

Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, DC 20554

JAMES CHELMOWSKI v. AT&T

AFFIDAVIT from James Chelmowski

AT&T personal attack statements unrelated this FCC complaint. I need to defend myself with the actual facts in this sworn affidavit with full support of these statements from AT&T emails and conversation logs. The FCC answer rules on narrowing the focus of the claims and now in AT&T answer AT&T believes that AT&T does not need to produce evidence required in 1.724 because of false personal attacks.

In respect of emailing the AT&T leadership in 2010 and 2011, I will go through the history with supporting documents attached.

In 2007 AT&T overbilled and received payment for \$305.88 this payment was drawn from my personal American Express card. AT&T refused to refund the amount on how it was paid and wrote a check written to a company which I was the branch manager. I provided AT&T the email for corporate<sup>1</sup> providing AT&T permission to either re-issue the check in my name or refund my American Express account (where the payment originated). AT&T again refused. This was going on for a while.

AT&T provided conversation logs in 2010 with the AT&T Office of the President refusing to help<sup>2</sup>. I wanted the amount refunded that AT&T overbilled. So I decided to email AT&T leadership for help because AT&T employees refuse to help.

AT&T leadership responded that this issue would be resolved on 5/31/10 by AT&T attorney Stephanie Maidlow<sup>3</sup> promising me AT&T legal would get back. AT&T legal and Stephanie Maidlow finally responded on May 18, 2011 with a termination letter.<sup>4</sup> I did not know AT&T president Mr. Stephenson threatens any one that emails AT&T will take legal action as he did on June 2, 2010.<sup>5</sup>

I received correspondence or email from any AT&T employee that I was forbidden to email AT&T leadership. In fact, beside Ms. Maidlow thanking me for bringing this issue to AT&T leadership many

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<sup>1</sup> Affidavit #1 Support -0003

<sup>2</sup> Affidavit #1 Support -0004

<sup>3</sup> Affidavit #1 Support -0006

<sup>4</sup> Affidavit #1 Support -0043 to 46 - 2 terminations letters from Ms. Maidlow one dated March 17, 2011 and the other dated March 8, 2011; AT&T Answer Exhibit 2 Termination letter dated March 18, 2011

<sup>5</sup> Affidavit #1 Support -0001

other executives' assistant responded the same way in May of 2010, Bernie Camino<sup>6</sup>, Jennifer Ousley<sup>7</sup>, Dru Cessac<sup>8</sup> and Lisa De La Garza<sup>9</sup>.

Through a few emails to AT&T leadership because AT&T customer service and AT&T office of the president refused to help, I was finally refunded the amount per Troy Rudloff on May 28, 2010.<sup>10</sup> AT&T through research must have found the email from Gateway Mortgage corporation<sup>11</sup> because Vicki Moss stated the 9/7 check was made out to Gateway Mortgage Group and I could not cash it<sup>12</sup>.

On September 16, 2011, AT&T Troy Rudloff and Nyree Jacob also help my wife because a \$639.76 over charge by AT&T which again AT&T customer service refused to help.

Maybe AT&T CEO Mr. Stephenson was burning with anger against me for AT&T being forced to refund overcharges of over \$1,000. to my family. Like the he wrote in June of 2010 to another AT&T customer.<sup>13</sup> AT&T never sent any correspondence to me to not ever email AT&T leadership again.

In 2011, I found out my main vanity number 847-768-0000 was being forwarded to my cell phone and business calls were going to a voicemail and eventually a full voice mailbox. I was not returning my customer's calls losing about 2 months of business. When I was aware of this I immediately contact one of the only helpful AT&T employees Troy Rudloff on Thursday February 24, 2011 for help<sup>14</sup>. He looked into the matter and also found out the 847-768-0000 calls were going to a full voicemail and not forwarded to my cell phone 847-744-5626.<sup>15</sup>

A day later still not receiving any new business calls from the main vanity number 847-768-0000, I emailed Mr. Rudloff at 11:02am begging for help and wonder why I not getting any help. I then called AT&T office of the president Sherri Baker confirmed by AT&T logs<sup>16</sup> at 11:37 am and was told AT&T is looking into the problem and will get back soon. No help on getting my old voicemail or new business calls on 847-768-0000.

Mr. Rudloff promised AT&T office of the president would call back on Friday afternoon<sup>17</sup> to help. No calls from AT&T so I called AT&T at 3:21pm<sup>18</sup>. Mr. Anderson at the AT&T Office of the President refused to help and was told AT&T is looking into the issues and will get back to you next week. I asked what about my voicemails and new business calls going to a full voicemail box. He keep repeated AT&T will get back to next week.

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<sup>6</sup> Affidavit #1 Support -0009

<sup>7</sup> Affidavit #1 Support -0012

<sup>8</sup> Affidavit #1 Support -0015

<sup>9</sup> Affidavit #1 Support -0018

<sup>10</sup> Affidavit #1 Support -0004

<sup>11</sup> Affidavit #1 Support -0003

<sup>12</sup> Affidavit #1 Support -0028

<sup>13</sup> Affidavit #1 Support -0001

<sup>14</sup> Affidavit #1 Support -0033 to 34

<sup>15</sup> Affidavit #1 Support -0035 to 38

<sup>16</sup> Affidavit #1 Support -0042

<sup>17</sup> Affidavit #1 Support -0033

<sup>18</sup> Affidavit #1 Support -0042

Based on 2010 history and the only way possible to potentially get my new business calls and salvage relationship by returning my voicemail. I remembered how AT&T thanked me for contacting them about the overbilling in 2010<sup>19</sup>. I emailed the same AT&T leadership as I did in 2010 on Sunday night. I was hoping to get my voicemail and new business calls first thing Monday morning. No responses by late morning and I emailed AT&T again late morning again no responses by AT&T so I emailed again in the afternoon. An email program was used to track the email opens by AT&T, by

AT&T Mr. Camberis contacted me on Tuesday morning , he stated AT&T Mobility CEO Ralph dela Vega requested this call.<sup>20</sup> Mr. Camberis also stated that 847-768-0000 had no voicemails (he deleted them found out in arbitration) . He also stated some threats if I pursued anything against AT&T because AT&T could destroy you. So I was floored in pain of not being able to salvage any relationship of customers calling me for 2 months. AT&T Mr. Camberis went a campaign of leaving messages after this call rubbing the fact. AT&T documented he called again a hour later asking if AT&T could do anything else. I think deleting my voicemail is enough pain. The log item was tampered because half the log note has been erased by AT&T. Also the log note when I begged AT&T costumer service to get my voicemail (which were no deleted) and service working. This log note is again over half erased by AT&T<sup>21</sup>

There is more leading to AT&T voicemails like this leading to my dad rushing me the hospital because he thought the stress by AT&T was leading to a heart attack.

Mr. Patel a person working with me on a business project emailed AT&T letting them know that I was being rushed to the hospital because he was contacted by my son. This email was included in AT&T select emails but AT&T twisted the meaning by erasing the whole body of the letter.

More detail could be told however if this is me being abusive to AT&T. I don't understand it was just the opposite. I never received any email or correspondence prior to the AT&T legal termination letter by Stephanie Maidlow<sup>22</sup>. If one would exist AT&T would have brought as an exhibit in the AAA arbitration very selective email production.

I hope this provides you with the facts documented by AT&T emails and logs for 100% support of all my statements here.

This is unrelated to the FCC violations and fraudulent concealment, however AT&T false personal attacks I must defined myself with truth.

Another point AAA arbitrator approved Troy Rudloff to appear as witness. My attorney contacted him and he stated no objection to being a witness in the arbitration until after AT&T attorney Mr. Green spoke with him.<sup>23</sup> Mr. Rudloff failed to accept the US Certified Mail subpoena at his address confirmed

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<sup>19</sup> Affidavit #1 Support -0006 to 20.

<sup>20</sup> Affidavit #1 Support -0040

<sup>21</sup> Affidavit #1 Support -0039

<sup>22</sup> Affidavit #1 Support -0043 to 46

<sup>23</sup> Affidavit #1 Support -0047 to 55.

by attorney. Not sure what AT&T attorney Mr. Green told him but Mr. Rudloff never appeared in the AAA arbitration and never accepted the subpoena.<sup>24</sup>

I hope this libel and slander conduct by AT&T would stop and this case would be focused on the issues and the FCC rules of a formal complaint.

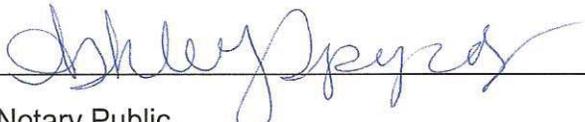
FCC rules 1.724 (f) (g) has requirements and cannot be ignored if a party makes false personal attacks against the other party. As another attempt to avoid producing a single document to support AT&T answer statements as required FCC rules 1.724 (f) (g).

I SWEAR OR AFFIRM THAT THE ABOVE AND FOREGOING REPRESENTATIONS ARE TRUE AND CORRECT TO THE BEST OF MY INFORMATION, KNOWLEDGE, AND BELIEF.

1/26/15   
Date James Chelmowski

STATE OF ILLINOIS  
COUNTY OF COOK

I, the undersigned Notary Public, do hereby affirm that James Chelmowski personally appeared before me on the 26 day of January 2015, and signed the above Affidavit as his free and voluntary act and deed.

  
Notary Public



<sup>24</sup> Affidavit #1 Support -0054 to 55

# AT&T warns customer that emailing the CEO will result in a cease and desist letter

by Nilay Patel | June 2nd 2010 at 9:00 pm

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Sure, Steve Jobs might be a [one-man email PR machine](#), but his pal Randall Stephenson at AT&T doesn't appear to be quite as gregarious -- as reader Giorgio Galante found out today, sending AT&T's CEO two emails in two weeks results in a phone call from AT&T's Executive Response Team and a warning that further emails will result in a cease and desist letter. What did Giorgio's emails say? The first was a request to bump up his iPhone eligibility date and a request for a tethering option, and today's outlined his displeasure with [AT&T's new data rates](#) and ultimate decision to switch to Sprint and the EVO 4G. That prompted "Brent" to call Giorgio back and thank him for the feedback, but also politely warn him that further emails would be met with legal action. Ouch. As you'd expect, AT&T just lost itself a customer. We've followed up with Ma Bell to find out exactly why they went the lawyer route instead of oh, say, filtering Randall's email -- we'll let you know what they say.

P.S.- Amusingly, Giorgio says he emailed both Randall Stephenson and Steve Jobs last year about offering tethering and actually got a response from Steve -- maybe these two CEOs need to talk about more than data rates and service quality the next time they meet up.

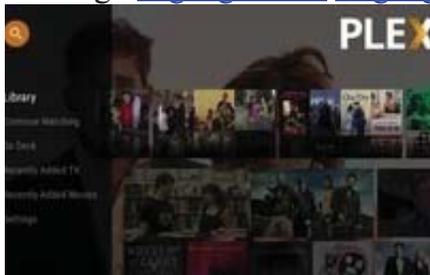
TAGS: at and t, at t, AtAndT, AtT, c and d, CAndD, cd, cease and desist, cease desist, CeaseAndDesist,

COMMENTS DISABLED

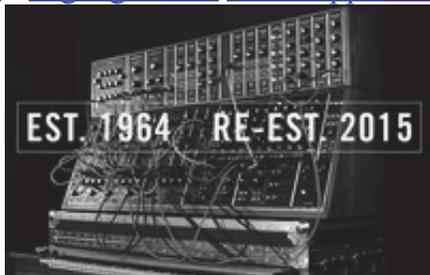
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## Jim Chelmowski

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**From:** Sherri Hockaday [shockaday@gatewayloan.com]  
**Sent:** Thursday, October 18, 2007 8:52 AM  
**To:** 'Jim Chelmowski'  
**Subject:** RE: Expenses for Branch 429

Jim,

Gateway can only accept title company checks. We cannot accept any third party checks.

