

## Exhibit C

AT&T probably one the top 5 to 25 most technical companies in the world.

AT&T testified under oath these massive blank areas in logs was because only a certain number of characters could be printed.

This proven false!

Exhibit C-0030 to 32 AT&T testifying the AT&T software only prints a certain number of characters in a log. Exhibit C-0001 and logs C-0006 to C-0029 proves this is a completely false statement and it appears AT&T erased certain logs to hide the information from the AAA arbitration

Exhibit C-0002 to 5 AT&T advance technology advertised

Exhibit C-0001 for analysis AT&T produced logs which was full off blank spaces analysis

Exhibit C-0006 to 29 sample logs with apparent white out to hide parts of the logs.

Page	Date	Character	Lines of Type	Estimated Blank Lines	Characters in Notes	Size	Gap	Typed Area	Working ID	Last Field Name	Last Words
1	ATT-0018	4/18/2011	488	16	4	329	2.50	0.49	no	NOTES	THEY WILL HAVE TO CONTACT THE PRO
2	ATT-0020	4/11/2011	477	18	5	326	2.93	0.66	no	NOTES	MVC_B
3	ATT-0024	3/22/2011	484	12	0	184	1.47	0	no	CALLER	OWNER SSN;
4	ATT-0030	3/1/2011	504	10	16	354	3.15	1.92	no	NOTES	CALLS DO NOT RING TO PHONE AND ALSO DO
5	ATT-0031	3/1/2011	499	7	7	499	1.79	0.88	no	NOTES	He then went on screaming and
6	ATT-0041	5/19/2010	443	11	8	216	2.43	1.05	no	NOTES	YES, CONSENT GRANTED FOR THIS INTERA
7	ATT-0044	5/19/2010	485	12	1	249	1.89	0.15	no	CALLER	CALLER: JIM CHELMOWSKI
8	ATT-0045	5/19/2010	478	14	18	344	3.98	2.23	no	NOTES	ANOTHER /CHARGER.CUS
9	ATT-0045	5/19/2010	490	15	5	490	2.47	0.61	no	NOTES	MYCSP1
10	ATT-0047	5/17/2010	479	12	20	391	3.93	2.47	no	NOTES	***_SCOTT CHRISTENSE
11	ATT-0048	5/17/2010	482	15	2	249	2.13	0.23	no	CALLER	CALLER: JIM CHELMOWSKI;OW
12	ATT-0048	5/17/2010	492	12	17	391	3.58	2.12	no	NOTES	***_SCOTT CHRISTEN
13	ATT-0049	5/13/2010	496	12	16	391	3.37	1.91	no	NOTES	***_SCOTT CHRISTEN
14	ATT-0049	5/13/2010	491	10	11	415	2.67	1.41	no	NOTES	EXTENDED COMMITME
15	ATT-0050	5/13/2010	495	12	8	391	2.45	0.99	no	NOTES	***_SCOTT CHRISTEN
16	ATT-0050	5/13/2010	497	12	4	391	2.11	0.45	no	NOTES	***_SCOTT CHRISTEN
17	ATT-0051	5/11/2010	494	12	2	312	1.75	0.25	no	CALLER	CALLER:
18	ATT-0051	5/11/2010	487	13	2	292	1.94	0.31	no	NOTES	JUST GETTING ANOTHER TILT 2. SET COMMITMENT
19	ATT-0053	4/29/2010	503	7	2	503	1.11	0.25	no	NOTES	wireless store for cash. Mr. Chelmows
20	ATT-0053	4/29/2010	505	7	7	505	1.68	0.81	no	NOTES	To resolve call f
21	ATT-0055	4/3/2010	484	11	4	323	1.84	0.47	no	CREATED	CREATED
22	ATT-0055	4/3/2010	482	14	6	260	2.44	0.72	no	NOTES	DAMAGE
23	ATT-0056	4/3/2010	502	10	16	387	3.37	2.07	no	NOTES	BARS WHEN TURN U
24	ATT-0056	4/3/2010	483	12	4	313	2.19	0.50	no	CREATED	CREATED
25	ATT-0057	3/29/2010	448	12	0	162	1.51	0	no	CALLER	OWNER SSN;. THE W
26	ATT-0059	3/1/2010	504	7	3	504	1.32	0.37	no	NOTES	with AT&T
27	ATT-0060	2/8/2010	485	10	19	355	3.64	2.39	no	NOTES	THREATENING TO C
28	ATT-0060	2/8/2010	482	12	11	0	2.93	1.42	no	NOTES	SVC, LTV3 AND CH
29	ATT-0062	2/5/2010	462	14	1	125 / 0	2.04	0.19	no	CALLER	CALLER: JIM CHELMO

Minimum	Maximum	Characters	Lines	Blanks	Notes	Size	Gap	Typed
443	505	443	7	0	0	1.11	0	0.86
505	505	505	18	20	505	3.98	2.47	2.27

Times Ending	Final Field
6	CALLER
21	NOTES
2	CREATED

**BY ANALYSIS THIS REPORT IS INCOMPLETE AND APPEARS TAMPERED**

If a field is cut off in a reprot ALL cutoff fields MUST have exact same characters and this report has the cut off note field from 162 characters to 505 characters in one case 0 characters I have NEVER seen a Amdocs Clarify CRM cutoff a field name in a report like #21 & 24

**MISSING or HIDDEN NOTES**

In reviewing the report 105 Entries by Amdocs Clarify CRM have missing or hidden notes, this could be the notes are in a field not printed in this report. Why would there be entries that don't add any details or notes; these would be useless to AT&T internally?

Please look at the attachment from AT&T (Cingular) - AT&T has 2 fields where these notes could exist but have been excluded from this report. Fileds are 1)Attachments 2) "For Internal Use"

**These are just a few of the reasons I believe the report is definitely incomplete and possible tampered.**

**Duplicate entries make no sense**

\* Another odd finding 10,12,13,14,15,16,17 & 18 have identical notes. With various character count and wide spread gaps from .25 to 2.47 inches

NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESNOT.

IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 0410812010 COLOR: SILVER AND BLACK T&MPC: HE WILL CHOOSE FROM THE

BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. (attached are these logs printed together)

**AT&T Attorney Thomas Green suggestion to validate the AT&T R-21 production of AT&T produced logs and emails.**

AT&T Thomas Green suggested on February 12, 2014 phone call that the claimant, claimant reprehensive or neutral third party could watch at AT&T office, AT&T reproduce these log printouts and the same gaps and cutoff words.

Also AT&T claims there were no other emails that were not attorney client privilege. With AT&T SEG program that will be very easy to determine in the same sitting. As AT&T advertises to the WORLD that e-discovery only takes seconds. After research AT&T is completely right look at what we found on AT&T website.

This idea was

## AT&T Secure E-Mail Gateway - security as a service

Whether you need to recover stored e-mail messages in response to e-discovery request, to demonstrate compliance or simply as an accurate record of "who said what to whom."

**Powerful e-Discovery features as easy 1-2-3 with AT&T SEG**

Account Management | Email Archiving | My Account

Overview | Archived Messages | Reports | Setup

Saved Searches (unsaved search)

Criteria Results

Search Save Save As... Reset Help Export Preview

Simple Search

Advanced Search

From: 1

Recipient: 2

Date Range: 3 to

Match: All Any 9

Header: 4 Phrase

Subject: 5 Phrase

Body: 6 Phrase

Attachment Content: 7 Phrase

Attachment Name: 8

Message Size (Kb) -- Select --

Past Expiration: -- Select --

From	To	Subject
noreply@seg.att-mail.com	clewis@ncsportbike.com, clewis@poclabs...	AT&T-POC Labs Monthly Performance Report
noreply@seg.att-mail.com	clewis@ncsportbike.com, clewis@poclabs...	AT&T-POC Labs Weekly Performance Report
noreply@seg.att-mail.com	clewis@ncsportbike.com, clewis@poclabs...	AT&T-POC Labs Weekly Performance Report
specialoffers@tbusinesedge.com	jcr@poclabs.net	ViewSonic DLP Projector, 40% Off
nobody@cisco.com	bugtraq@securityfocus.com	Cisco Security Advisory: Cisco IOS Software
nobody@cisco.com	bugtraq@securityfocus.com	Cisco Security Advisory: Cisco IOS Software
nobody@cisco.com	bugtraq@securityfocus.com	Cisco Security Advisory: Cisco IOS Software
nobody@cisco.com	bugtraq@securityfocus.com	Cisco Security Advisory: Cisco IOS Software
nobody@cisco.com	bugtraq@securityfocus.com	Cisco Security Advisory: Cisco IOS Software
nobody@cisco.com	bugtraq@securityfocus.com	Cisco Security Advisory: Cisco IOS Software
nobody@cisco.com	bugtraq@securityfocus.com	Cisco Security Advisory: Cisco IOS Software
nobody@cisco.com	bugtraq@securityfocus.com	Cisco Security Advisory: Cisco Catalyst 4500
nobody@cisco.com	bugtraq@securityfocus.com	Cisco Security Advisory: Cisco Unified Comm
noreply@seg.att-mail.com	clewis@ncsportbike.com, clewis@poclabs...	AT&T-POC Labs Weekly Performance Report
pce@knowledgestreet.com	jcr@poclabs.net	SEG Overview
nobody@cisco.com	bugtraq@securityfocus.com	[2.0 Update] Cisco Security Advisory: Multiple
research@vulnerability-lab.com	bugs@securitytracker.com, bugtraq@secur...	SonicWALL EMail Security 7.3.5 - Multiple Vul
noreply@seg.att-mail.com	clewis@ncsportbike.com, clewis@poclabs...	AT&T-POC Labs Weekly Performance Report
nobody@cisco.com	bugtraq@securityfocus.com	Cisco Security Advisory: Cisco ASA-CX and
nobody@cisco.com	bugtraq@securityfocus.com	Cisco Security Advisory: Cisco Unified Preser

**With the Message Archiving option, you can easily access one message or thousands of messages - in seconds using either simple or advance search criteria.**

See video on how to retrieve archived emails.

