

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 02-6470

ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT
Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701
CHIEF CLERK'S OFFICE

ORIGINAL

Regarding a complaint by (Person making the complaint): Latasha Williams-Jones
Against (Utility name): Ameritech
As to (Reason for complaint) Over payment from ~~switched~~ lines & poor technical & customer service
For all the stress & loss of job & continuous down lines
crossed wires & several missed appointments
in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 6052 S. Michigan 101637
The service address that I am complaining about is 6052 S. Michigan 1st fl (current) 113 E. 57th st 3rd (old)
My home telephone is [773] 288-2019
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 288-2019
(Full name of utility company) Ameritech (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.
200.150 & 200.170

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.

① In the Summer of 1999, I applied for service. The service came on and I had trouble on my line all the time. I call repair and each time they restored the troubled lines. In July 2000 once again I began to have more trouble Ameritech was called and my line was down for over two week. At that time I was under a doctors care with small children and explained to them that my service was important. Unfortunately I moved before my service was restored. In July 29, 2000.

② I may 2000 I called Ameritech, to transfer my service to my current address which was to be on July 30, 2000 but was not and the tech did not show. Still under doctors care I had to walk 36k to a payphone. They came out a week later.

③ Later that year in Nov. I had down lines, static, crossed lines, when ever it rained or snowed. my bills doubled and service worsened. In 2001 I called, I spoke with Ameritech and they said they would look into it. *→ next page*

That they clear the full amount on the account and removed from my credit. Also for lost wages.

Date: May 27, 2002
(Month, day, year)

Complainant's Signature: Latasha Williams-Jones

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

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

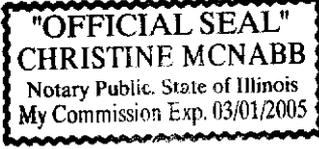
A notary public must witness the completion of this part of the form.

I, Latasha Williams-Jones, 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) Latasha Williams-Jones

Subscribed and sworn to before me on (month, day, year) 7/10/02

Christine McNabb
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.