Gateway corporate cannot accept or cash this check 9/27/2007 for \$305.88 from AT&T. This check will be returned to you by mail.

I see in your past branch expenses, AT&T bill was paid on your AMEX card. Please talk to AT&T have them refund this amount on your AMEX or write a check out to you personally.

Sorry for any inconvenience this may cause you.

Thank you,  
Sherri Hockaday  
Accounting Department  
Gateway Mortgage Group  
Phone: 918-526-5244  
Personal E-Fax: 918-392-8331 or Accounting 918-359-1292  
Fax: 918-743-8059 (Please notify accounting when faxing to this number)

2010 Logs on AT&T Office of the President Refusal to help before Chelmowski emailed the AT&T Leadership to finally receive the refund of a AT&T overbilling which was paid by personal American Express and AT&T refused to refund the amount on the American Express. See emails from Gateway Mortgage Group and AT&T.

Reply Exhibit EX-0337 page ATT-0057

03/29/2010 13:31:24	Escalated Call	CSM	847-744-5626	914819 - LATASHA IRV
System Text:		UserText:		
		Jim Chelmowski vid cl because he was upset about a \$300 check that he was waiting on and for a number that was ported out. could not hear the customer very well. call dropped, called customer back on the line ending in 5626 and there was no answer.....115369		

Reply Exhibit EX-0333 - ATT-0053

05/11/2010 17:14:08	Office of the Pres	COLL	847-768-0000	25807 - JAMES CAMBI
System Text:		UserText:		
OOP Escalation		oop manager note spoke to customer advised that we could create a request to have landline team call him regarding his old landline business phone,.....jim camberis		

04/29/2010 09:18:16	Office of the Pres	COLL	847-768-0000	25775 - TENE BURSE
System Text:		UserText:		
OOP Escalation		OOP received a call from Mr. Chelmowski upset that his number 847-768-0000 was not being forwarded to 847-744-5626. He believes that AT&T remotely deactivated the call forwarding feature from his fast forward unit at home and he states that he has lost business due to it. Mr. Chelmowski would like to be compensated and he would also like AT&T to cash \$305 check at store he received from landline that he has been unable to cash due to check being in business name and not his personal name. To resolve call f		

AT&T cut off the log above erasing about 5 lines of text.

Reply Exhibit EX-0322 - ATT-0042

05/28/2010 09:13:39	Adjust BAN	FINN	- -	30004846 - NAYREE J
System Text:		UserText:		
BAN adjusted. Amount: \$500.00. Reason: Courtesy Credit.		Customer accepted \$500 courtesy credit offered by DOSO T. Rudloff and VPGM D. Fine. Customer will be porting out. N. Jacob FSAM 8477852895		

05/25/2010 10:29:22	Escalated Call	CSM	847-744-5626	30004846 - NAYREE J
System Text:		UserText:		
		Customer escalation to ILWI Director of Sales Operations and VPGM (T. Rudloff & D. Fine) Customer was sent T7C's and CSS, offered a \$500 courtesy credit due to dispute check and time spent trying to resolve - Not Accepted. Offered customer to Port Out also not accepted. N. Jacob FSAM 8477852895		

**GREEN, THOMAS J (Legal)**

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**From:** FINE, DAVID B  
**Sent:** Tuesday, May 18, 2010 6:47 AM  
**To:** RUDLOFF, TROY  
**Cc:** JACOB, NAYREE Y  
**Subject:** Re: Mr. Chelmowski

Will do, we need to confirm the check was not cashed and calculate the amount with interest and penalties as if we were late to pay a bill.

Sent from my iPhone

On May 18, 2010, at 5:41 AM, "RUDLOFF, TROY (ATTCINW)" <[TR1483@att.com](mailto:TR1483@att.com)> wrote:

Good morning, Dave,

Please give me a call or drop me a line when you're free to call Mr. Chelmowski or good to go with me calling him back on the Ooma ports. I'm in the city this morning- meeting with a lawyer on our condo association later this morning.

Thank you.

Troy Rudloff  
IL/WI Sales Operations  
AT&T Mobility  
Ofc: 847-765-4695  
Mbl: 404-202-4161

**From:** MAIDLOW, STEPHANIE (Legal) [mailto:sf9273@att.com]  
**Sent:** Thursday, May 13, 2010 12:46 PM  
**To:** jim@expertfinancing.com  
**Subject:** RE: AT&T destroys a 17 year customer - Second Request

Privileged and Confidential

Mr. Chelmowski,

Per my earlier voicemail message to you of this afternoon, please be advised that the legal department is in receipt of your complaint. The legal department will get back to you with a proposed resolution after it has thoroughly investigated your allegations. I sincerely apologize for the troubles you've experienced and will ensure that the legal department gets in touch with you soon.

Thanks,  
Stephanie Maidlow  
General Attorney  
444 Michigan Avenue  
Detroit, MI 48226  
(313) 223-8593 (phone)  
(313) 223-0892 (fax)

PRIVILEGED AND CONFIDENTIAL ATTORNEY: This email message is confidential and intended only for the recipient(s) named above. This message contains information that is privileged attorney work product or exempt from disclosure under applicable law. If you have received this message in error, or are not the named recipient, please immediately notify the sender at (313) 223-8593 and delete this email message from your computer. Thank you.

**From:** Jim Chelmowski [mailto:jim@expertfinancing.com]  
**Sent:** Thursday, May 13, 2010 11:00 AM  
**To:** wayne.watts@att.com  
**Subject:** AT&T destroys a 17 year customer - Second Request

Dear Wayne

I am surprised that I have not received a response or just a courtesy reply in any way to my prior email. Especially since I am waiting over 3 years for my money, you took from me.

As a 17 year customer and person who has saved ATT (Cingular) money as a Beta Tester and also helped with ideas on a product that was delivered to market.

You can't even respond. Because of my personal and business values, before I need to take future action. It appears again ATT has no value of their customer and loyalty is only onesided.

You are leaving me with no other options.

Sincerely

Jim Chelmowski

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Previous EMAIL Sent

Dear

I have been a customer of ATT wireless for about 17 years. A landline business customer for over 10 years, too.

In my book, I value loyalty and this is why I am bringing this to your attention before I contact the Illinois Attorney General, FCC and other appropriate agencies.

First for almost 3 years, I have been trying to get excessive amount ATT over bill and extorted on my credit card. No one will give me the money. I believe this could be wire fraud.

Secondly I tried converting 2 of my 4 lines to Ooma, a VOIP phone company. Which initially someone in corporate relations was trying to convince me to keep with ATT and I explained it would be cheaper and I would have more control, these 2 numbers have been using ATT fast forward for years. I have not used these phones or change them for over a year. I tried getting these phone numbers ported. ATT keep rejecting the porting. I provided Ooma with my password and copies of the bills and rejection continued. I had a 60 day refund for part of the system and after 57 days trying to get my numbers ported. I was forced to cut my loss and stop the porting process with Ooma. I still was out some money and a lot of time.

Now the problems start getting VERY Costly. Somehow the number which my vanity number (was a land line port over to ATT about 4 years ago) 847-768-0000 which is the number on all my cards, call backs and advertising, the fast forward call forwarding was canceled and my phone calls were going to a voicemail on the 847-768-0000. I have not used this voicemail for over 4 years. I did not know when clients, prospects and referral partners were calling me and leaving messages because it was not forwarded to my 847-744-5626 number. This cost me thousands of dollars and at least one referral partner.

When I told ATT corporate department, they said ATT did nothing, it was my entire fault. The phone is packed away in a storage room without electricity. The fast forward unit is somewhere else. So how I created electricity from now where and connect a device that was at least 5 miles for the other device. If I could bottle this we would not have any energy problems for ever. They said that is what must have happened because ATT is perfect and did nothing.

I can't even connect the Fast Forward because I cannot find all the components which ATT said I connected last month. Houdini would be proud of me using telepathic powers,

creating electricity and connecting devices which are miles apart and not plugged in and need to be connected.

This is totally disgusting, the way you treat a loyal customer probable in the top 1% of cell phone loyalty in your entire company.

Please contact me as soon as possible before I am forced to contact the authorities. I tried to call you and they would not connect or give me your email address.

I just spoke to Jim at Executive department the person who was suppose to get the \$300 or connect me with the person 2 ½ years ago. I am still waiting! He said I will get a call back from ATT land line and that he has nothing to do with this even though this is ATT. Last time he said this I waited 2 years made was put on hold for hours and still you have my money. So here we go again. He confirmed that all the problems above were MY FAULT and ATT was PERFECT. WOW!!!

If I owed you \$300 for almost 3 years, the following would have happened

- 1) You would have destroyed my credit
- 2) Put my account in collections
- 3) Been charged hundreds of dollars in late charges
- 4) Collection companies would be harassing me
- 5) More

Since you overcharged and extorted money from my credit card, it is ok and I should either forget about it let ATT keep the illegal money from me or spend weeks of my time and expense to try to get it from ATT.

How can a company treat someone like this, also in the past I help ATT with beta testing phones which I volunteer my time for this.

Sincerely

Jim Chelmowski

847-768-0000

847-744-5626

**From:** CAMINO, BERNIE J (ATTMSI) [mailto:bc2354@att.com]  
**Sent:** Thursday, May 13, 2010 11:17 AM  
**To:** jim@expertfinancing.com  
**Subject:** RE: AT&T destroys a 17 year customer - Second Request

Mr. Chelmowski:

I wanted to let you know that we are in receipt of your email and are checking into it.

Thank you,

Bernie Camino

Asst to Mr. Miller

**From:** Jim Chelmowski [mailto:jim@expertfinancing.com]  
**Sent:** Thursday, May 13, 2010 11:00 AM  
**To:** [Forrest.Miller@att.com](mailto:Forrest.Miller@att.com)  
**Subject:** AT&T destroys a 17 year customer - Second Request

Dear Forrest

I am surprised that I have not received a response or just a courtesy reply in any way to my prior email. Especially since I am waiting over 3 years for my money, you took from me.

As a 17 year customer and person who has saved ATT (Cingular) money as a Beta Tester and also helped with ideas on a product that was delivered to market.

You can't even respond. Because of my personal and business values, before I need to take future action. It appears again ATT has no value of their customer and loyalty is only one-sided.

You are leaving me with no other options.

Sincerely

Jim Chelmowski

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Previous EMAIL Sent

Dear

I have been a customer of ATT wireless for about 17 years. A landline business customer for over 10 years, too.

In my book, I value loyalty and this is why I am bringing this to your attention before I contact the Illinois Attorney General, FCC and other appropriate agencies.

First for almost 3 years, I have been trying to get excessive amount ATT over bill and extorted on my credit card. No one will give me the money. I believe this could be wire fraud.

Secondly I tried converting 2 of my 4 lines to Ooma, a VOIP phone company. Which initially someone in corporate relations was trying to convince me to keep with ATT and I explained it would be cheaper and I would have more control, these 2 numbers have been using ATT fast forward for years. I have not used these phones or change them for over a year. I tried getting these phone numbers ported. ATT keep rejecting the porting. I provided Ooma with my password and copies of the bills and rejection continued. I had a 60 day refund for part of the system and after 57 days trying to get my numbers ported. I was forced to cut my loss and stop the porting process with Ooma. I still was out some money and a lot of time.

Now the problems start getting VERY Costly. Somehow the number which my vanity number (was a land line port over to ATT about 4 years ago) 847-768-0000 which is the number on all my cards, call backs and advertising, the fast forward call forwarding was canceled and my phone calls were going to a voicemail on the 847-768-0000. I have not used this voicemail for over 4 years. I did not know when clients, prospects and referral partners were calling me and leaving messages because it was not forwarded to my 847-744-5626 number. This cost me thousands of dollars and at least one referral partner.

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I just spoke to Jim at Executive department the person who was suppose to get the \$300 or connect me with the person 2 ½ years ago. I am still waiting! He said I will get a call back from ATT land line and that he has nothing to do with this even though this is ATT. Last time he said this I waited 2 years made was put on hold for hours and still you have my money. So here we go again. He confirmed that all the problems above were MY FAULT and ATT was PERFECT. WOW!!!

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How can a company treat someone like this, also in the past I help ATT with beta testing phones which I volunteer my time for this.

Sincerely

Jim Chelmowski

847-768-0000

847-744-5626

**From:** OUSLEY, JENNIFER L (ATTMSI) [mailto:jo0443@att.com]  
**Sent:** Thursday, May 13, 2010 11:23 AM  
**To:** jim@expertfinancing.com  
**Subject:** RE: AT&T destroys a 17 year customer - Second Request

Mr. Chelmowski:

I empathize with your situation and understand that you are frustrated. Unfortunately I do not have access to customer billing records. Consequently, the only course of action that I can take is to refer your complaint to the correct department.

If my failing to respond to your e-mail within a certain time frame has insulted you, I sincerely apologize. It is not always possible to respond immediately, however I did forward your initial e-mail to our Executive Customer Advocacy organization for their investigation late yesterday. Someone from that organization will be contacting you to determine the best path forward.

**Jennifer Ousley**  
Corporate Manager  
AT&T Stockholder Services  
214-757-5829 (Office)  
214-746-2275 (Fax)

**AT&T PROPRIETARY (Restricted) -Only for use by authorized individuals within the AT&T companies and not for general distribution.**

**From:** Jim Chelmowski [mailto:jim@expertfinancing.com]  
**Sent:** Thursday, May 13, 2010 11:00 AM  
**To:** jennifer.ousley@att.com  
**Subject:** AT&T destroys a 17 year customer - Second Request

Dear Jennifer

I am surprised that I have not received a response or just a courtesy reply in any way to my prior email. Especially since I am waiting over 3 years for my money, you took from me.

As a 17 year customer and person who has saved ATT (Cingular) money as a Beta Tester and also helped with ideas on a product that was delivered to market.

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Secondly I tried converting 2 of my 4 lines to Ooma, a VOIP phone company. Which initially someone in corporate relations was trying to convince me to keep with ATT and I explained it would be cheaper and I would have more control, these 2 numbers have been using ATT fast forward for years. I have not used these phones or change them for over a year. I tried getting these phone numbers ported. ATT keep rejecting the porting. I provided Ooma with my password and copies of the bills and rejection continued. I had a 60 day refund for part of the system and after 57 days trying to get my numbers ported. I was forced to cut my loss and stop the porting process with Ooma. I still was out some money and a lot of time.

Now the problems start getting VERY Costly. Somehow the number which my vanity number (was a land line port over to ATT about 4 years ago) 847-768-0000 which is the number on all my cards, call backs and advertising, the fast forward call forwarding was canceled and my phone calls were going to a voicemail on the 847-768-0000. I have not used this voicemail for over 4 years. I did not know when clients, prospects and referral partners were calling me and leaving messages because it was not forwarded to my 847-744-5626 number. This cost me thousands of dollars and at least one referral partner.

When I told ATT corporate department, they said ATT did nothing, it was my entire fault. The phone is packed away in a storage room without electricity. The fast forward unit is somewhere else. So how I created electricity from now where and connect a device that was at least 5 miles for the other device. If I could bottle this we would not have any energy problems for ever. They said that is what must have happened because ATT is perfect and did nothing.

I can't even connect the Fast Forward because I cannot find all the components which ATT said I connected last month. Houdini would be proud of me using telepathic powers,

creating electricity and connecting devices which are miles apart and not plugged in and need to be connected.

This is totally disgusting, the way you treat a loyal customer probable in the top 1% of cell phone loyalty in your entire company.

Please contact me as soon as possible before I am forced to contact the authorities. I tried to call you and they would not connect or give me your email address.

I just spoke to Jim at Executive department the person who was suppose to get the \$300 or connect me with the person 2 ½ years ago. I am still waiting! He said I will get a call back from ATT land line and that he has nothing to do with this even though this is ATT. Last time he said this I waited 2 years made was put on hold for hours and still you have my money. So here we go again. He confirmed that all the problems above were MY FAULT and ATT was PERFECT. WOW!!!

If I owed you \$300 for almost 3 years, the following would have happened

- 1) You would have destroyed my credit
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- 5) More

Since you overcharged and extorted money from my credit card, it is ok and I should either forget about it let ATT keep the illegal money from me or spend weeks of my time and expense to try to get it from ATT.

How can a company treat someone like this, also in the past I help ATT with beta testing phones which I volunteer my time for this.

Sincerely

Jim Chelmowski

847-768-0000

847-744-5626

**From:** CESSAC, DRU (ATTMSI) [mailto:dc7362@att.com]  
**Sent:** Thursday, May 13, 2010 11:16 AM  
**To:** jim@expertfinancing.com  
**Subject:** RE: AT&T destroys a 17 year customer - Second Request

Mr. Chelmowski,

I have received both of your emails and do apologize for the billing problems you have encountered for almost three years. I do not have access to your records and as a result have sent your request to our Executive Appeals organization for handling. I received your first email yesterday and immediately sent it for their handling. I have followed up on my initial request to them and have requested someone contact you today.

Sincerely,

Dru Cessac  
Executive Director-  
Stockholder Svcs/Corp. Gov.

**From:** Jim Chelmowski [mailto:jim@expertfinancing.com]  
**Sent:** Thursday, May 13, 2010 11:00 AM  
**To:** drucilla.cessac@att.com  
**Subject:** AT&T destroys a 17 year customer - Second Request

Dear Dru

I am surprised that I have not received a response or just a courtesy reply in any way to my prior email. Especially since I am waiting over 3 years for my money, you took from me.

As a 17 year customer and person who has saved ATT (Cingular) money as a Beta Tester and also helped with ideas on a product that was delivered to market.

You can't even respond. Because of my personal and business values, before I need to take future action. It appears again ATT has no value of their customer and loyalty is only one-sided.

You are leaving me with no other options.

Sincerely

Jim Chelmowski

-----

Previous EMAIL Sent

Dear

I have been a customer of ATT wireless for about 17 years. A landline buisness customer for ove r10 years, too.

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When I told ATT corporate department, they said ATT did nothing, it was my entire fault. The phone is packed away in a storage room without electricity. The fast forward unit is somewhere else. So how I created electricity from now where and connect a device that was at least 5 miles for the other device. If I could bottle this we would not have any energy problems for ever. The said that is what must have happened because ATT is perfect and did nothing.

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How can a company treat someone like this, also in the past I help ATT with beta testing phones which I volunteer my time for this.

Sincerely

Jim Chelmowski

847-768-0000

847-744-5626

**From:** DE LA GARZA, LISA R (ATTMSI) [mailto:ld1925@att.com]  
**Sent:** Thursday, May 13, 2010 12:11 PM  
**To:** jim@expertfinancing.com  
**Cc:** Customer Advocacy Southwest  
**Subject:** RE: AT&T destroys a 17 year customer - Second Request

Mr. Chelmowski,

Your email was forwarded yesterday to our Customer Advocacy group for handling. They will be touch with you as soon.

Respectfully,

=====

**Lisa De La Garza** | Executive Assistant to Ray Wilkins, CEO-AT&T Diversified Businesses| **AT&T Inc.**

208 S. Akard, Suite 3705, Dallas, TX 75202 | T: 214-757-3102 | F: 214-746-2110 | [ld1925@att.com](mailto:ld1925@att.com)

**From:** Jim Chelmowski [mailto:[jim@expertfinancing.com](mailto:jim@expertfinancing.com)]  
**Sent:** Thursday, May 13, 2010 11:00 AM  
**To:** [rayford.wilkins@att.com](mailto:rayford.wilkins@att.com)  
**Subject:** AT&T destroys a 17 year customer - Second Request

Dear Rayford

I am surprised that I have not received a response or just a courtesy reply in any way to my prior email. Especially since I am waiting over 3 years for my money, you took from me.

As a 17 year customer and person who has saved ATT (Cingular) money as a Beta Tester and also helped with ideas on a product that was delivered to market.

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Sincerely

Jim Chelmowski

847-768-0000

847-744-5626

## Jim Chelmowski

---

**From:** JACOB, NAYREE Y (ATTCINW) [NA1611@att.com]  
**Sent:** Thursday, September 16, 2010 6:32 PM  
**To:** jim@expertfinancing.com  
**Cc:** RUDLOFF, TROY (ATTCINW)  
**Subject:** Your AT&T Wireless account

Mr. Chelmowski,

Per our conversation here are the detail charges for the 7/1-7/30 bill and the credits due. For the 8/1-8/30 bill I summarized the charges and calculated the credits due. I went into detail with the July bill due to the prorated charges of adding a line 2 days into your billing cycle.

Current total amount due for the 2 months - \$1089.81. Total credit due for the 2 months \$639.76 = Total amount due is \$450.05. I have also added 790 rollover minutes to the account.

As of today I have placed both lines on the family talk 1400 for \$89.99 and you also have the \$30 unlimited text. I removed the \$30 data plan from line ending in 3353. Please make sure the users know if they use data they will be charged at a pay per use rate. Just an FYI there was some data usage on the 3353 line.

Because I changed your rate plan today, there are going to be some prorated charges on your next bill from 9/1-9/16. Once your bill post, contact me and I will go over the charges.

This is what you were charged for 7/1-7/30 bill

Monthly usage charges = \$240.64

Usage Charges - \$200.24

### **Line 847-275-3353**

Rate plan \$39.99 - 450 minute plan

\$30 data plan

\$4.99 insurance

\$5.99 international pkg

\$5 - 20 text messaging plan

Anytime minutes used 845 – Overage charge for \$395 minutes \$177.75

411 directory assistance 3 calls \$5.97

Text messaging used 256 package includes 200 (56 text x .10 = \$5.60)

Line also used 6482 kb of data which was at \$0 cost due to data plan.

### **New line activated on 7/3 8476447273**

Rate plan Family Talk 550 minutes

Prorated charge 7/3-7/31 = \$46.67 (\$50/30 days X 28 days of usage)

Next month's bill 8/1-8/31 = \$50

Family Text messaging unlimited

Prorated charge 7/3-7/30 - \$28 (28 days of usage)

8/1-8/30 next month's bill - \$30

Anytime minutes used 43

1.kb of data \$2.00

Per our conversation you stated that when you added the line on 7/3 this account should have been placed on the \$89.99 – 1400 minute family talk plan and unlimited text for \$30. No data on either line. This is what your bill should have looked like.

Monthly Service charge = \$241.92 + tax

**Line 8472753353**

Rate plan 7/1-7/2 \$39.99 450 min plan (prorated \$39.99/30 x 2 days = \$2.66)

7/3-7/30 \$9.99 plan (prorated \$9.99/30 X 28 days =\$9.32)

\$5 text plan for 7/1-7/2 = \$0.33

411 directory assistance 3 calls \$5.97

\$4.99 insurance

\$5.99 international pkg

**New line activated on 7/3 8476447273**

Rate plan Family Talk 1400 minutes

Prorated change 7/3-7/31 =\$74.66 (\$80/30 days X 28 days of usage)

Next month's bill 8/1-8/31 =\$80

Family Text messaging unlimited

Prorated charge 7/3-7/30 - \$28 (28 days of usage)

8/1-8/30 next month's bill - \$30

1kb of data \$2.00

Available minutes to use 1336. Total anytime minutes used 888.

**Credit Due for 7/1-7/30 bill \$209.04 + \$38.99 taxes = \$248.03**

**8/1 – 8/30 bill**

Monthly Service Charge \$165.97

Usage Charges \$304.63

Regulatory charges \$51.97

Taxes- \$59.53

Total - \$582.10

**Total credit due for 8/1-8/30 bill = \$391.73**

Nayree Jacob |FSAM IL/WI | AT&T | 2000 W. ATT Center Drive #3H13G, Hoffman Estates, IL 60192 | 847.910.1716 Wireless | 847.765.2895 Office

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**GREEN, THOMAS J (Legal)**

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**From:** FINE, DAVID B  
**Sent:** Tuesday, May 18, 2010 6:47 AM  
**To:** RUDLOFF, TROY  
**Cc:** JACOB, NAYREE Y  
**Subject:** Re: Mr. Chelmowski

Will do, we need to confirm the check was not cashed and calculate the amount with interest and penalties as if we were late to pay a bill.

Sent from my iPhone

On May 18, 2010, at 5:41 AM, "RUDLOFF, TROY (ATTCINW)" <[TR1483@att.com](mailto:TR1483@att.com)> wrote:

Good morning, Dave,

Please give me a call or drop me a line when you're free to call Mr. Chelmowski or good to go with me calling him back on the Ooma ports. I'm in the city this morning- meeting with a lawyer on our condo association later this morning.

Thank you.

Troy Rudloff  
IL/WI Sales Operations  
AT&T Mobility  
Ofc: 847-765-4695  
Mbl: 404-202-4161

**GREEN, THOMAS J (Legal)**

---

**From:** RUDLOFF, TROY  
**Sent:** Monday, May 17, 2010 1:44 PM  
**To:** ANDERSON, SHIRLEY A  
**Cc:** JACOB, NAYREE Y  
**Subject:** RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Thank you, Shirley! If you receive any pushback on completing the research, please let us know, and we can help escalate given the CEO-level visibility.

Troy Rudloff  
IL/WI Sales Operations  
Office: 847-765-4695  
Mobile: 404-202-4161

**From:** ANDERSON, SHIRLEY A (ATTASIAIT)  
**Sent:** Monday, May 17, 2010 12:39 PM  
**To:** DEMETER, JOYCE L (ATTOHB)  
**Cc:** JACOB, NAYREE Y (ATTCINW); RUDLOFF, TROY (ATTCINW); CAMBERIS, JAMES (ATTCINW); MOSS, VICKI (ATTASIAIT)  
**Subject:** re: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Joyce,

If possible can you take a look at this one today please?

Thanks  
Shirley

**From:** JACOB, NAYREE Y (ATTCINW)  
**Sent:** Monday, May 17, 2010 1:20 PM  
**To:** ANDERSON, SHIRLEY A (ATTASIAIT); RUDLOFF, TROY (ATTCINW)  
**Cc:** CAMBERIS, JAMES (ATTCINW); MOSS, VICKI (ATTASIAIT)  
**Subject:** RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Hi Shirley,

Is there contact information for the Billing Specialist? Just looking to see if I can contact he/she to follow up today?

Thanks,  
Nayree

**From:** ANDERSON, SHIRLEY A (ATTASIAIT)  
**Sent:** Monday, May 17, 2010 12:06 PM  
**To:** RUDLOFF, TROY (ATTCINW)  
**Cc:** JACOB, NAYREE Y (ATTCINW); CAMBERIS, JAMES (ATTCINW); MOSS, VICKI (ATTASIAIT)  
**Subject:** RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Vicki has referred the issue regarding the check to an Exec Office Billing Specialist for investigation.

This is Vicki's note from 5/13:

Left vm that I have all of the emails to our officers and as discussed yesterday with him I am addressing the check issue of 2007 and Jim Camberis in wireless is addressing his other concerns.

It does not really say when she is to follow up with the customer, but I am assuming on Wed as that was what she indicated in her vm to me.

Shirley Anderson  
Manager, Customer Appeals

**From:** RUDLOFF, TROY (ATTCINW)  
**Sent:** Monday, May 17, 2010 11:14 AM  
**To:** ANDERSON, SHIRLEY A (ATTASIAIT)  
**Cc:** JACOB, NAYREE Y (ATTCINW); CAMBERIS, JAMES (ATTCINW)  
**Subject:** RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Please do, Shirley. Nayree on my team will be following up with you for an update and provide help to get resolution. Thanks for all your help!

Troy Rudloff  
IL/WI Sales Operations  
Office: 847-765-4695  
Mobile: 404-202-4161

**From:** ANDERSON, SHIRLEY A (ATTASIAIT)  
**Sent:** Monday, May 17, 2010 8:53 AM  
**To:** RUDLOFF, TROY (ATTCINW)  
**Subject:** RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Sorry, I am not sure. I really don't know anything about the case. I can look through her case notes if needed.

Shirley Anderson  
Manager, Customer Appeals

**From:** RUDLOFF, TROY (ATTCINW)  
**Sent:** Monday, May 17, 2010 9:51 AM  
**To:** ANDERSON, SHIRLEY A (ATTASIAIT)  
**Cc:** JACOB, NAYREE Y (ATTCINW); CAMBERIS, JAMES (ATTCINW)  
**Subject:** RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Thanks for the quick response, Shirley. Was Wednesday follow-up requested by the customer? If Mr. Chelmowski is waiting on us for a response, I'll be happy to work to resolution today (once updated with status).

Troy Rudloff  
IL/WI Sales Operations  
Office: 847-765-4695  
Mobile: 404-202-4161

**From:** ANDERSON, SHIRLEY A (ATTASIAIT)  
**Sent:** Monday, May 17, 2010 8:49 AM  
**To:** RUDLOFF, TROY (ATTCINW)  
**Subject:** RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Affidavit #1 Support - 0025

Troy,

She left a message and said she would follow up on Wednesday... but I believe also said Jim Camberis is working on his issues?

Shirley

**From:** RUDLOFF, TROY (ATTCINW)  
**Sent:** Monday, May 17, 2010 9:37 AM  
**To:** ANDERSON, SHIRLEY A (ATTASIAIT)  
**Cc:** CAMBERIS, JAMES (ATTCINW); JACOB, NAYREE Y (ATTCINW)  
**Subject:** FW: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498  
**Importance:** High

Hi Shirley,

I just received Vicki's out of office message. Who is contacting Mr. Chelmowski in Vicki's absence?

Thank you,

Troy Rudloff  
IL/WI Sales Operations  
Office: 847-765-4695  
Mobile: 404-202-4161

**From:** RUDLOFF, TROY (ATTCINW)  
**Sent:** Monday, May 17, 2010 8:36 AM  
**To:** MOSS, VICKI (ATTASIAIT); JACOB, NAYREE Y (ATTCINW); CAMBERIS, JAMES (ATTCINW)  
**Subject:** RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Good morning, Vicki and Jim. What is the latest?

I apologize for nagging you on this one... I'm only contacting you for updates every 3<sup>rd</sup> time I receive a request from Leadership. 😊 Lot of eyes are on this one, so please let me know if:

1. There's additional work to be done that I can help with.
2. You're having difficulty navigating internal channels – I might be able to help you escalate.

Thanks again!

Troy Rudloff  
IL/WI Sales Operations  
Office: 847-765-4695  
Mobile: 404-202-4161

**From:** MOSS, VICKI (ATTASIAIT)  
**Sent:** Friday, May 14, 2010 7:41 AM  
**To:** RUDLOFF, TROY (ATTCINW); JACOB, NAYREE Y (ATTCINW)  
**Cc:** CAMBERIS, JAMES (ATTCINW)  
**Subject:** RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Troy,

We have not completed our review. As soon as we do, all will be updated.

Thanks,  
Vicki

**From:** RUDLOFF, TROY (ATTCINW)  
**Sent:** Friday, May 14, 2010 8:29 AM  
**To:** MOSS, VICKI (ATTASIAIT); JACOB, NAYREE Y (ATTCINW)  
**Cc:** CAMBERIS, JAMES (ATTCINW)  
**Subject:** Re: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Thanks for the follow up, Vicki. Was the original check cashed? What do we plan to offer for resolution for him?

Troy Rudloff  
IL/WI Sales Operations  
AT&T Mobility  
Ofc: 847-765-4695  
Mbl: 404-202-4161

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**From:** MOSS, VICKI (ATTASIAIT)  
**To:** RUDLOFF, TROY (ATTCINW); JACOB, NAYREE Y (ATTCINW)  
**Cc:** CAMBERIS, JAMES (ATTCINW)  
**Sent:** Fri May 14 06:41:08 2010  
**Subject:** RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Good Morning,

Jim Camberis and I talked yesterday. I did make a second call to Mr. Chelmowski that I was in receipt of "all" of his emails to "all" of our officers and Board of Directors. I advised him on voice mail and stated again of my conversation with him the day before that I'm looking into the 2007 check issue and will be back with him. Also, that Jim Camberis is addressing his other issues. I believe Jim was going to be out of the office today but we are in contact with each other.

We will keep you posted as to resolution with him.

Thanks  
Vicki

**From:** RUDLOFF, TROY (ATTCINW)  
**Sent:** Thursday, May 13, 2010 7:44 PM  
**To:** MOSS, VICKI (ATTASIAIT); JACOB, NAYREE Y (ATTCINW)  
**Cc:** CAMBERIS, JAMES (ATTCINW)  
**Subject:** Re: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Hi Vicki and Jim,

What's the latest with Mr. Chelmowski?

Troy Rudloff  
IL/WI Sales Operations  
AT&T Mobility  
Affidavit #1 Support - 0027

Ofc: 847-765-4695  
Mbl: 404-202-4161

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**From:** MOSS, VICKI (ATTASIAIT)  
**To:** RUDLOFF, TROY (ATTCINW); JACOB, NAYREE Y (ATTCINW)  
**Cc:** CAMBERIS, JAMES (ATTCINW); MOSS, VICKI (ATTASIAIT)  
**Sent:** Thu May 13 07:50:27 2010  
**Subject:** RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Troy,

It is a partnership. I (being telco) am addressing the refund check of 2007 for \$305.88. Jim is addressing the other issues.

Please feel free to let us know if you need anything else from us.

Thanks  
Vicki

**From:** RUDLOFF, TROY (ATTCINW)  
**Sent:** Wednesday, May 12, 2010 11:06 PM  
**To:** CAMBERIS, JAMES (ATTCINW); JACOB, NAYREE Y (ATTCINW); MOSS, VICKI (ATTASIAIT)  
**Subject:** RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Hi Jim and Vicki,

Thank you so much for taking the lead with Mr. Chelmowski. Nayree and I were asked by my boss, Dave Fine, and Ralph De La Vega to contact Mr. Chelmowski and resolve his open items by EOD tomorrow. Given this history you have with Mr. Chelmowski, it appears that I would not help in achieving this customer's perception of "One AT&T" by getting involved any more than you ask me to. In my response back to Dave and Ralph, who can I tell them owns resolution?

Thanks again and please let me know how I can support you!

Troy Rudloff  
IL/WI Sales Operations  
Office: 847-765-4695  
Mobile: 404-202-4161

**From:** CAMBERIS, JAMES (ATTCINW)  
**Sent:** Wednesday, May 12, 2010 4:59 PM  
**To:** JACOB, NAYREE Y (ATTCINW)  
**Subject:** FW: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Jim Camberis  
Manager Office of the President/Executive Appeals AT&T Mobility  
North Central Region

**From:** MOSS, VICKI (ATTASIAIT) **On Behalf Of** Customer Advocacy Midwest  
**Sent:** Wednesday, May 12, 2010 2:04 PM  
**To:** YOUNG, MICHELE D (ATTOPS); Customer Advocacy Midwest; CAMBERIS, JAMES (ATTCINW)

**Cc:** WILSON, BRENDA K (ATTOPS); WILSON, LESLIE A (ATTASIAIT); STROHL, JENNIFER (ATTOPS)  
**Subject:** RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

All,

We all ready have this. Jim Camberis is addressing wireless issues and I am addressing the check of \$305.88 from 9/07 final bill that we issued when the customer ported service away from AT&T.

I spoke with the customer this morning. Jim has spoken with the customer several times. The customer has sent emails to Mr. Stephenson, Mr. Ray Wilkins and the stockholders already today, same as below.

We will update all of you. My first thought on the Wireline side is the check 6713732081 9/16/07 for \$305.88 was made out to Gateway Mortgage Group and possibly Mr. Chelmowski can't cash it, but it is only my first thought. I will fact-find to be sure.

Thanks  
Vicki

**From:** YOUNG, MICHELE D (ATTOPS)  
**Sent:** Wednesday, May 12, 2010 2:54 PM  
**To:** Customer Advocacy Midwest  
**Cc:** WILSON, BRENDA K (ATTOPS); WILSON, LESLIE A (ATTASIAIT); STROHL, JENNIFER (ATTOPS)  
**Subject:** FW: AT&T destroys a 17 year customer (Jim Chelmowski)  
**Importance:** High

Midwest - Would appreciate your investigation and handling of the complaint below. Please provide feedback to Lisa, with a copy to Brenda and me, once this customer has been contacted for resolution. Thank you.

*Michele Young <><*  
*Assistant to Brenda K. Wilson*  
*Executive Director*  
*AT&T Customer Advocacy Executive Office*  
*☎ 314-235-9600*  
*☎ 800-283-6407*

*AT&T Customer Advocacy (Internal Use Only)*  
*Customer who is dissatisfied with service may file a complaint with AT&T Customer Advocacy. If you are a customer of AT&T and are dissatisfied with the service you received, please contact AT&T Customer Advocacy at 314-235-9600 or 800-283-6407. For more information, please visit our website at www.att.com/customeradvocacy.*

**From:** FORKIN, LISA M (ATTMSI)  
**Sent:** Wednesday, May 12, 2010 12:16 PM  
**To:** WILSON, BRENDA K (ATTOPS)  
**Cc:** YOUNG, MICHELE D (ATTOPS)  
**Subject:** FW: AT&T destroys a 17 year customer

Please handle. Thank you.

**From:** FANCHER, JEFF (ATTSI)  
**Sent:** Wednesday, May 12, 2010 12:15 PM  
**To:** FORKIN, LISA M (ATTMSI)  
**Subject:** FW: AT&T destroys a 17 year customer  
Affidavit #1 Support - 0029

Please forward to executive complaints.

**From:** Jim Chelmowski [mailto:jim@expertfinancing.com]  
**Sent:** Wednesday, May 12, 2010 1:10 PM  
**To:** jeff.fancher@att.com  
**Subject:** AT&T destroys a 17 year customer

Dear

I have been a customer of ATT wireless for about 17 years. A landline business customer for over 10 years, too.

In my book, I value loyalty and this is why I am bringing this to your attention before I contact the Illinois Attorney General, FCC and other appropriate agencies.

First for almost 3 years, I have been trying to get excessive amount ATT over bill and extorted on my credit card. No one will give me the money. I believe this could be wire fraud.

Secondly I tried converting 2 of my 4 lines to Ooma, a VOIP phone company. Which initially someone in corporate relations was trying to convince me to keep with ATT and I explained it would be cheaper and I would have more control, these 2 numbers have been using ATT fast forward for years. I have not used these phones or change them for over a year. I tried getting these phone numbers ported. ATT keep rejecting the porting. I provided Ooma with my password and copies of the bills and rejection continued. I had a 60 day refund for part of the system and after 57 days trying to get my numbers ported. I was forced to cut my loss and stop the porting process with Ooma. I still was out some money and a lot of time.

Now the problems start getting VERY Costly. Somehow the number which my vanity number (was a land line port over to ATT about 4 years ago) 847-768-0000 which is the number on all my cards, call backs and advertising, the fast forward call forwarding was canceled and my phone calls were going to a voicemail on the 847-768-0000. I have not used this voicemail for over 4 years. I did not know when clients, prospects and referral partners were calling me and leaving messages because it was not forwarded to my 847-744-5626 number. This cost me thousands of dollars and at least one referral partner.

When I told ATT corporate department, they said ATT did nothing, it was my entire fault. The phone is packed away in a storage room without electricity. The fast forward unit is somewhere else. So how I created electricity from now where and connect a device that was at least 5 miles from the other device. If I could bottle this we would not have any energy problems for ever. They said that is what must have happened because ATT is perfect and did nothing.

I can't even connect the Fast Forward because I cannot find all the components which ATT said I connected last month. Houdini would be proud of me using telepathic powers, creating electricity and connecting devices which are miles apart and not plugged in and need to be connected.

This is totally disgusting, the way you treat a loyal customer probable in the top 1% of cell phone loyalty in your entire company.

Please contact me as soon as possible before I am forced to contact the authorities. I tried to call you and they would not connect or give me your email address.

I just spoke to Jim at Executive department the person who was suppose to get the \$300 or connect me with the person 2 ½ years ago. I am still waiting! He said I will get a call back from ATT land line and that he has nothing to do with this even though this is ATT. Last time he said this I waited 2 years made was put on hold for hours and still you have my money. So here we go again. He confirmed that all the problems above were MY FAULT and ATT was PERFECT. WOW!!!

If I owed you \$300 for almost 3 years, the following would have happened

- 1) You would have destroyed my credit
- 2) Put my account in collections
- 3) Been charged hundreds of dollars in late charges
- 4) Collection companies would be harassing me
- 5) More

Since you overcharged and extorted money from my credit card, it is ok and I should either forget about it let ATT keep the illegal money from me or spend weeks of my time and expense to try to get it from ATT.

How can a company treat someone like this, also in the past I help ATT with beta testing phones which I volunteer my time for this.

Sincerely

Jim Chelmowski

847-768-0000

847-744-5626



## Jim Chelmowski

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**From:** RUDLOFF, TROY (ATTCINW) [TR1483@att.com]  
**Sent:** Wednesday, May 19, 2010 2:30 PM  
**To:** Jim Chelmowski  
**Subject:** RE: Check

Hi Mr. Chelmowski,

I look forward to talking to you this afternoon. Just wanted to give you a head's up that I'll be calling in the next couple hours.

Thank you,

Troy Rudloff  
IL/WI Sales Operations  
Office: 847-765-4695  
Mobile: 404-202-4161

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**From:** RUDLOFF, TROY (ATTCINW)  
**Sent:** Tuesday, May 18, 2010 5:53 PM  
**To:** 'Jim Chelmowski'  
**Subject:** RE: Check

Hi Mr. Chelmowski,

Thank you for sending over the check image. I have it, and Dave or I will touch base with you tomorrow. I also had Dave's assistant track down the Palm Pre and it will be on its way to you first thing in the morning.

Thanks again,

Troy Rudloff  
IL/WI Sales Operations  
Office: 847-765-4695  
Mobile: 404-202-4161

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**From:** Jim Chelmowski [<mailto:jim@chicagobancorp.com>]  
**Sent:** Tuesday, May 18, 2010 2:46 PM  
**To:** [TROY.RUDLOFF@ATT.COM](mailto:TROY.RUDLOFF@ATT.COM)  
**Subject:** Check

Hi Troy

Here is the check in case the fax did not go through.

Jim

## Jim Chelmowski

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**From:** RUDLOFF, TROY (ATTCINW) [TR1483@att.com]  
**Sent:** Friday, February 25, 2011 1:02 PM  
**To:** jimc@expertfinancing.com; jim@expertfinancing.com  
**Subject:** Re:

Hi Mr. Chelmowski,

I apologize that you didn't receive my email below when I first sent it. I escalated and confirmed with the Office of the President that they will call you by end of today and will hold us to that. Please advise if you don't hear from them by late afternoon.

Thank you,

Troy Rudloff  
IL/WI Sales Operations  
AT&T Mobility  
Ofc: 847-765-4695  
Mbl: 404-202-4161

----- Original Message -----

From: Jim Chelmowski <[jimc@expertfinancing.com](mailto:jimc@expertfinancing.com)>  
To: RUDLOFF, TROY (ATTCINW)  
Sent: Fri Feb 25 11:34:55 2011  
Subject: RE:

Hi Troy

Is there a reason you are not returning emails or calls?

I have documentation that my 847-768-0000 was going to be a straight call forward setup by AT&T

AT&T was aware I did not have a phone being used on this account.

I need results. This costing me more money by the minute.

Jim

-----Original Message-----

From: RUDLOFF, TROY (ATTCINW) [<mailto:TR1483@att.com>]  
Sent: Thursday, February 24, 2011 11:02 PM  
To: [jim@expertfinancing.com](mailto:jim@expertfinancing.com)  
Subject: Fw:

Hi Mr. Chelmowski,

Resending as I received a delivery error notification on my email below. Please let me know that you received this at your convenience. Deborah is escalating to the Office of the President per your request.

Thank you,

Troy Rudloff  
IL/WI Sales Operations  
AT&T Mobility  
Ofc: 847-765-4695  
Mbl: 404-202-4161

----- Original Message -----

From: RUDLOFF, TROY (ATTCINW)  
To: 'jimc@expertfinancing.com' <[jimc@expertfinancing.com](mailto:jimc@expertfinancing.com)>  
Cc: FORBES, DEBORAH S (ATTCINW)  
Sent: Thu Feb 24 18:34:40 2011

Mr. Chelmoski,

I'm on the phone with Deborah walking her through your account and our previous conversations. She is helping us get in touch with the right folks so your questions and issues will be answered quickly. Thank you for your patience.