<http://creative.att.com/seg/training/images/SearchExport/SearchExport.html>



# AT&T Secure E-Mail

Account Management

Email Archiving

My Account

Overview

Archived Messages

Reports

Setup

Saved Searches

(unsaved search) X

## Criteria

Search

Save

Save As...

Reset

Help

Simple Search

Advanced Search

From:



1

Recipient:



2

Date Range:

 to 

3

Match:

All

Any



9

Header:



4

Phrase

Subject:



5

Phrase

Body:



6

Phrase

Attachment Content:



7

Phrase

Attachment Name:

8

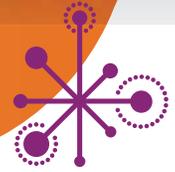
Message Size (Kb)



-- Select --

Past Expiration:

-- Select --



# AT&T Secure E-Mail Gateway – security as a service

Managing the thousands of e-mail messages that pass through a typical organization's servers every day is an enormous task. Dedicating in-house IT resources to ensure security, availability, and compliance for vast amounts of e-mail traffic is one approach – but doing so diverts these valuable resources from strategic work that advances business goals. Thankfully, there is a better way. With AT&T Secure E-Mail Gateway (SEG), you can:

- Help protect your company against spam, viruses, worms, phishing scams, and other malware threats before they ever reach your network
- Depend on a 60 calendar day rolling e-mail storage for web-based e-mail access during planned and unplanned server outages
- Monitor and act on all outbound e-mail containing content that violates your data loss prevention policies
- Easily utilize e-mail encryption when needed without disruption to end-user workflow
- Economically and efficiently archive every e-mail message to meet document retention requirements

AT&T SEG helps you protect, access, and archive your e-mail with no hardware to buy, no software to install, no backup tapes to mount, and no maintenance to perform.

## AT&T Secure E-Mail Gateway Service Overview

AT&T SEG service is a network-based solution that blocks spam, viruses, and other inbound e-mail malware threats before they reach your

network. Just as important as blocking inbound attacks, SEG also gives you the features you need to support outbound e-mail filtering to **help protect your company against loss of sensitive information and potential legal liability**. SEG can also provide message archiving with unlimited storage. And, in the event of unexpected e-mail downtime or disaster, SEG helps address your business continuity needs. AT&T SEG, utilizing technology by McAfee, integrates its e-mail protection capabilities and global threat intelligence into the AT&T Network Gateway nodes to deliver Security as a Service solutions. AT&T SEG is available in a choice of two inbound/outbound service levels (Advanced and Premium). Optional support for message archiving is also available.

### AT&T Secure E-Mail Gateway – Advanced

AT&T SEG Advanced service offers far more than traditional spam prevention. It provides complete, multi-layered e-mail filtering protection using a combination of proven spam filters, leading antivirus engines, fraud protection, content filtering, and e-mail attack protection. Our easy-to-administer cloud-based service identifies, quarantines, blocks, and cleans suspect e-mail messages before they can enter or leave your network. This helps shield your network and critical messaging gateways from e-mail attacks, instantly blocking denial of service and other SMTP-based attacks, including directory harvest attacks, e-mail bombs, and channel flooding. If your own e-mail servers become unavailable, your end-users can access their incoming mail through an easy-to-use web interface enabling them to send and receive messages.

### Benefits

- Rapid deployment
- No hardware or software to buy, maintain, manage or update
- No encryption certificates/keys to manage
- No up-front capital outlay
- No setup or upgrade fees
- Simple web-based administration and reporting
- 24x7x365 technical trouble support

### Features

- In the cloud filtering to block threats before they reach your network
- Advanced spam and fraud protection
- Triple virus and worm scanning to block malware
- Web link scanning blocks messages with links to known malicious websites
- Outbound content scanning on keywords, attachments, regular expressions and registered documents
- End-user transparent encryption
- Disaster recovery spooling and continuity
- **Powerful e-discovery features to retrieve information quickly**
- Full support for industry and regulatory compliance requirements
- Bundled Secure Network Gateway Service that provides simple billing with one contract, one bill and price discounts when purchasing more than one service



### AT&T Secure E-Mail Gateway – Premium

AT&T SEG Premium service includes all of the same features as the Advanced service plus enhanced encryption features to help protect enterprises from liabilities associated with privacy and data security regulations such as The Health Insurance Portability and Accountability Act (HIPAA), Gramm-Leach-Bliley Act (GLBA), PCI Compliance, and Securities and Exchange Commission (SEC) rules. SEG Premium service provides a way to utilize e-mail encryption as part of your data loss prevention strategy (DLP). Encryption complexities are completely hidden from end users ensuring ease of use. Your IT Administrator uses a simple web-based administration console to configure encryption and DLP policies and view reports. Data is encrypted using industry-trusted standard PKI (Public Key Infrastructure) and S/MIME technologies for encryption and digital signatures, relying on standard X.509 certificates.

