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Illinois Commerce Commission
CONSUMER SERVICES DIVISION
SPRINGFIELD OFFICE

ILLINOIS
COMMERCE COMMISSION
FORMAL COMPLAINT

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

2003 JAN 10 P 4:05
CLERK'S OFFICE

For Commission Use Only:

Case: 03-0019

Regarding a complaint by (Person making the complaint): David Wilson

Against (Utility name): SBC Ameritech

As to (Reason for complaint) My line was cross-708-3312639, was cross with some
more lines, and when I would pick up my phone, I could hear other people
talking on the line, so I call repair and they could not uncross

the line, so they had to send some one out to see what the trouble was wrong.
in Harvey Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 14455 S, Peoria st. Harvey IL, 60426

The service address that I am complaining about is 14455 S, Peoria st. Harvey IL, 60426

My home telephone is [708] 331-2639

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 331-2639

(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.

~~There was suppose have ben given anjustment on that phone but they~~
~~did not give me one, instead the bili was higher.~~

I had ben paying a very high bill each mo, so I ask the queston
why but did not get a true answer..Because when the repairmon came

out to 14455 S, Peoria He arrive at 10:10am and did not get finished
tell 3:20pm

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. On Oct 3, 2001 I call the phone co, so they could tell me why my bill was so high, the lady said that she did not know, but the call was made and the phone bill had to be paid.
2. At this point I did not unstand, because I was suspose to have unlimited call up to 50 miles.
3. After the repairmon came out, to the house I prove my point, that I was not making those call the repairmon said that they should give me some kind of ajustment, because the calls all was not mines.

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

I am asking for anadjustment on my bill I think that its no more then fair.

Date: January 7, 2003
(Month, day, year)

Complainant's Signature _____

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

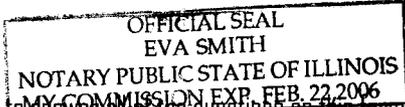
A notary public must witness the completion of this part of the form.

I, David Wilson, 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) David Wilson

Subscribed and sworn/affirmed to before me on (month, day, year) 01-08-03

Eva Smith
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.