Troy Rudloff  
IL/WI Sales Operations  
AT&T Mobility  
Ofc: 847-765-4695  
Mbl: 404-202-4161

**From:** RUDLOFF, TROY (ATTCINW)  
**Sent:** Thursday, February 24, 2011 2:10 PM  
**To:** MATTHEWS, KEVIN (ATTCINW)  
**Cc:** JACOB, NAYREE Y (ATTCINW); HARRIS, STEPHANIE G (ATTSI)  
**Subject:** FW: Followup

Hi Kevin,

Please look into this escalation for me. I just spoke with Mr. Chelmowski, and he was very frustrated because he dialed his 847-768-0000 and heard a message that his voicemail box is full. He requested some time ago (he's not sure how long) that this number be forwarded to his mobile (847-744-5626), he didn't want the x0000 number to have its own mailbox, and he doesn't know how to check these voicemails. Can you please help Mr. Chelmowski with the following:

- Are the 847-768-0000 numbers being forwarded to his mobile – 847-744-5626? I just called the x0000 number and confirmed the “mailbox full” message.
- If not, what happened / is happening?
- Can he remove voicemail from the x0000 number so ALL calls simply go to x5626 and utilize the x5626 voicemail?
- How does he check the x0000 voicemail that is evidently full?
- What do you recommend we do for Mr. Chelmowski to make it right?

Thank you,

Troy Rudloff  
IL/WI Sales Execution  
Office: 847-765-4695  
Mobile: 404-202-4161

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**From:** Jim Chelmowski [<mailto:jimc@expertfinancing.com>]  
**Sent:** Thursday, February 24, 2011 1:47 PM  
**To:** RUDLOFF, TROY (ATTCINW)  
**Subject:** RE: Followup

Hi Troy

I need to talk to you immediately.

We have a HUGE problem.

Thank you  
Jim  
847-744-5626

**From:** RUDLOFF, TROY (ATTCINW) [<mailto:TR1483@att.com>]  
**Sent:** Friday, January 07, 2011 6:06 AM  
**To:** [jim@expertfinancing.com](mailto:jim@expertfinancing.com)

Cc: JACOB, NAYREE Y (ATTCINW)

Subject: Re: Followup

Hi Jim,

I hope you had a wonderful holiday. I will have Nayree look into it. What specifically jumps out to you on the bill so that we spend extra time researching it?

Thank you,

Troy Rudloff  
IL/WI Sales Operations  
AT&T Mobility  
Ofc: 847-765-4695  
Mbl: 404-202-4161

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From: Jim Chelmowski <[jim@expertfinancing.com](mailto:jim@expertfinancing.com)>

To: RUDLOFF, TROY (ATTCINW)

Sent: Thu Jan 06 15:28:12 2011

Subject: Followup

Hi Troy

You had someone help me with the mixed up phone bill for my wife, when I transferred my son's line on his because I could not get family texting on the my phone with the unlimited smart phone data/text plan.

She was over billed by \$500 paying for multiple plans on her account. The person you referred me to did a great job crediting the overage, however her phone bill is still messed up.

I cannot find her email to send her the bills.

Thank you and have an outstanding 2011

Jim  
847-744-5626

From: RUDLOFF, TROY (ATTCINW) [<mailto:TR1483@att.com>]

Sent: Wednesday, July 07, 2010 7:02 AM

To: Jim Chelmowski

Subject: RE: 8477445626

Hi Mr. Chelmowski,

You have 3 options to transfer your daughter's number 847-917-2384 to your wife's account:

- A. Call customer service 800-331-0500 (\$18 per line)
- B. Go to an AT&T Company-owned retail store (\$18 per line)
- C. Start the transfer of service on att.com (Free - see instructions below)

To initiate a Transfer of Billing Responsibility (ToBR) online you will need to log in to your myWireless Account on att.com.

1. Select Support located near the top of the page.
2. Select the More Phone/Device Support link located in the Phone/Device Support section.

3. Select the Transfer Your Phone link located in the Most Popular box at the bottom of the Phone/Device Support page. If you have an iPhone device or the link does not appear on the page, please log in to your myWireless Account and go directly to Transfer of Billing Responsibility Request.
4. Follow the instructions on the Transfer of Billing Responsibility Request page to complete the form.
5. Read the Transfer of Liability information and, if you agree, select Accept & Check Eligibility.
6. We will send a confirmation of your request to initiate the transfer billing responsibility to the email address on file for your account. You will be presented with a confirmation page and an email will be sent to your email address on file.

Note: This authorization only remains active for 14 days from the time the transfer is initiated. After 14 days, the authorization will become inactive. Please be sure to remind the recipient of your wireless account to acknowledge and complete the transfer of service as soon as possible.

You mentioned that you'd like to begin the porting for 847-768-0000 and 847-768-0400 – where would you like these lines ported?

Thank you,

Troy Rudloff  
IL/WI Sales Operations  
Office: 847-765-4695  
Mobile: 404-202-4161

**From:** Jim Chelmowski [<mailto:jim@expertfinancing.com>]  
**Sent:** Tuesday, July 06, 2010 2:52 PM  
**To:** RUDLOFF, TROY (ATTCINW)  
**Subject:** RE: 8477445626

Hi Troy

I hope you had a great 4<sup>th</sup> holiday weekend.

No one could add family texting without deleting my grandfathered smartphone unlimited data. No one had any ideas.

Out of frustration, I figured out probably the only solution.

The solution. My wife has a regular AT&T wireless plan. We converted her to a family plan. My son needed a phone this weekend so he was added to a family plan under my wife 847-275-3353. We need to transfer my daughter's phone number to her plan and port 2 of my numbers giving me a single line plan.

Please help arrange first transferring my daughter's number 847-917-2384. I want to get the porting started this week 847-768-0000 and 847-768-0400. Then have only a single line plan.

Thank you

Jim

**From:** RUDLOFF, TROY (ATTCINW) [<mailto:TR1483@att.com>]  
**Sent:** Thursday, June 17, 2010 6:30 PM

**To:** Jim Chelmowski  
**Subject:** RE: 8477445626

Hi Mr. Chelmowski,

Hope you're having a great day! I just took a look at your account. You are able to grandfather the unlimited data plan on any mobile number that currently has the unlimited data plan. The unlimited data plan is not available for mobile numbers that don't already have it on their account.

If I understand your question, your best options appear to be:

- A. Keep the unlimited plan if you use more than 2GB of data. You can check out just how much 2GB is at [www.att.com/datacalculator](http://www.att.com/datacalculator) . It surprised me how far under 2GB I use... and I'm using data every day!
- B. Move from the \$30 unlimited data and \$20 texting packages (combined \$50) to the \$25 2GB and the \$30 family text (combined \$55).

Does that make sense? I've been in meetings and on calls all day and wanted to be sure to get back to you.

Thanks again,

Troy Rudloff  
IL/WI Sales Operations  
Office: 847-765-4695  
Mobile: 404-202-4161

**From:** Jim Chelmowski [<mailto:jim@expertfinancing.com>]  
**Sent:** Tuesday, June 15, 2010 2:59 PM  
**To:** [TROY.RUDLOFF@ATT.COM](mailto:TROY.RUDLOFF@ATT.COM)  
**Subject:** 8477445626

Hi Troy

I am trying to put family texting on my phone for my son however I am told I give up unlimited data plan that I had grandfathered on my 8477445626. I have the 20 plan for my daughter all I want to do is pay \$10 more for him.

This is unfair. I am putting together the claim for arbitration for the problems this year. I also will be getting things together for stealing my ideas. At&T put me in financial whole because of their negligence this year and I can't afford to put time in those 2 things until I catch up financially because of AT&T.

Thank you

Jim Chelmowski.  
847-744-5626

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2011 14:11:49	Upg Elg Check Result	SUB	847-768-0000	30145 - CLARIFY CRM
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/02/2008. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2011 13:51:48	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text		UserText		
CM - Interaction		::CLARIFY:: INTERACTION ACTION: TRANSFERRED CALL NEED: TECHNICAL TROUBLESHOOTING/CALLING FEATURES TROUBLESHOOTING/CALL FORWARDING TROUBLESHOOTING NOTES: AREA MGR WITH OOP CALLED IN WHILE WORKING ON CASE DUE TO THE CUST HAS FEAT CALLED FAST FOWARD AND SEEMS THAT THE CUST IS STATING THAT HE IS GETTING CALLS ON THE NUMBER HOWEVER WE DO NOT HAVE ANY RECORD OF THE CALLS OR NOT SURE WHAT THE CALLS THAT ARE SHOWING ARE FOR. HE ALSO HAVE VM MSGS AND ACCORDING TO CSP RES 75914 CALLS DO NOT RING TO PHONE AND ALSO DO		

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2011 13:34:07	Upg Elg Check Result	SUB	847-768-0000	30145 - CLARIFY CRM
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/02/2008. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2011 13:21:26	Upg Elg Check Result	SUB	847-768-0000	30145 - CLARIFY CRM
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/02/2008. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2011 13:19:12	Upg Elg Check Result	SUB	847-768-0000	30158 - IVR - API ID
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/02/2008. Last Early Upg Date: None. USC: CIV.		Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.		

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2011 09:58:53	Office of the Pres	COLL	847-768-0000	25807 - JAMES CAMBI
System Text		User Text		
OOP Escalation		I spoke to Mr. Chelmowski this morning. He started the conversation asking about when I received his information. I advised him that someone from my office contacted him on Friday and he would not let them assist and ended the call. He denied that it happened. He then demanded that his service be fixed and his VM retrieved. I advised him that his number ending in 0000 never had VM and that the VM he was referring to resided on 847 744 5626 and that would not be affected. He then went on screaming and		
03/01/2011 09:26:29	Office of the Pres	COLL	847-744-5626	25807 - JAMES CAMBI
System Text		User Text		
OOP Escalation		oop manager call back- recd vm from customer called back @ 847 744 5626		
03/01/2011 09:12:19	Office of the Pres	COLL	847-744-5626	25807 - JAMES CAMBI
System Text		User Text		
OOP Escalation		oop manager note sent customer an additional email to contact me via phone....] camberle		
03/01/2011 08:13:11	Payment Received	FINN	- -	30210 - QUICKPAY - AI
System Text		User Text		
Payment received. Payment deposit date: 03/01/2011. Amount: \$247.06. Method: CC. Source: SRVPYM				
02/28/2011 17:21:34	Office of the Pres	COLL	- -	25807 - JAMES CAMBI
System Text		User Text		
OOP Escalation		sending customer email- as recld no response-I have attempted to contact you to assist on behalf of Mr. De La Vega  I would like to discuss your account concerns. Please contact me at the number below  847-413-7739  Very truly yours,		
02/28/2011 16:07:53	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text		User Text		
CM - Case		::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110228_17937172 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-03-03 16:00:45 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :LP9597		
02/28/2011 15:10:52	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text		User Text		
CM - Case		::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110228_17937172 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-03-03 16:00:45 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :FF6407		

Creation Data	TYPE	Category	Subscriber	Created By
02/28/2011 15:03:03	Office of the Pres	COLL	- -	25807 - JAMES CAMBI
System Text		UserText		
OOP Escalation		oop manager call back - called customer #847 526 5626 left message with direct line for call back		