### Optional Message Archiving

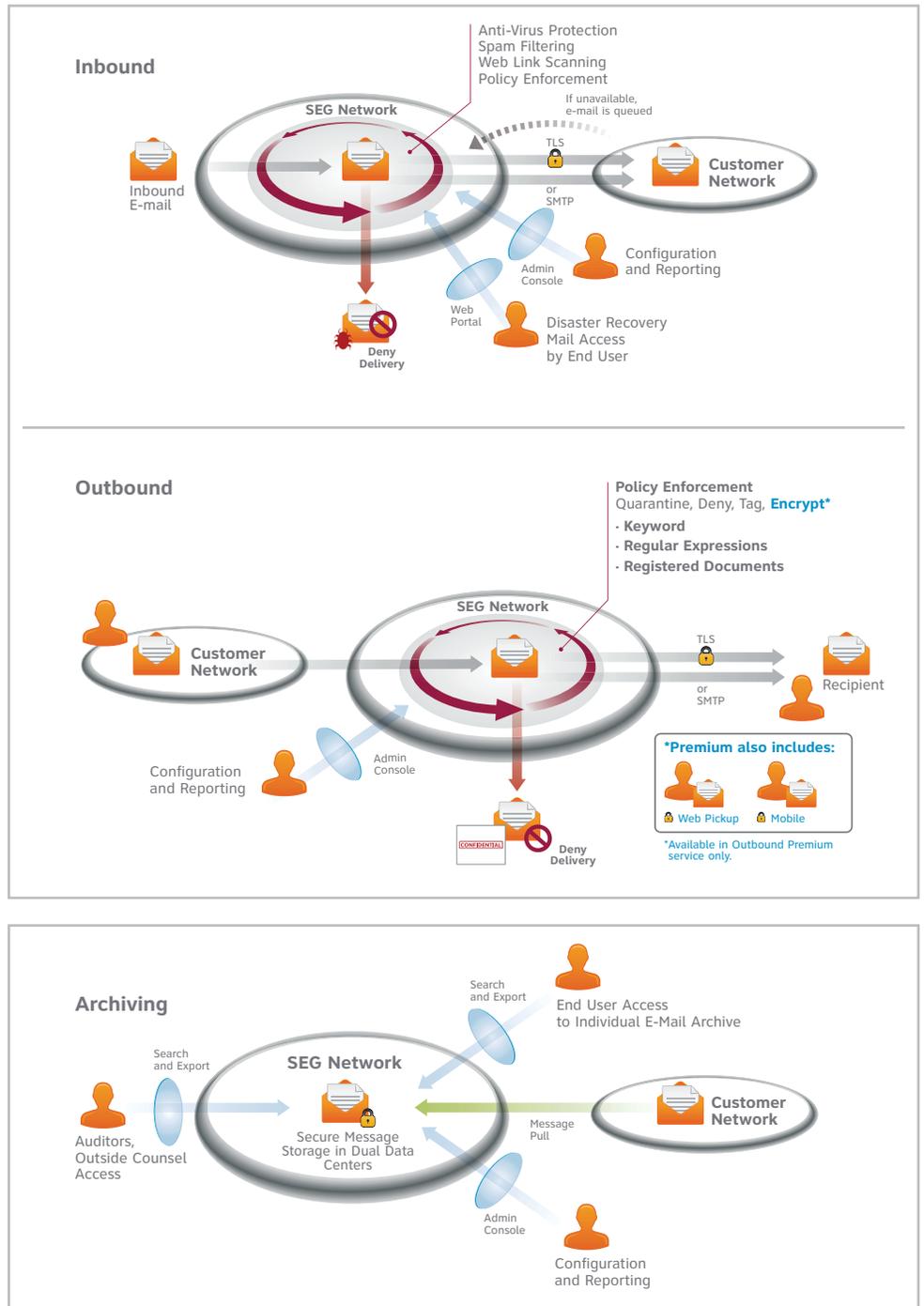
AT&T SEG Message Archiving option takes care of **all your e-mail storage, management, and retrieval needs**, and it supports your requirements without the need to manage backup media and onsite storage. Whether **you need to recover a stored e-mail message in response to an e-discovery request**, to demonstrate compliance, or simply as an accurate record of “who said what to whom,” you want **to produce the message as quickly as possible**. With the Message Archiving option, **you can easily access one message – or thousands of messages – in seconds**, using either **simple or advanced search** criteria, including user, date range, metadata, message content, and even attachment content. The service supports unlimited storage with customer determined retention periods from 30 calendar days to **10 years**. The Message Archiving option can be added to either SEG Advanced or Premium.

