

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

16-0473

ORIGINAL

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OCT 06 2016

FORMAL COMPLAINT

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

ILLINOIS COMMERCE COMMISSION  
CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

Gordon Gehrs

Against (Utility name):

ATT

As to (Reason for complaint)

In correct Billing and misled by AT&T as to how low phone bill could be on three occasions

in Northbrook Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City)

4129 Yorkshire Ln Northbrook, IL

The service address that I am complaining about is

Same

60062

My home telephone is

(847) 412-1636

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(708) 790-8805

My e-mail address is gehgs@kentlaw.iit.edu

I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) ATT

(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.

Title 83 280.220, 280.230, 280.130(c)(5)  
280.50(c)(5)(a) & 280.50(c)(5)(e)

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.

AT&T Bill has been incorrect, for over 18 months should be between \$80-\$10 total, is over \$200. Have asked what lowest phone etc. price, told \$70 one time, \$45 another time now find out it could have been \$13/month

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

Issue injunction prohibiting AT&T from giving out # away + fix bill balance

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: 9-30-16 (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

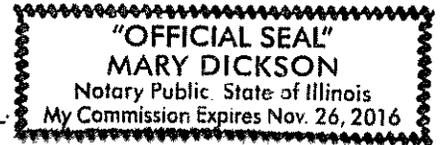
A notary public must witness the completion of this part of the form.

I, Gordon Gehrs, 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) 9-30-16

[Signature] 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.