

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION  
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:  
Case: 13-0545

FORMAL COMPLAINT

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

ORIGINAL

2013 SEP 30 10:40

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): HENRIETTA Coleman

Against (Utility name): Ill Bell Telephone Co d/B/A AT&T Illinois d/B/A AT&T Wholesale

As to (Reason for complaint) INFERIOR Phone Service

After 3 informal complaints with the ICC my phone is still not working properly

in Westchester Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS: MS HENRIETTA Coleman

My complete mailing address is (include City) PO Box 2204 Hines IL 60141-2204

The service address that I am complaining about is 1325 S Mannheim Rd Unit IN Westchester IL

My home telephone is (708) 345-1808 60154

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (708) 345-1808

My e-mail address is N/A I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) ILL BELL TELCO d/B/A AT&T ILLINOIS d/B/A AT&T WHOLESALE (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.

Administrative 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?

NO  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.

Recurring problems since July 2009

1. Phone Rings on caller's end But Not in my house
2. Voice mail not working - callers leaves message But no message on my end
3. Static on line - sometimes sounds like Beep

CONTINUED on PAGE 2

Please clearly state what you want the Commission to do in this case: Hold all Bell Telephone Co d/B/A ATTIL D/B/A ATT wholesale accountable to repair my phone correctly Compensation For UNRELIABLE Service From July 2013 till problems Fixed

**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: Sept 25, 2013  
(Month, day, year)

Complainant's Signature: Denputta Clemm

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**

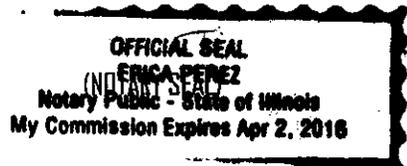
A notary public must witness the completion of this part of the form.

I, Denputta Clemm, 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.

Denputta Clemm  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 09-25-13

[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.

Page 2

## Formal Complaint

RE INFORMAL COMPLAINT 2013-08788

4. open line sounds like I am in a tunnel.

5. Phone rings then drops the calls

6. Getting cut off in middle of calls

7. I paid more money for service when the mgr told me to change back to a landline  
I suffer from a life threatening

disease and need a phone

that works. Also the chronic

stress hasn't helped my condition.

Shereetta Colson