With AT&T Secure E-Mail Gateway you get the e-mail security features, and reliability you need, while leaving the filtering infrastructure and network management to us.

### AT&T Secure Network Gateway

AT&T Secure Network Gateway service delivers state-of-the-art security features with proactive monitoring and management. We

## AT&T Secure E-Mail Gateway



have conveniently packaged and simplified the purchasing, contracting and billing of AT&T Network-Based Firewall Service, AT&T Secure E-mail Gateway Service and

AT&T Web Security Service under one contract and one invoice providing an efficient and cost-effective way to meet your business security needs.

For more information about AT&T Managed Security Services, visit us at [www.att.com/security](http://www.att.com/security), call us at 877 954-7771 or email us at [mss@att.com](mailto:mss@att.com).



\*7) Another odd finding 9,11, 12, 13, 14, 15, 16 & 17 have identical notes. With various character count and wide spread gaps from .25 to 2.47 inches - Printed all together to examine.

NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT ORKING THERE IS STATIC. TROUBLESHOT IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 0410812010 COLOR: SILVER AND BLACK T&A;C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. (attached are these logsprinted together)

During this time at was investigating a \$305 AT&T overcharge refund since 2007, the AT&T executives were involved because claimant did not get any response after 3 years of phone calls until he emailed the AT&T executives in 2010. None of these calls with claimant and AT&T appear in the phone logs for this incident most of the communication was between 5/10/10 and 5/26/10.

05/17/2010 15:03:45 | CM - Commitment | CRM | 30145 - CLARIFY CRM

System Text | User Text

CM - Commitment

2.47 inches blank gap  
479 Character Count  
Missing Working User id

3.93 in

1.46 in

CLARIFY: COMMITMENT  
ID: 942770275  
PRIORITY: NORMAL  
STATUS: COMPLETED  
DUE DATE: 5/17/2010 8:01:00 PM  
NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&A;C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. \*\*\*\*SCOTT CHRISTENSE

05/17/2010 13:00:32 | CM - Commitment | CRM | 30145 - CLARIFY CRM

System Text | User Text

CM - Commitment

2.12 inches blank gap  
492 Character Count  
Missing Working User id

3.58 in

1.46 in

CLARIFY: COMMITMENT  
ID: 942770275  
PRIORITY: NORMAL  
STATUS: IN PROGRESS  
DUE DATE: 5/17/2010 8:01:00 PM  
NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&A;C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. \*\*\*\*SCOTT CHRISTEN

Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 16:29:25	CM - Commitment	CRM	-	30145 - CLARIFY CRM
System Text		UserText		
CM - Commitment 1.91 inch blank gap 496 Character Count Missing Working User id		::CLARIFY:: COMMITMENT ID: 942770275 PRIORITY: NORMAL STATUS: IN PROGRESS DUE DATE: 5/17/2010 8:00:00 PM NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&A;C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTEN		
3.37 in		1.46 in		

Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 16:28:41	XBM NOTES	CSM	847-744-5826	30143 - REVERSE LOG
System Text		UserText		
XBM NOTES 1.41 inch blank gap 491 Character Count Missing Working User id		CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&A;C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTENSEN-SC4442-OGDEN COMMITMENT TEAM**** 05/13/10 @ 8:26AM. CALLED 847-729-0816 AND LEFT VM. EXTENDED COMMITME		
2.67 in		1.92 in		

Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 15:13:23	CM - Commitment	CRM	-	30145 - CLARIFY CRM
System Text		UserText		
CM - Commitment .99 inch blank gap 495 Character Count Missing Working User id		::CLARIFY:: COMMITMENT ID: 942770275 PRIORITY: NORMAL STATUS: IN PROGRESS DUE DATE: 5/13/2010 8:02:00 PM NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&A;C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTEN		
2.45 in		1.46 in		

05/13/2010 09:29:16	CM - Commitment	CRM	30145 - CLARIFY CRM
System Text		User Text	
CM - Commitment		::CLARIFY:: COMMITMENT ID: 942770275 PRIORITY: NORMAL STATUS: IN PROGRESS DUE DATE: 5/13/2010 8:01:00 PM NOTES: CC- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTEN	

.45 inch blank gap  
497 Character Count  
Missing Working User id

05/11/2010 18:15:27	CM - Interaction	CRM	30145 - CLARIFY CRM
System Text		User Text	
CM - Interaction		::CLARIFY:: INTERACTION ACTION: COMMITMENT; ID: 942770275 NEED: DEVICE/AUDIO/DISTORTED/STATIC - SPEAKER NOTES: CC- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. CREATED ON: 2010-05-11 19:14:19.0 CREATED BY: JD073N (DICKEY, JANICE) CALLER:	

