

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**  
ILLINOIS COMMERCE  
COMMISSION

For Commission Use Only:  
Case: 15-0399

**FORMAL COMPLAINT**

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

**ORIGINAL**

2015 JUN 22 P 1:38

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): J. CARTER PIERCE - 2015-05662

Against (Utility name): AT+T, Illinois w/b/a AT+T Wholesale (Josie Pierce)

As to (Reason for complaint) FOR THE PAST (SINCE AUGUST, 2014) I've been asking  
FOR THE 14.95 internet SERVICE, INSTEAD OF GIVING ME THAT, I've  
been misled, coerced, believed that the services that were being  
offered to me was good/best, I've SAID Repeatedly I was not pleased,  
ASKED SEVERAL TIMES TO REMOVE THE BOX, still have it, Told them I'm glad  
in OAK PARK, Illinois.  
this conversation is being taped. Never got belligerent; always courteous.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 203 WASHINGTON BLVD, OAK PARK, IL. 60302

The service address that I am complaining about is 203 WASHINGTON BLVD, OAK PARK, IL. 60302

My home telephone is (708) 524-2415

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (708) 524-2415

My e-mail address is JOSIE.PIERCE79@gmail.com I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) AT+T-Verse Internet @ 14.95 (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.

it seems, according to my letter of JUNE 3' 2015, you've  
given me (1) one resolution- what is the #2-resolution?  
pg. 1 - Paragraph 6.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?  Yes  No

Mr. Franklin sent this to me because I'm not satisfied  
Has your complaint filed with that office been closed?  Yes  No  
+ lots of the AT+T #'s not working

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.

SEE other Documents From DATE of inception to present.  
Exhibits-

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

I wanted to get the original price, 14.95 for the internet service, not to be misled or

**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.

or  
Siver  
to  
Other  
stuff  
higher  
price  
prices

Today's Date: 6-16-15  
(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**

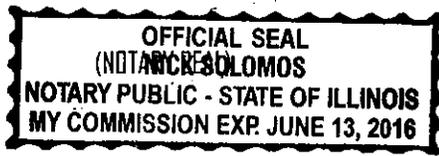
A notary public must witness the completion of this part of the form.

I, [Signature] 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) 06/18/15

Nick Solomas  
Signature, Notary Public, Illinois



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