

the following letter was mailed to SBC 4, 2003. To date I have recieved verbal promises and no action:

SBC Ameritech
225 W. Randolph, Floor 27 A
Chicago, Illinois 60606

Attention: Customer Service, Billing problems
Account Number: 1626058

Dear Sir or Madame:

I am writing to inform you of difficulties that I am experiencing with SBC Internet Service.

Events Sequence:

March 2002 My employer, Illinois Primary Health Care Association (IPHCA) arranged with SBC to have internet service installed in my home (1140 Edmer, Oak Park, Illinois, ph xxxx) and billed to a corporate credit card (American Express xxxx)

March 2002 Many hours March through May 2002 were spent attempting to install the software on my lap top and make an internet connection. Many hours were logged with SBC technical support. No internet connection was ever made. I also had a colleague take my laptop and test it with another SBC account to ensure that my laptop was not the problem. The lap top connected without a problem.

July 2002 I arranged to have technical assistance at my home. The technician informed me that my phone configuration would not support internet service. At that point we had a fax double ring on our phone line (i.e., our phone and fax shared a line). We had informed the technical support people that we dealt with March though May that this was our situation and they insisted that the configuration was not an issue. The technician informed us that we would have to add a separate line for the fax and place our internet service on that fax number. Another technician came to our home to accomplish this task. When an internet connection could not be made he replied that we needed to reinstall the software. SBC customer service agreed that the Internet fees should be reimbursed to IPHCA.

September 2002 Began receiving bills for Internet service on my home phone bill, with an internet fee of \$29.95. All the while SBC continued to bill IPHCA at \$59.95 per month for the same service. Called SBC and spoke with customer service to have the issue resolved. Was assured that the home billing would cease.

Fall 2002 Continued attempts at internet connection. No connection made.

January 2003 Contacted Ray Jones (rj6313@sbc.com) at SBC on January 14, 2003 and had a lengthy conversation explaining what had transpired over the course of seven months. He informed me that my home account would be credited, that the corporate express account

would be credited totaling \$479.60 and that my account would be scrubbed. He explained that this would create a blank slate and I could start over. He also explained that the \$59.95 was an incorrect fee for the service available in my area. This was to be corrected going forward. I explained that my goal all along has been to install a wireless network so that both my laptop and home computer would be internet accessible.

February 2003 I contacted Ray Jones via email on February 14 asking about the status of my account since I had not heard from him in several weeks (he did call me a week or so after our initial conversation). His email response to me was that he had moved his desk and did not have access to my phone number. I emailed him back with my home phone number and other contact information.

On Thursday, February 27 SBC contacted my husband at home and informed him that our account would be sent to collections for failure to pay (we had not been paying the internet bill because SBC customer service informed me that the billing would be removed from my home account and because Mr. Jones informed me that my account would be credited).

March 2003 I phoned Mr. Jones on March 1, 2003 and left a voice mail. No response. Called him leaving another message March 3, 2003. No response. Also sent an email, no response as of yet.

Summary: Since March 2002 IPHCA has paid \$59.95 per month for Internet service that I have yet to receive. I have personally paid SBC \$207.18 to correct wiring problems. SBC has billed my home account at a rate of \$29.95 per month since September 2002. Hence SBC has double billed for service that I have never received.

At this point I want the following accomplished:

- All monies paid for SBC internet service by IPHCA and by me, credited as outlined below.
- I calculate that the SBC credit to IPHCA is \$659.45 (\$59.95 x 11)
- I calculate credit to my home SBC account is \$356.93 (5x\$29.95 + \$207.18 set up fees)
- I want the Internet service discontinued upon receipt of this letter and no further charges made to any account.
- I also want my original phone configuration restored; that is one phone line, 708-848-7320 with double ring fax and that number is 708-848-4558. I do not expect to be charged for restoration of my configuration.
- I expect resolution within 72 hours of receipt of this letter and I expect it in writing. I will no longer accept SBC's word that my issues have been or will be resolved. I can be contacted in writing: