to do in this case: Reimburse my back damage, Stop escalating and being inconsistent every month on my bill. For all the intimidation + harassment on the part of AT&T, I should be given a credit on my bill.*

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: December 20, 2012 Complainant's Signature: 
 (Month, day, year)

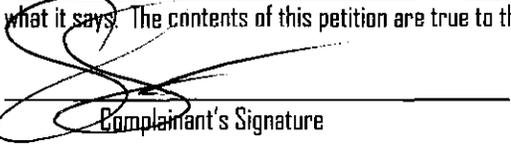
If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

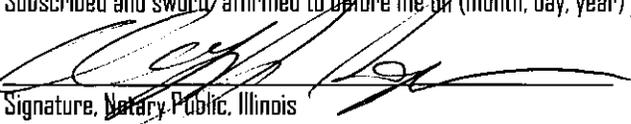
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

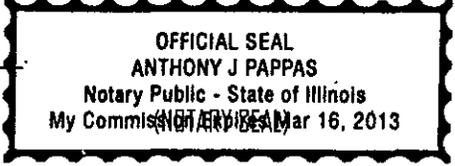
VERIFICATION

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

I, SANDRA SUTTON, 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) 12/27/2012

 Signature, Notary Public, Illinois



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

STATEMENT OF SANDRA SUTTON

I am Sandra Sutton, 49 N. Park Avenue, Apt 406; Lombard, IL 60148; (630) 495-5707. My bill with AT&T has been escalating since I moved from 5118 Fairview Ave, Apt 207; Downers Grove, IL 60515. When I moved from 5118 to 49 N Park Ave, I requested that my bill be the same as the previous address. I continued to tell AT&T that my bill was \$26 a month. It varied because I used the phone to fax documents to Washington, D.C. I had a basic line, fax line along with Internet. Each month, I have been on the phone with AT&T every single day it seemed like. If I didn't call them, they were calling me. I could make arrangements and they still would call as if I didn't do anything concerning my bill. They continued to send me updated information on bills that I didn't order so that made me be on the phone with them continuously until I got tired of calling them back like I had a job with AT&T. After approximately 10 months, I was told I was right and that my bill was \$26 with the lifeline. I use to be an employee of Illinois Bell.

While living at 49 N. Park Ave, I increased my bill to \$35 for unlimited services. The bill came to \$46 inclusive of the linebacker and voice mail. \$14.61 for the second line, \$14.95 for Internet; \$15.00 for insurance, which I don't need because the techs have messed up my computer. I purchased another one and don't need the insurance. There are two deductions; one is for Lifeline (Disability) and the second one is for a multi-line.

\$35.00 Unlimited Service (Told I am paying separately for the CW Services)

5.00 Voice Mail

6.00 Line Backer

14.95 Internet + \$15.00 Insurance/Internet (\$29.95)

14.21 Second line for Med-Alert

Discounts for:

(1) Lifeline

(2) Multi-line \$12.00/month/year

So somebody tell me how is my bill \$250 a month, now \$299?

Please remove the insurance. I am no longer using the insurance because I continually had to call back because they did not fix it. I would have to call and ask them to repair and repair my computer until I got a virus on my computer. I purchased another laptop ~ Apple. AT&T will notice that I have not called back and asked the Tech to repair my computer. I stay on the phone with AT&T to correct my bill.

Respectfully submitted,



Sandra Sutton
Claimant