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ILLINOIS COMMERCE COMMISSION
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 4-0129

2014 FEB 18 P 10:01
CHIEF CLERK'S OFFICE

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Mary weathersby
Against (Utility name): Illinois Bell Telephone company
As to (Reason for complaint) charges for "All distance" package not in compliance with rate increase for over 4 years

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 527 E. Capital Ave. Springfield IL
The service address that I am complaining about is 7144 S. Jeffrey Blvd. Chicago IL 60649
My home telephone is (773)-363-3378
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773)-363-3378
My e-mail address is 3blockNorthok@att.net I will accept documents by electronic means (e-mail) Yes No
(Full name of utility company) SBC, 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.
Charges for "All distance" package resulted in over charges on package for over four years

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.

1. December 2009 "All distance package" priced at, "133.00"
2. January 2010 - December 2010 billed between \$40.00 - \$45.00 before taxes and other charges
3. January 2011 - December 2011 "All distance" package billed at \$40.00 without rate increase.

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

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: February 3 2014
 (Month, day, year)

Complainant's Signature: *[Handwritten 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

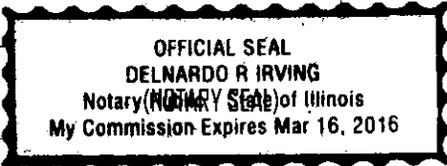
A notary public must witness the completion of this part of the form.

I, *MARY WEATHERS*, 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) FEBRUARY 3, 2014

Delnardo R Irving
 Signature, Notary Public, Illinois



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

Continued

4. In January 2012 Rate increase stated "All distance" package will be from \$35.00 to \$37.00 but, I was billed between \$46.00 - \$48.00 through December 2012.
5. January 2013 added \$2.00 rate increase which should have resulted in \$37.00 to \$39.00 a month but instead I was billed \$49.00 a month for entire year 2013.
6. All in all I accumulated more than \$300.00 for four years in overcharges before taxes.