.25 inch blank gap  
494 Character Count  
Missing Working User id

05/11/2010 18:15:08	CM - Commitment	CRM	30145 - CLARIFY CRM
System Text		User Text	
CM - Commitment		::CLARIFY:: COMMITMENT ID: 942770275 CREATED ON: 2010-05-11 19:14:00.0 CREATED BY: JD073N (DICKEY, JANICE) CALLER: JIM CHELMOWSKI PRIORITY: NORMAL STATUS: NOT STARTED DUE DATE: 2010-05-13 10:30:00 NOTES: CC- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT	

.31 inch blank gap  
487 Character Count  
Missing Working User id

Creation Date	TYPE	Category	Subscriber	Created By
04/19/2011 09:40:23	Office of the Pres	COLL	- -	926596 - NATHANIEL C
System Text			UserText	
OOP Escalation			attempted to contact the customer on the number 847-768-0000. left a message on the voicemail with my direct call back number.	

Creation Date	TYPE	Category	Subscriber	Created By
04/18/2011 16:19:51	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text			UserText	
CM - Case			::CLARIFY:: CHANGE TO CASE CASE ID: CM20110418_19893830 TYPE: LNP/PORT OUT/WIRELESS PRIORITY: NORMAL STATUS: CLOSED SLA: 2011-04-19 16:16:42 CONDITION/WORKFLOW: CLOSED NOTES: -> 4/17/2011 CM20110418_19893830 ACCT # 254633342 CUST NAME JIM CHELMOWSKI PORT # 8477680400 CB # 5018622002 THE CASE WAS SUBMITTED TO HAVE THE PORT REQ CANCELLED THAT WAS FROM ANOTHER PROVIDER TO PORT OUT THE #. WE CANT CANCEL OUT ANOTHER PROVIDERS PORT OUT REQ, CONTACTING THE CUST TO ADV THAT THEY WILL HAVE TO CONTACT THE PRO	

.49 inch blank gap  
488 Character Count  
Missing Working User id

Creation Date	TYPE	Category	Subscriber	Created By
04/18/2011 15:22:46	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text			UserText	
CM - Case			::CLARIFY:: CHANGE TO CASE CASE ID: CM20110418_19893830 TYPE: LNP/PORT OUT/WIRELESS PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-04-19 16:16:42 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :CS065W	

Creation Date	TYPE	Category	Subscriber	Created By
04/18/2011 15:19:48	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text			UserText	
CM - Interaction			::CLARIFY:: INTERACTION ACTION: CASE; ID: CM20110418_19893830 NEED: WLNP - PORT OUT/CUSTOMER/CHECK PORT STATUS NOTES: NATE CAMPER NC4194 CI WANTING TO KNOW WHY PORT OUT REQUEST OF 8477680400 HAD NOT COMPLETED. FOUND A PORT REQUEST FROM ANOTHER PROVIDER THAT NEEDS TO BE CANCELLED OUT FIRST. CASE # CM20110418_19893830 CREATED ON: 2011-04-18 16:19:33.0 CREATED BY: MH508J (HAMPSON, MATTHEW) CALLER: JIM CHELMOWSKI;EMPLOYEE;NATE CAMPER;847 768-0400;VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS :MH5	

NO blank gap  
Complete Comment with Working User id

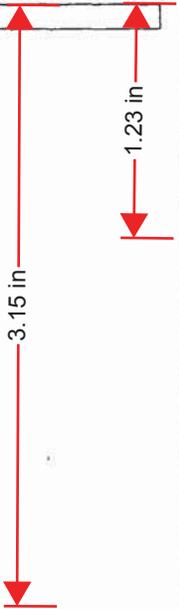
Creation Date	TYPE	Category	Subscriber	Created By
04/18/2011 15:19:17	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text			UserText	
CM - Case			::CLARIFY:: CHANGE TO CASE CASE ID: CM20110418_19893830 TYPE: LNP/PORT OUT/WIRELESS PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-04-19 16:16:42 CONDITION/WORKFLOW: OPEN-DISPATCH . THE WORKING USER ID IS :MH508J	

