

**Before the  
Federal Communications Commission  
Washington, D.C. 20554**

In the Matter of	)	
	)	
AT&T Illinois	)	IC No. 09-S002586
	)	
Complaint Regarding	)	
Unauthorized Change of	)	
Subscriber's Telecommunications Carrier	)	

**ERRATUM**

**Adopted: October 28, 2010**

**Released: October 29, 2010**

By the Deputy Chief, Consumer Policy Division, Consumer & Governmental Affairs Bureau:

On July 30, 2010, the Consumer & Governmental Affairs Bureau released an Order, DA 10-1422, in the above captioned proceeding. This Erratum corrects paragraphs 1, 4 and 6, and omits paragraphs 5 and 7.

1. Paragraph 1 reads as follows:

In this Order, we consider the complaint<sup>1</sup> alleging that AT&T, Inc. changed Complainant's telecommunications service provider without obtaining authorization and verification from Complainant in violation of the Commission's rules.<sup>2</sup> We conclude that AT&T Illinois' actions did not violate our carrier change rules and we deny Complainant's complaint.

2. Paragraph 4 reads as follows:

We received Complainant's complaint on October 8, 2009, alleging that Complainant's telecommunications service provider had been changed from Unitel Communications Group, Inc. to AT&T, Inc. (AT&T) without Complainant's authorization. Pursuant to Sections 1.719 and 64.1150 of our rules,<sup>3</sup> we notified AT&T of the complaint. AT&T responded on November 16, 2009.<sup>4</sup> Based on AT&T's response,<sup>5</sup> and pursuant to Sections 1.719 and 64.1150 of the rules, we served the complaint and AT&T's response on

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<sup>1</sup> Informal Complaint No. IC 09-S002586, filed October 8, 2009.

<sup>2</sup> See 47 C.F.R. §§ 64.1100 – 64.1190.

<sup>3</sup> 47 C.F.R. § 1.719 (Commission procedure for informal complaints filed pursuant to Section 258 of the Act); 47 C.F.R. § 64.1150 (procedures for resolution of unauthorized changes in preferred carrier).

<sup>4</sup> AT&T's Response to Informal Complaint No. IC 09-S002586, received November 16, 2009.

<sup>5</sup> AT&T suggests the customer should contact AT&T, Illinois, which is the customer's local exchange carrier.

Complainant's local exchange carrier, AT&T Illinois.<sup>6</sup> AT&T Illinois responded on April 10, 2010.<sup>7</sup> Based on the response of AT&T, coupled with the response of AT&T Illinois, the complaint involves a billing error and, therefore, there was no violation of our carrier changes rule. Accordingly, we deny Complainant's complaint.

3. Paragraph 5 is omitted.

4. Paragraph 6 reads as follows:

Accordingly, IT IS ORDERED that, pursuant to Section 258 of the Communications Act of 1934, as amended, 47 U.S.C. § 258, and Sections 0.141, 0.361 and 1.719 of the Commission's rules, 47 C.F.R. §§ 0.141, 0.361, 1.719, the complaint filed against AT&T Illinois IS DENIED.

5. Paragraph 7 is omitted.

FEDERAL COMMUNICATIONS COMMISSION

Nancy A. Stevenson, Deputy Chief  
Consumer Policy Division  
Consumer & Governmental Affairs Bureau

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<sup>6</sup> Notice of Informal Complaint No. IC 09-S002586 was mailed on March 11, 2010. On March 16, 2010, the Commission received the certified mail return receipt confirming delivery on March 12, 2010.

<sup>7</sup> AT&T Illinois' Response to Informal Complaint No. 09-S002586, received April 8, 2010. Due to a clerical error on the Notice, the IC numbers were the same for different Complainants, and AT&T Illinois indicates its response was for IC No. 09-S002574. The substance of its response, however, responds to Informal Complaint No. 09-S002586.