

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

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COMMISSION

FORMAL COMPLAINT

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

For Commission Use Only:
Case: 15-0603

ORIGINAL

2015 NOV 16 A 11: 44

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): BLANCHIE ARREGUIN

Against (Utility name): AT & T / Illinois Bell

As to (Reason for complaint) See attached, my phone was discontinued twice, I have overlapping bills (dates) I had a wireless service that did not work, my phone number was change from (708)8630191 & given a new number which AT & T/^{Ill Bell Pa} did not tell me what it was. I got a new line at the fall which I never requested. The billed got me for 3 phone number in Cicero Illinois. I did not request. I only wanted (708)8630191 AT & T / Ill Bell. Pa

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 3505 N. 55th COURT, CICERO, IL. 60804

The service address that I am complaining about is same

My home telephone is was (708) 652-5897 (708) 863-0191 Pa Ill Bell

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (708) 863-0191 AT & T / Ill Bell cell 312-661-6820
discontinued Pa Call me here

My e-mail address is _____ I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) AT & T / Illinois Bell Pa (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.

736 Post no cust. serv. who know their job. I just got transferred and no one really helped me - too many bills with different phone numbers

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

FILED
NOTARY PUBLIC
STATE OF ILLINOIS

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 attached

Please clearly state what you want the Commission to do in this case: *ATTN/ Tel Bell Ba. I want all my money back since March when I got the defective wireless equipment.*

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: 10-26-2015
(Month, day, year)

Complainant's Signature: Blanche Arreguin

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

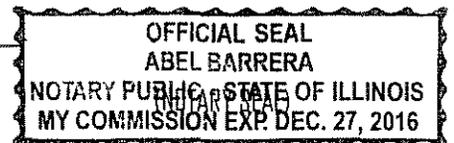
A notary public must witness the completion of this part of the form.

I, BLANCHE ARREGUIN, 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.

Blanche Arreguin
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 10-27-2015

Abel Barrera
Signature, Notary Public, Illinois



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