02/28/2011 15:02:14	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text		UserText		
CM - Interaction		::CLARIFY:: INTERACTION ACTION: ESCALATION; ID: CM20110228_17937172 NEED: ACCOUNT/CANCELLATION/CONTRACTS/CONTRACTS NOTES: CREATED ON: 2011-02-28 16:01:36.0 CREATED BY: FF6407 (FOLGOSO, FERNANDO) CALLER: JIM CHELMOWSKI;OWNER;847 768-0400;NOT VERIFIED; . THE WORKING USER ID IS :FF6407		

02/28/2011 15:01:43	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text		UserText		
CM - Case		::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110228_17937172 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-03-03 16:00:45 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :FF6407		

02/28/2011 15:01:41	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text		UserText		
CM - Case		::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110228_17937172 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-03-03 16:00:45 CONDITION/WORKFLOW: OPEN-DISPATCH . THE WORKING USER ID IS :FF6407		

02/28/2011 15:00:51	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text		UserText		
CM - Case		::CLARIFY:: OOP ESCALATION CASE ID: CM20110228_17937172 CREATED ON: 2011-02-28 16:00:45.0 CREATED BY: FF6407 (FOLGOSO, FERNANDO) CALLER: JIM CHELMOWSKI TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-03-03 16:00:45 . THE WORKING USER ID IS :FF6407		

02/28/2011 14:59:12	Upg Eig Check Result	SUB	847-768-0400	30145 - CLARIFY CRM
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		

02/25/2011 20:13:18	Schedule Payment	SUB	- -	30210 - QUICKPAY - Af
System Text		UserText		
Schedule Payment Activity		SCHEDULED: CREDIT CARD OF \$247.06 TO OCCUR 2011-03-01 USING ACCOUNT ENDI NG IN 9655. . THE WORKING USER ID IS :SP		

Creation Date	TYPE	Category	Subscriber	Created By
02/25/2011 15:21:40	Office of the Pres	COLL	- -	25772 - RONALD ANDR
System Text		UserText		
OOP Escalation		OOP.. rec'd exec email to contact customer regarding a call forwarding issue. Advised the customer that we received his request for a callback and are looking into the issue. The customer became abusive, demanding that all lost voice messages be delivered to him and compensation for all the lost business that he has experienced. OOP again tried to advise that this is being looked into, however customer continued to scream and ended call ron anderson/oop		
02/25/2011 15:14:32	Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CCC.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
02/25/2011 11:42:50	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text		UserText		
CM - Case		::CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:33:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402		
02/25/2011 11:37:27	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text		UserText		
CM - Interaction		::CLARIFY:: INTERACTION ACTION: CASE; ID: CM20110225_17830280 NEED: ACCOUNT/CHANGES & INFORMATION/ACCOUNT INFORMATION CHANGE NOTES: CREATED ON: 2011-02-25 12:37:09.0 CREATED BY: SB1402 (BAKER, SHERRI) CALLER: JIM CHELMOWSKI;OWNER;847 744-5626;VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS :SB1402		
02/25/2011 11:35:25	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text		UserText		
CM - Case		::CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:33:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402		
02/25/2011 11:33:22	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text		UserText		
CM - Case		::CLARIFY:: CASE CASE ID: CM20110225_17830280 CREATED ON: 2011-02-25 12:33:15.0 CREATED BY: SB1402 (BAKER, SHERRI) CALLER: JIM CHELMOWSKI TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:33:15 . THE WORKING USER ID IS :SB1402		
02/25/2011 11:18:54	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		



Stephanie Maidlow  
General Attorney  
AT&T Services, Inc.  
444 Michigan Avenue  
Suite 1750  
Detroit, MI 48226

March 17, 2011

Via Overnight Mail and Email  
jim@expertfinancing.com  
Chelmowski@comcast.net

Mr. Jim Chelmowski  
6650 N. Northwest HWY  
Chicago, IL 60631-1307

Re: Wireless Numbers: 847-768-0000, 847-744-5626; 847-768-0400; 847-917-2384

Dear Mr. Chelmowski:

I am writing to advise you that, effective April 4, 2011, AT&T Mobility will terminate service on all of your AT&T wireless accounts. We sincerely regret having to take this step with any customer, but your refusal to work cooperatively with those employees assigned to address your complaints and your abusive treatment of them leave us no alternative.

AT&T's Office of the President ("OOP") has made every effort to address your concerns and to satisfy you, including the issuance of approximately \$800.00 in courtesy credits since 2008. As explained below, OOP representatives and managers have addressed each of your most recent complaints.

First, you continue to complain that AT&T was responsible for a failed port-out request to OOMA in February 2010. Our investigation revealed that this port-out request failed due to incomplete information provided by either you or OOMA. This was explained to you by OOP last year.

Second, you complained that your calls were not being forwarded. As you will recall, you first brought this to our attention in March and April 2010. In March, you admitted that you had been using a *FastForward* device and feature with your wireless phone, which forwards calls made to the wireless phone to a designated landline phone, and that you had lost the *FastForward* device and your wireless phone. In addition, you were advised that because your service was suspended for nonpayment, the *FastForward* feature was reset to the normal/no forward mode. You further were advised that you needed to change your method of forwarding calls, but have refused to do so. OOP performed a manual reset so that the *FastForward* feature

Mr. Jim Chelmowski  
March 17, 2011  
Page 2

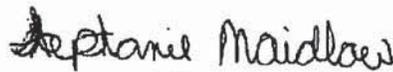
would cause your calls to be forwarded. In April, when your service was suspended for nonpayment again, you complained again that your calls were not being forwarded. OOP once again manually reset your call forwarding, but declined to issue any credit. You escalated the issue, and your local General Manager issued a \$500 courtesy credit. Most recently, your account was again suspended for nonpayment and the manual reset again was cancelled.

Finally, you have complained that AT&T has lost your voicemails. This is not correct. Our OOP representative, Jim Camberis, tried to explain to you last week that your voice mailbox is working and is full but you promptly hung up on him. If you have lost your password, OOP is prepared to provide you with a temporary password to enable you to check your voicemails. However, you must call Jim Camberis in OOP before April 4 to obtain the temporary password.

Throughout this time and despite AT&T's efforts to assist you, you have been abusive and unreasonable in dealing with our OOP representatives, who are specially trained to address complaints such as yours. You have refused to cooperate with OOP and instead have persisted in sending multiple emails from multiple email addresses to AT&T's leadership team containing false and outrageous allegations. AT&T's Wireless Service Agreement provides that "if you behave in an abusive, derogatory or similarly unreasonable manner toward our representatives," we may terminate your service. Accordingly, as mentioned above, AT&T Mobility will terminate your service on all of your AT&T wireless accounts effective April 4. You can retain your phone numbers by porting-out your service to another provider before that date. If you fail to take your numbers to another provider before that date, your new provider will have to give you different numbers. AT&T will waive your Early Termination Fee; however, you will be responsible for the remaining balance on your account at the time of termination.

Any further inquiries to AT&T should be directed in writing to Jim Camberis at the following address: 2550 Interstate Drive, Harrisburg PA 17110.

Sincerely,



Stephanie Maidlow

SM/ask



**Stephanie Maidlow**  
General Attorney  
AT&T Services, Inc  
444 Michigan Avenue  
Suite 1750  
Detroit, MI 48226

March 8, 2011

**Via Overnight Mail and Email**

jim@expertfinancing.com  
Chelmowski@comcast.net

Mr. Jim Chelmowski  
6550 N. Northwest Highway  
Chicago, IL 60631-1307

**Re: Wireless Numbers: 847-768-0000, 847-744-5626; 847-768-0400; 847-917-2384**

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Mr. Chelnowski  
March 8, 2011  
Page 2

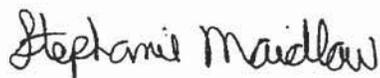
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Any further inquiries to AT&T should be directed in writing to Jim Camberis at the following address: 2550 Interstate Drive, Harrisburg PA 17110.

Sincerely,



Stephanie Maidlow

SM/ask

AMERICAN ARBITRATION ASSOCIATION

JAMES CHELMOWSKI v. AT&T  
CASE # 51 434 263 13

**DISCOVERY SUBPOENA FOR ARBITRATION**

To: Troy D. Rudloff  
921 N. Damen Ave Apt 4  
Chicago, IL 60622-7589

Thomas Green  
TG6738@att.com

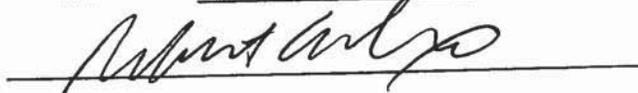
Celeste Hammond  
7hammond@jmls.edu

via Certified Mail

**YOU ARE COMMANDED to appear to give your testimony before Arbitrator Celeste Hammond. Please bring All Your Original Records in person on May 29, 2014 at 9:00a.m. at the Chicago Regional Office 225 N. Michigan Avenue, Suite 1840 Chicago, Illinois 60601. For information call 708-749-9514.**

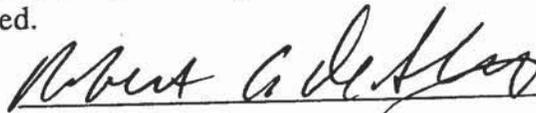
**YOU ARE COMMANDED ALSO to bring the following: ANY AND ALL information as it relates to James Chelmowski and the above noted matter in your possession or control from January, 2007 to the present.**

WITNESS 3-21, 2014



Name Robert A DeStefano  
Attorney for Claimant  
Address 6547 W. Cermak, Suite LL1  
City Berwyn, IL 60402  
Telephone 708-749-9514

I served this subpoena by mailing a copy to Troy D. Rudloff at 921 N. Damen Ave, Apt 4 Chicago, Il 60622 by certified mail on March 21, 2014. I paid the witness Twenty-Five (\$25.00) Dollars for witness fees enclosed.



ROBERT A. DEBELANO ASSOCIATES PC  
6547 W. GERMANTOWN ROAD  
BERWYN, IL 60462

11358

2-648/710

DATE 3-21-29

PAY TO THE ORDER OF

Troy D Radloff

\$ 25.00

Twenty five dollars and 00/100

DOLLARS

Security Features Detail on Back.

THE PRIVATE BANK AND TRUST COMPANY

CHICAGO, ILL. 60688

FOR

Robert A. DeBelano

7011 0110 0000 0399 5960

**U.S. Postal Service™**  
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CHICAGO IL 60622 **OFFICIAL USE**

Postage	\$ 0.49
Certified Fee	\$3.30
Return Receipt Fee (Endorsement Required)	\$2.70
Restricted Delivery Fee (Endorsement Required)	\$0.00
<b>Total Postage &amp; Fees</b>	<b>\$ 6.49</b>

0402  
05  
Postmark  
Here  
03/21/2014

Sent To **Troy D. Rudloff**  
 Street, Apt. No.,  
 or PO Box No. **921 N. Damen Ave Apt 14**  
 City, State, ZIP+4 **Chicago, IL 60622-7589**

PS Form 3800, August 2006 See Reverse for Instructions



Bob DeStefano <bdestefano@rdestefanolaw.com>

**Troy Rudloff**

1 message

Jim Chelmowski <jchelmowski@comcast.net>  
To: Bob DeStefano <bdestefano@rdestefanolaw.com>

Fri, Mar 14, 2014 at 9:27 AM

Hi Bob

Here is what I found on Troy Rudloff

**Troy D Rudloff**

Age:

35-39

**Phone numbers**

773-799-8300

called 3/14.

wrong #

636-391-0116

Called

telephone #

**Addresses**

mom's in St Louis!

