

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION COMMERCE State of Illinois
COMMISSION

ORIGINAL

Illinois Commerce Commission
2015 SEP 11 A 9 39 AM
August 17, 2015
CHIEF CLERK'S OFFICE

J. Carter Pierce)	
)	
Vs.)	
)	
Illinois Bell Telephone Company)	Docket 15-0399
d/b/a AT & T Illinois)	
d/b/a AT & T Illinois Wholesale)	
)	
Complaint as to billing and /or charges)	
In Oak Park, Illinois)	

• ANSWER MOTION OF AT & T ILLINOIS TO DISMISS COMPLAINT

J. Carter Pierce hereby moves to halt the dismissal of complaint that stated (what seemed to be a frivolous complaint) filed by J. Carter Pierce , stating that it involved services outside the Commission's Authority to regulate a claim against the company. It was and is my complaint against the company I've been using the services for over 40 years and states the reasons why.

INTRODUCTION

J, Carter Pierce (herein known as Josie Pierce) , and due to marriages-divorce over these years, IBT & AT & T, has been using the aforementioned names. (No problem) I am she.

The problem is I've been asking for the \$14.95 Internet service for almost a year now, (see letter of 12-27, 14). It was being advertised (TRUTH IN ADVERTISING) so I took advantage of it, thinking I was going to try and utilize something new in my repertoire , after being so used to regular tv stations, and Using the general post office services, for so many years,; thought I'd try this internet service and Gee. Was I wrong! This has been one "heck of a year" using the AT & T Illinois, I thought it was the same, as I was led to believe Illinois Bell was out of business. I had to have phone service, with six (6) children And all,; I'd always paid my bill and understood the importance of having a phone. Never got anything fancy, still don't have anything fancy like 500 - 1,000 channels for tv that's being offered to me, along with so much other marketing stuff. I'm just a person that can say "No". Others can get what they want, I'm not preventing them from their choices, but I do believe , perhaps there should be something Good for people who've been with you a long time, especially over 40-50 years, (special discounts, etc.) I'm not rich enough to own stock in you guys, (don't even know how that works,) having been denied A fruitful education that others got. I'm not angry, not disappointed, I'm a rather congenial , nice, older

person who is grateful and I never got un-ruly with the employees.

However, I do feel as though I've been grossly misled and received unfair business practice, which was at first \$14.95 per mo. Then, \$19.95 per m o. the so much extra stuff was tacked into my bill. See letter Of Dec. 27, 2014, Also see my bill before August 2014. It reflects bills from 2000, plus I've got bills from 1984 . My daughter calls me a pack rat, but I think we may need these things later, so I said I should bring all those records to court.

Now about this current stuff, (see correspondence of Informal Complaint, filed April, 13, 2015, and then a Formal Complaint, which I only had to file after not being satisfied, with many, many, phone calls, many, many, talks, Many conversations, change this, try this what good for you, many people making decisions, for me, ; When all I asked for, FROM THE START was this \$14.95 Internet service and it said High Speed, I took a picture of what was on my screen, and the machine sez, loading for slow connections, HTML,, and it (the machine knows when I'm on it.) (loading standard view -load basic for slow connections) I really don't care if it's slow speed, cause I didn't or really don't know what high speed is, since this slow speed seems to be ok., But to pay for all these extra gadjets, is not right or fair. I'll bring all these high bills, that's why I ordered something small, because my budget won't allow me to pay these extra charges. I'm on SSI. (perhaps a senior program can be developed?)

And plus, if you guys, Not you personally, but the employees who were giving me what I really didn't want or need, HAD THEY GIVEN ME WHAT I ASKED FOR AT FIRST, WE WOULD'NT BE IN THIS "TIZZY". SEE LETTERS OF Sept-Oct-Nov-Dec. etc.. ; I'm bringing them.

I'm hoping we can come to a nice resolution and continue to build a good working relationship with you and your company.

Loyal Consumer,
J. Carter Pierce, "Josie"

Thank you,

If I'd known about stock & bonds, earlier I would have made an investment in your company and could've been having some dividends., when it seems I've been investing with you anyway, helping to build you'all, but alas, most country folk didn't learn that in the deep rural South , growing up un-educated and under-educated, so much was kept from us.

Page 2 of 2 pgs,

cc, Jessica L. Cardoni - ALJ
Heather Jorgenson - ALJ,
James A. Huttenhauser
Karl Warden - Executive Director
bc, Elizabeth A. Rolando

J. Carter Pierce
Sorry I didn't know
to sign this

State of Illinois
Illinois Commerce Commission
August 26, 2015 (updATE)

J. Carter Pierce,

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Vs.

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Illinois Bell Telephone Company

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Docket 15-0399

d/b/a AT & T Illinois

)

d/b/a AT & T Wholesale

)

Complaint as to billing and for giving

)

misleading information/charges/Oak Pk.II.

)

Answer to Motion of AT & T Illinois to dismiss Complaint &
Properly signed documents (my signature) "sorry I forgot"

This is in reference to my answer " Motion to Dismiss Halt " document
In relation to so much of my feelings so hurt and unfair treatment

Also, my failure to forward a cc of Certificate of Service, which was asked of me to do, but I didn't
know what that was, I didn't receive one with the letter that sent August 24, so I called ICC
to ask what it was, Maggie told me, I went through the other correspondence and found a
Certificate of Service, Notarized-June 26, 2015, Aletha Blackmon., so I'm copying from
that document, the four (4) names on the back with a cc to Ms. Rolando.

CERTIFICATE OF SERVICE

The undersigned certifies that a copy of the Answer the Motion of AT & T Illinois to DISMISS Complaint
Page 1 of 2 pages (INTRODUCTION) & UPDATE.

SERVICE LIST

15-0399

Jessica L. Cardoni
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Illinois Commerce Commission
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Chicago, Il. 60601

James A. Huttenhower
Illinois Bell Telephone Company
225 W. Randolph Street, Suite 25-D
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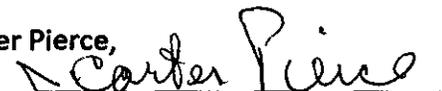
Karl Wardin, Executive Director
Regulatory
Illinois Bell Telephone Company d/b/a
AT & T Illinois d/b/a AT & T Wholesale
555 Cook St., FL. 1E
Springfield, Il. 62703

Cc: Elizabeth A. Rolando
Chief Clerk
State of Illinois
Illinois Commerce Commission

J. Carter Pierce,

Signed

Dated


9-3-15