Creation Date	TYPE	Category	Subscriber	Created By
04/11/2011 13:01:34	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text		UserText		
CM - Interaction		::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: PAYMENTS/PAYMENT ARRANGEMENT(S)/PAYMENT ARRANGEMENT(S) RESOLUTION: SET UP PAYMENT ARRANGEMENT NOTES: OFFICE OF THE PRESIDENT, TENE BURSE, TB1352, CI BEHALF OF THE CUST REASON MADE A PA RECOMMENDATION HONOR THE PA ADVISE CUST AS LONG PROMISE IS KEPT SERVICE WILL REMAIN ACTIVE OFFER SSO EDU THE CURRENT BAL AND DUE DATE RESOLUTION SET UP PA OF \$157.04 ON 04/25/2011 MANUAL BASED ON TENURE, ABOVE REVENUE AVERAGE, LTV 3 DOMINC MATRE, DM749A MYC_B		
.66 inch blank gap 477 Character Count Missing Working User id		2.93 in	2.27 in	
04/11/2011 12:59:35	Payment Arrangement	COLL	- -	30261 - ORBIT - API
System Text		UserText		
Payment Arrangement Created. PA: %s.		PROMISE TO PAY. PAYMENTS: 1 PAYMENT 1 DATE: 04/25/2011 PAYMENT 1 AMOUNT: \$157.04 . THE WORKING USER ID IS :ORBIT		
04/11/2011 12:59:19	Payment Arrangement	COLL	- -	30261 - ORBIT - API
System Text		UserText		
Payment Arrangement Canceled. PA: %s.		PAYMENT PROMISE DELETED: 04/11/2011 . THE WORKING USER ID IS :ORBIT		
04/11/2011 12:58:21	Payment Arrangement	COLL	- -	30261 - ORBIT - API
System Text		UserText		
Payment Arrangement Created. PA: %s.		PROMISE TO PAY. PAYMENTS: 1 PAYMENT 1 DATE: 04/24/2011 PAYMENT 1 AMOUNT: \$157.04 . THE WORKING USER ID IS :ORBIT		
04/11/2011 12:56:53	Upg Elg 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: LLL.		Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.		
04/11/2011 12:50:47	Upg Elg Check Result	SUB	847-768-0400	30146 - CLARIFY CRM
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.		
04/11/2011 12:32:58	Collection General	COLL	- -	1905393 - TIER 2 DIALI
System Text		UserText		
		AUTODIALER IVR CALL - ANSWERING MACHINE - CALLED:8477680400 - DATE TIME CALLED: 4/11/2011 12:31:51 PM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS		

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		

1.92 inches blank gap  
 504 Character Count  
 Missing Working User id



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 .88 inch blank gap XXX Character Count Missing Working User id		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		UserText		
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		UserText		
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		UserText		
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		UserText		
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		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 :LP9597		
02/28/2011 15:10:52	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		

Creation Date	TYPE	Category	Subscriber	Created By
06/17/2010 18:00:28	Expire SUB SOC	SUB	847-917-2384	30004846 - NAYREE J
System Text:		UserText:		
Subscriber level SOC expired. SOC: MSG3. Expiration date: 06/17/2010.				

06/17/2010 17:55:21	Expire SUB SOC	SUB	847-768-0000	30004846 - NAYREE J
System Text:		UserText:		
Subscriber level SOC expired. SOC: TMI103. Expiration date: 20100617.				

06/17/2010 17:55:20	Expire SUB SOC	SUB	847-768-0400	30004846 - NAYREE J
System Text:		UserText:		
Subscriber level SOC expired. SOC: TMI103. Expiration date: 20100617.				

Creation Date	TYPE	Category	Subscriber	Created By
06/15/2010 14:17:29	CM - Interaction	CRM	-	30145 - CLARIFY CRM
System Text:		UserText:		
CM - Interaction				
::CLARIFY:: CPNIPREFERENCE CONSENTTYPE :: DOC CONSENT PREVIOUSCPNI :: UNKNOWN/UNDECIDED PREFERENCE NEWCPNI :: YES, CONSENT GRANTED FOR THIS INTERACTION ONLY. UPDATESTAMP :: TUE JUN 15 14:08:01 CDT 2010 REPCUID :: TT8436 THE WORKING USER ID IS :CLARIFY				

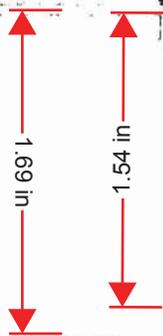
Creation Date	TYPE	Category	Subscriber	Created By
06/15/2010 14:17:26	CM - Interaction	CRM	-	30145 - CLARIFY CRM
System Text:		UserText:		
CM - Interaction				
::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: PLAN/FEATURE/FEATURE RESOLUTION: EDUCATED - FEATURES AND SELF SERVICE OPTION NOTES: CCI TO ADD FTMSG UNL, UNABLE TO ADD DUE TO CONFLICTING SOCS WITH CTN 5626, EDUC CAN CHNG TO FTMSG UNL BUT WILL HAVE TO CHOOSE NEW DATA PLAN AND NO LONGER UNLIMITED, CUST STATED MUST CONSULT WITH OTHER PARTY AND WILL C/B ACTION: ONE AND DONE NEED: CPNI/CPNI PREFERENCE CHANGE/DURATION OF CALL/VISIT RESOLUTION: YES, CONSENT GRANTED FOR THIS INTERA				

1.05 inch blank gap  
443 Character Count  
Missing Working User id

06/15/2010 14:18:56	DOC/DOV Approve	BAN	000-000-0000	30145 - CLARIFY CRM
System Text:		UserText:		
Consent granted for this interaction only.				

