

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION **FORMAL COMPLAINT**

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

For Commission Use Only:
Case: 15-0301

ORIGINAL

Regarding a complaint by (Person making the complaint): ERENDY NIETO, FORTUNE PAINTING COMPANY (EN)
Against (Utility name): ILLINOIS BELL TELEPHONE COMPANY DBA AT&T
As to (Reason for complaint) PRICE GOUGING

in CHICAGO Illinois.

CHIEF CLERK'S OFFICE
APR 24 11:07 AM
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 6619 N. LINCOLN AV. LINCOLNWOOD IL 60712

The service address that I am complaining about is 6619 N. LINCOLN AVE. LINCOLNWOOD IL 60712

My home telephone is []

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at 847 933-8725
FORTUNE RESTORATION

My e-mail address is ASSISTANT@GMAIL.COM I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) ILLINOIS BELL TELEPHONE COMPANY (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act. DBA AT&T

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.

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.

WE HAD BEEN A CUSTOMER OF AT&T FOR OVER 20 YEARS. IN THE MONTHS OF SEPTEMBER, OCTOBER, AND NOVEMBER OF 2014, OUR AVERAGE MONTHLY BILL WAS \$740.00. WE WERE SO BUSY IN THESE MONTHS, WE FORGOT TO RENEW OUR CONTRACT WITH AT&T. IN JANUARY, OUR BILL JUMPED TO \$4,314.56. THIS IS ABSOLUTE PRICE GOUGING. WE ARE A SMALL BUSINESS AND CANT AFFORD THIS.

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

WE ARE WILLING TO PAY 1.5% OF THE AVERAGE BILL IN 2014.

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: APRIL 11, 2015
(Month, day, year)

Complainant's Signature: Erendy Nieto

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

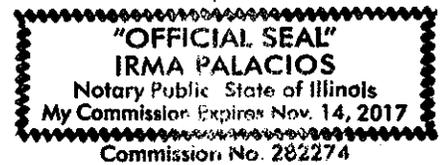
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, ERENDY NIETO, FORTUNE PAINT CO. (SM) 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.

Erendy Nieto
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 4-11-2015

Irma Palacios
Signature, Notary Public, Illinois

(NOTARY SEAL)

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