OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

# FORMAL COMPLAINT

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

For Commission Use Only:
Case: 13-0091

ORIGINAL

Regarding a complaint by (Person making the complaint): Michael O. Effiong

Against (Utility name): Frontier North Inc.

As to (Reason for complaint) Erroneous Billing Conduct. Failure To Honor Original. Contract. Slamming Into A New Contract With Higher Fates.

in Bloomington Illinois.

2013 JAN 28 P 3:51
CHIEF CLERK'S OFFICE
ILLINOIS COMMERCE COMMISSION

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My complete mailing address is (include City) 2422 E. Washington St., 104, Bloomington, IL 61704

The service address that I am complaining about is 2422 E. Washington, #104; 1619 RT Dunn Dr.#603, IL

My home telephone is [309] 829-2999

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [309] 660-7878:309-661-8000

My e-mail address is michaeleffiong1@gmail.com will accept documents by electronic means (e-mail) ☐ Yes ☒ No

(Full name of utility company) Frontier North Inc. (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-IL. Adm. Part 735.70, 733.70.3, 753.703(d), 745.221(b)

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.

I ordered a service for two telephone lines from Frontier North Inc., to be located at two different addresses on April 08, 2011. I received a confirmation number for the order. The Promotional Bundle was for 6(six) months of Internet and Telephone services @ $40.00 per month.

Complaint:

1. They did not honor the Contract.
2. I received the first bill with a due date of April 25, 2011 for $253.33 for 309-661-8000, and, a bill with a due date of May 25, 2011 for $61.30 for 309-829-2999. Please, See Attached Papers.

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

Look into their billing practices. Determine if overpayment was made. Let me opt out of my contract without paying fees or penalties.

**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: Jan.24th, 2013 (Month, day, year)

Complainant's Signature: Michael D. Effiong

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, Michael D. Effiong, 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.

Michael D. Effiong

Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) January 25th, 2013

Signature, Notary Public, Illinois

(NOTARY SEAL)

OFFICIAL SEAL
SHARON D KAPRAUN-BOURDON
Notary Public - State of Illinois
My Commission Expires Nov 4, 2014

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

January 24, 2013

Elizabeth Rolando
Chief Clerk
Illinois Commerce Commission
527 East Capitol, Ave.
Springfield, IL 62701

Dear Elizabeth Rolando;

My Complaint number is: #2012-17871.

My billing telephone numbers are: (309)661-8000 and (309)829-2999. My billing names are: Michael Pukka and Michael Effiong. My account numbers are:309-661-8000-041311-5 and 309-829-2999-042211-5, respectively.

My Statement
I ordered a service for two telephone lines from Frontier North Inc., to be located at two different addresses on April 08, 2011. I received a confirmation number for the order. The contract is for Unlimited voice calling, Caller I.D., Call Waiting, 3-Way Calling, Home Voice Mail and High Speed Internet (first 6 months free) at a total of $40.00 plus taxes a month.

My Complaint
1. They did not honor the contract.
2. The first bill had a due date of April 25 for $253.33 for 309-661-8000. The first bill for 309-829-2999 was in the amount of $61.30 with a due date of May 25.
3. I have been incorrectly billed for most of the time I have had their service. I declined to accept their adjustments because they did not honor the promotions.
4. I received a letter extending the promotion for another six months, which they did not honor. I was slammed into a new contract with higher rates for the same features, before my contract ended. The new contract is for two years.
5. My features were removed without notice but, I was being billed for them. When the features were reinstated, I was billed for them.
6. Right from the receipt of the first bill, I had called their attention to numerous errors by speaking to supervisors and many other Frontier service agents: Jason, on 5/12/11 at 1:58pm; Patricia, on 6/24/11 at 8:05am; Washington, on 1/02/12 at 7:00pm; Eric, on 1/10/12 at 5:45pm (with a confirmation # of 4496065 for the $60.88 paid); Mario, on 2/09/12 at 4:45pm; etc. Each time a bill is adjusted due to

error on their part they will bring it up and add to the next bill for payment, (please, see attachments).
7. I have been billed an early termination fee numerous times and turned over to their collection agency while trying to mediate these dispute

I want to opt out of my contract without paying an early termination fee or any other type of penalty.

Sincerely,

Michael O. Effiong

/sle