

**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 complaint¹ 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.² 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,³ we notified AT&T of the complaint. AT&T responded on November 16, 2009.⁴ Based on AT&T's response,⁵ and pursuant to Sections 1.719 and 64.1150 of the rules, we served the complaint and AT&T's response on

¹ Informal Complaint No. IC 09-S002586, filed October 8, 2009.

² See 47 C.F.R. §§ 64.1100 – 64.1190.

³ 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).

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

⁵ 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.⁶ AT&T Illinois responded on April 10, 2010.⁷ 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

⁶ 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.

⁷ 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.