

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 13-0298

ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

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

ORIGINAL

2013 APR 18 A 11:02

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Angela L. Foster for Covenant Mortgage SCS

Against (Utility name): AT&T/ Illinois Bell

As to (Reason for complaint) Excessive overbilling and changing services and not explaining this change in order to increase billing. Refer to the fax sent to Ken Kirchner on 3/5/13, your reference 2013-01096. AT&T is trying to recoup settlement of previous formal complaint.

in Carol Stream Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) POB 248, Lansing, IL 60438

The service address that I am complaining about is 18762 E Salem Ct. #303, Lansing, IL 60438

My home telephone is []

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 897 3026

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

(Full name of utility company) AT&T/ Illinois Bell (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.

[Empty space for listing laws or rules]

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.

When AT&T restored an existing acct, they added excessive charges and changed my service so that I would incur more charges for phone service. This was done to recoup what was lost in previous settlement. My bill runs approximately \$75-80 a month I received a bill for \$245.⁰⁰

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

What the Commission can do to get ATT to act ethically re: billing.

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: 4/13/13
(Month, day, year)

Complainant's Signature: [Signature]

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, Angela Foster, 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.

[Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 4/13/13

[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.