

SENT VIA FACSIMILE (XXX) XXX-XXXX

September 7, 2001

XXXXXX

Attn: XXXXXXXXXX

RE: ICC Case #2001-27482S
XXXXXXX

The above referenced consumer has contacted the Commission's Consumer Services Division (CSD) regarding unauthorized change in carrier. As the result of recent legislation in P.A. 90-610 effective July 1, 1998, CSD will pursue complaints presented by customers.

Kindly investigate the complaint and respond using the attached form with appropriate documentation. In the case of an acknowledged unauthorized change in carrier, an explanation of the cause is to be included. Likewise, a detailed explanation is required if you contend that the change was authorized.

To avoid the need for follow-up, I will appreciate you furnishing the necessary information in your initial reply. If you are unable to submit your report within 14 calendar days, please contact me at (217) 782-2024 with your request for an extension.

Thank you for your cooperation in this matter.

Regards,

DoSean Harvell
Consumer Services Division

Attachment

DH/ldt