

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 13-0287

ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

2013 APR 10 P 12:29

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

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): DIANE WRAMPLER / OPEN SOLUTIONS INC/NETA

Against (Utility name): AT&T COMPANY-ILLINOIS - ILLINOIS BELL TELEPHONE COMPANY

As to (Reason for complaint) AT&T ACCOUNT # 708-204-7434 0039

THEY NEVER GAVE US 30 DAYS WRITTEN NOTICE OF RATE CHANGE AS REQUIRED BY AT&T CONTRACT.

in Alsip Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 2801 LAKESIDE DRIVE BANNOCKBURN, IL 60015

The service address that I am complaining about is 4245 W 123RD ST. ALSIP IL 60803 CIRCUIT # 0H2A034165

My home telephone is []

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [847] 283-7414

My e-mail address is dwamplera@netixllc.com will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) AT&T COMPANY ILLINOIS BELL TELEPHONE 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.

ILLINOIS ADMINISTRATIVE CODE PART # 735

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.

ORIGINAL RATE \$157.91 PLUS \$17.50 TAXES = \$175.41 PER MONTH
THEY NEVER GAVE US 30 DAY WRITTEN NOTICE OF RATE CHANGE AS REQUIRED BY AT&T. ON JUNE 16, 2012 AT&T STARTED BILLING US FOR MONTHLY RATE \$1,625.00 PLUS TAXES.
AT&T ACCOUNT # 708-204-7434 0039 NOVEMBER 16, 2012 FINAL BILL INVOICE # 708204743411 T-1 CIRCUIT # DH2A034165.LB
\$7,698.71 Disputing

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

TO HAVE AT&T CREDIT OFF \$7,698.71 CHARGE.

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: 04/08/13
(Month, day, year)

Complainant's Signature: Diane Wampler

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, DIANE WAMPLER, 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.

Diane Wampler
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) APRIL 8, 2013

Nancy L. Turenne
Signature, Notary Public, Illinois



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