

FORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Joann Washington MURRY
Against (Utility name): AmeriTECH-SBC
As to (Reason for complaint) Threats to turn off service of my home for an account Ameritech allowed to soar out of control in my rental property
in Harvey Illinois.

ILLINOIS COMMERCE COMMISSION
JUN 18 12 56 PM '02
CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1413 W 172nd St East Hazelcrest 60429
The service address that I am complaining about is 1413 W 172nd St
My home telephone is 708 922-9174
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at 708 210-3750
(Full name of utility company) SBC 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.
83-IL Adm Prot, Section 200.170
Section 13-713

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.

*SEE Attachment:

Ameaitech did not follow my instruction when this tenant moved into my property. Ameaitech allowed this family to create three (3) \$2,000.00+ bills over a one year period. Carolyn Moody was allowed to open many accounts at Ameaitech with the same pattern of non payment at this same address. No proof of new tenancy was asked for by Ameaitech on any occasion because allowing this bill to continue. Ameaitech claimed they never got Carolyn's information even though computer info included her name prior to second account being opened.

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

First admit that it is the fault of Ameaitech who allowed this account to soar 3 times. Take this account out of my name and put it under Carolyn Moody's name for payment plan, remove this negative information from my credit report.

Date: 7/11/02
(Month, day, year)

Complainant's Signature Joann Washington Murry

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

n/a

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

VERIFICATION

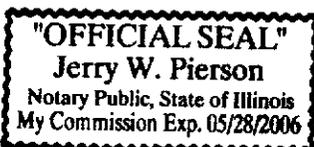
A notary public must witness the completion of this part of the form.

I, Joann Washington Murry, 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) Joann Washington Murry

Subscribed and sworn/affirmed to before me on (month, day, year) July 11, 2002.

Joann Washington Murry
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.