921 N Damen Ave Apt 4 Chicago, IL 60622-7589

5/29

mom

1-224-  
854-  
~~9952~~  
9952

**People Troy may know**

Nicole S Herbeck

**Previous locations**

Austin, TX

Rocky Hill, CT

Atlanta, GA

Subpoena  
5/29  
ATA

mess  
left  
cell #!

**Facebook pages**

Troy Rudloff

<https://www.facebook.com/troy.rudloff/about>

Nate Camper

<https://www.facebook.com/nate.camper/about>

Thank you

Jim

---

 **Troy Rudloff \_ LinkedIn.pdf**  
1210K



AMERICAN ARBITRATION ASSOCIATION

JAMES CHELMOWSKI v. AT&T  
CASE # 51 434 263 13

SUBPOENA FOR ARBITRATION/TRIAL

To: Troy D. Rudloff  
921 N. Damen Ave Apt 4  
Chicago, IL 60622-7589

Thomas Green  
TG6738@att.com

Celeste Hammond  
7hammond@jmls.edu

via Certified Mail

**YOU ARE COMMANDED to appear to give your testimony before Arbitrator Celeste Hammond. Please bring All Your Original Records in person on May 29, 2014 at 9:30a.m. at the John Marshall Law School, 315 S. Plymouth Court, Chicago, Illinois. For information call 708-749-9514.**

**YOU ARE COMMANDED ALSO to bring the following: ANY AND ALL information as it relates to James Chelmowski and the above noted matter in your possession or control from January, 2007 to the present.**

WITNESS \_\_\_\_\_, 2014

\_\_\_\_\_  
Name Robert A DeStefano  
Attorney for Claimant  
Address 6547 W. Cermak, Suite LL1  
City Berwyn, IL 60402  
Telephone 708-749-9514

I served this subpoena by mailing a copy to Troy D. Rudloff at 921 N. Damen Ave, Apt 4 Chicago, Il 60622 by certified mail on April \_\_, 2014. I paid the witness Twenty-Five (\$25.00) Dollars for witness fees enclosed.

1 (WHEREUPON, certain documents  
2 were previously marked  
3 Claimants Exhibits Nos. 1  
4 through 7 for identification.)

5 ARBITRATOR HAMMOND: I'm Celeste  
6 Hammond. I've been appointed arbitrator in this  
7 matter. I welcomed you informally. I wanted to  
8 make that on the record.

9 I did just learn this morning that  
10 Mr. DeStefano, who's the attorney for the  
11 claimant, has been a student of mine at the John  
12 Marshall Law School. I didn't realize that  
13 until this morning. I don't know what size  
14 class he was in. We have anonymous grading, and  
15 I don't honestly remember him one way or the  
16 other. I typically have student groups of 40,  
17 50, sometimes larger. Although, you said it was  
18 real estate trans. It was probably 40 or 50  
19 students.

09:34:34AM

09:35:01AM

20 MR. DESTEFANO: It was more than that.  
21 It was 1986.

22 ARBITRATOR HAMMOND: So, I want to make

1 that disclosure because it's appropriate, and I  
2 don't know if you have any objection.

3 MR. GREEN: Certainly. And I do not  
4 have any objections.

5 ARBITRATOR HAMMOND: Thank you. I sent  
6 out a schedule to counsel yesterday, and so  
7 they're aware of it. And the proposal was that  
8 each side would come up with a basic brief  
9 introduction, and then claimant's case in chief  
10 would be held. I need to make a slight  
11 alteration because I have now a dental  
12 appointment at 12:15 a block from here, and I  
13 want to leave around noon. And I'm assured that  
14 I will be back then within an hour, if not  
15 sooner. So, if that's acceptable --

09:35:31AM

16 MR. GREEN: That's acceptable.

17 ARBITRATOR HAMMOND: -- that we break  
18 at that time? And I'm sorry for the change in  
19 that plan.

09:35:55AM

20 MR. DESTEFANO: It's acceptable. So,  
21 we will resume again at 1:00?

22 ARBITRATOR HAMMOND: So, lunch is 12:00

1 to 1:00. And my suggestion was to spend a total  
2 of about ten minutes total, each of you making  
3 your brief introduction. We have spent a lot of  
4 time on the telephone over the course of the  
5 last year, conference calls on this matter. And  
6 when we're done with the basic introductions, I  
7 propose that Mr. DeStefano will call his  
8 witnesses, leaving time for cross-examination.  
9 Right?

09:36:35AM

10 MR. DESTEFANO: Yes.

11 ARBITRATOR HAMMOND: We were going to  
12 try to do that before lunch, but I don't know if  
13 that will happen or not. But I need to stay to  
14 the schedule. We have one day in which to do  
15 the hearing here. And between witnesses and  
16 introduction of evidence, we are on a tight  
17 schedule. Then in the afternoon whenever his  
18 time is up, we would resume, and you will have  
19 the opportunity to call in any of your  
20 witnesses, time for cross-examine, et cetera.

09:37:02AM

21 MR. GREEN: Sure.

22 ARBITRATOR HAMMOND: The goal is to be

1 out of here no later than 5:15. Hopefully it  
2 will be before that.

3 Mr. DeStefano, you're calling  
4 Mr. Chelmowski. Any other witnesses that you --

5 MR. DESTEFANO: Well, I subpoenaed a  
6 Troy Rudloff. And at our hearings on the motion  
7 to compel and for sanctions, it was represented  
8 that I would get a last known address from  
9 respondent's counsel. I did not get a last  
10 known address. I did find him by way of social  
11 networking and reached his mother. I called him  
12 and talked to him personally. I sent him the  
13 subpoena. He did not pick up the subpoena.

09:37:33AM

14 The first subpoena was to be at  
15 John Marshall Law School -- excuse me -- was to  
16 be at the old AAA site, then it changed to John  
17 Marshall Law School, and it was never updated to  
18 this site. But he didn't claim either of the  
19 two certified mails. So, I'm not expecting him  
20 to be here. Also, I thought it was represented  
21 that Nate Camper, as well as Jim Camberis would  
22 be here on behalf of the respondent, and so I

09:38:08AM

1 was going to call both of those witnesses as  
2 adverse witnesses. But I'm prepared to go  
3 forward. I just wanted to -- if there was any  
4 issue about records and whether or not you would  
5 take them into consideration, I was planning on  
6 having some of the questions relating to  
7 documents to Nate Camper, but I can -- for the  
8 sake of getting this resolved today, I can go  
9 forward.

09:38:46AM 10 ARBITRATOR HAMMOND: Good. Great. So,  
11 your only witness will be Mr. Chelmowski?

12 MR. DESTEFANO: Yeah. And I understand  
13 the time constraints, so I'll go with  
14 Mr. Chelmowski first, and depending on the  
15 timing and cross-examination, and then I can  
16 call Nate Camper in my case, and/or counsel can  
17 call him in his case, and I can cross-examine,  
18 whichever way it works the best for everybody  
19 here.

09:39:12AM 20 ARBITRATOR HAMMOND: But Mr. Camper  
21 isn't here.

22 MR. DESTEFANO: I meant Camberis.

1 MR. GREEN: If I can just address the  
2 points that you made, during our last conference  
3 call, you indicated that you thought Nate Camper  
4 didn't have any information relevant to this  
5 case. And after I reviewed the records and saw  
6 that he had sent a couple of letters to your  
7 client, I didn't feel that there was anything  
8 that he would add to this that Mr. Camberis  
9 can't address.

09:39:40AM 10 With regard to Troy Rudloff, you  
11 had sent a subpoena to his last known address,  
12 the same address that we had, and I spoke with  
13 him on the phone after you did, and he indicated  
14 that you and he had spoke for approximately ten  
15 minutes, and that after that call, you didn't  
16 indicate to him that you wanted him to appear  
17 and testify.

09:40:07AM 18 So, if your position is that he's  
19 not here because of the change of address, I  
20 disagree with that. And I do understand that  
21 you have his phone number because you spoke to  
22 him; is that not correct?

1 MR. DESTEFANO: I had his mother's  
2 phone number, and then she gave me his phone  
3 number, and he's not answering the phone number.  
4 And I did not talk to him for ten minutes, okay,  
5 saying that I didn't want him to come. I told  
6 him that if he saw fit to seek you out and to  
7 discuss the case with you, as well, but I wanted  
8 him to be here. And I didn't know if you were  
9 going to call him then, but I never got anything  
10 from you. I did have an address, and I did send  
11 it out, and the subpoena was never picked up. I  
12 think I've disclosed one of the envelopes. So,  
13 I wouldn't be sending it out if I didn't want  
14 him here to testify.

09:40:42AM

15 But, again, similar to Nate Camper,  
16 there are documents -- we've produced documents,  
17 my client is going to talk about them. If your  
18 Honor is considering them, then, you know, him  
19 not being here shouldn't inhibit your ability to  
20 rule on this case. I did want him here, okay.

09:41:10AM

21 That's why I sent the subpoena out.

22 ARBITRATOR HAMMOND: Okay. So, you

1 want to proceed? I'm only asking because we  
2 have to swear Mr. Chelmowski?

3 MR. DESTEFANO: Swear him in. We're  
4 ready to go.

5 (WHEREUPON, the witness was  
6 duly sworn.)

7 MR. DESTEFANO: Now, are we doing  
8 openings, or are we just going to go into  
9 questioning?

09:41:47AM 10 ARBITRATOR HAMMOND: I thought we'd do  
11 openings for five minutes or so. You want to  
12 start up?

13 MR. DESTEFANO: Sure. I just believe  
14 that the evidence will show based on our prior  
15 production and the production that we're going  
16 to -- some of the documents we're going to go  
17 through here today that the claimant was a  
18 customer of AT&T from 1994 through part of 2011.  
19 AT&T failed to port, we believe the evidence  
20 will show, the (847)768-0400 phone number of the  
21 claimant. Through today's date, AT&T did not  
22 reactivate the claimant's voicemail upon his

09:42:22AM

Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, DC 20554

JAMES CHELMOWSKI v. AT&T

AFFIDAVIT from James Chelmowski

I did not initiate an FCC informal complaint on August 31, 2011. The only 2011 FCC informal complaint I initiated was on March 23, 2011.

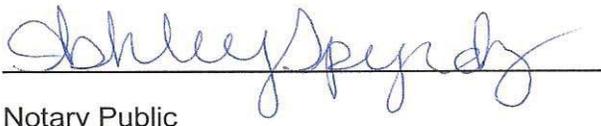
This informal complaint must have been initiated by someone other than me.

I SWEAR OR AFFIRM THAT THE ABOVE AND FOREGOING REPRESENTATIONS ARE TRUE AND CORRECT TO THE BEST OF MY INFORMATION, KNOWLEDGE, AND BELIEF.

1/26/15   
Date James Chelmowski

STATE OF ILLINOIS  
COUNTY OF COOK

I, the undersigned Notary Public, do hereby affirm that James Chelmowski personally appeared before me on the 26 day of January 2015, and signed the above Affidavit as his free and voluntary act and deed.



Notary Public