06/15/2010 14:17:56	Add SUB SOC	SUB	847-917-2384	9099615 - TRAVIS THA
System Text:		UserText:		
Subscriber level SOC created. SOC: MSG3. Effective: 06/15/2010.				

Creation Date	TYPE	Category	Subscriber	Created By
05/19/2010 13:37:32	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text		User Text		
CM - Interaction .15 inch blank gap 485 Character Count Missing Working User id		:: CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/EQUIPMENT INQUIRY OR PROBLEM/EQUIPMENT INQUIRY RESOLUTION: DIRECTED TO MANUFACTURER NOTES: CUST CI AND HE CANNOT ACCESS THE KEYPAD FROM PHONE-CALLED PALM FOR INSTRUCTIONS AND THEY TOLD THE CUST THAT HE NEEDED TO DO A RTM RESET, WE NEED TO DO IT ON OUR END-ADVUSED CUST THAT WE NEED TO DO A MASTER RESET BUT CUST CANNOT PUSH ANY BUTTONS ON KEYPAD CREATED ON: 2010-05-19 14:37:02.0 CREATED BY: NS586R (SOWERS, NICOLE) CALLER: JIM CHELMOWSKI		



05/19/2010 13:28:55	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM
System Text		User Text		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.		

05/19/2010 13:25:52	Upg Elg Check Result	SUB	847-744-5626	30158 - IVR - API ID
System Text		User Text		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CIV.		Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.		

05/19/2010 13:04:51	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text		User Text		
CM - Interaction NO blank gap Complete Comment with Working User id		:: CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/EQUIPMENT INQUIRY OR PROBLEM/EQUIPMENT PROBLEM RESOLUTION: EDUCATED - PROPER USAGE NOTES: JIM CHELMOWSKI WANTED TO KNOW HOW TO CHANGE HIS LAUNGUAGE OPPTIONS FROM SPANISH TO ENGLISH...RB139U CREATED ON: 2010-05-19 14:04:22.0 CREATED BY: RB139U (BLEAHU, ROMULUS) CALLER: JIM CHELMOWSKI;OWNER;847 744-5626;VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS :RB139U		



05/19/2010 12:30:27	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM
System Text		User Text		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.		

05/19/2010 12:27:59	Upg Elg Check Result	SUB	847-744-5626	30158 - IVR - API ID
System Text		User Text		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. 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
05/19/2010 12:10:34	CM - Interaction	CRM	30145 - CLARIFY CRM	

CM - Interaction

2.23 inches blank gap  
 478 Character Count  
 Missing Working User id



System Text

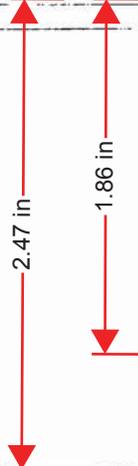
UserText

CLARIFY:: INTERACTION  
 ACTION: ONE AND DONE  
 NEED: DEVICE/POWER / CHARGING/HANDSET POWERS OFF  
 RESOLUTION: COMPLETED EXCHANGE BY MAIL  
 NOTES: JENNIFER NACO/JENNY WELLER/CVG/XBM/PHIL  
 WIRELESS#- 847 744-5626  
 ACCT HOLDER- JIM CHELMOWSKI  
 SPOKE TO- WILLIAM HELLER, DSC REP, WH0202  
 VID-SSN  
 IMEI- 358850020649055 REP  
 MAKE/MODEL- HTC SEED STOCK 65077 (BROWN)  
 FIRST DATE OF ACTIVATION-01/13/2009 2:20 PM  
 ISSUE/PROBLEM/RESOLUTION-POWERCYLING BY ITSELF.,DOA /DID SOFT  
 HARD RESET. TEST ANOTHER /CHARGER.CUS

05/19/2010 12:09:53	XBM NOTES	CSM	847-744-5626	30143 - REVERSE LOG
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XBM NOTES

.61 inch blank gap  
 490 Character Count  
 Missing Working User id



System Text

UserText

JENNIFER NACO/JENNY WELLER/CVG/XBM/PHIL  
 WIRELESS#- 847 744-5626  
 ACCT HOLDER- JIM CHELMOWSKI  
 SPOKE TO- WILLIAM HELLER, DSC REP, WH0202  
 VID-SSN  
 IMEI- 358850020649055 REP  
 MAKE/MODEL- HTC SEED STOCK 65077 (BROWN)  
 FIRST DATE OF ACTIVATION-01/13/2009 2:20 PM  
 ISSUE/PROBLEM/RESOLUTION-POWERCYLING BY ITSELF.,DOA /DID SOFT  
 HARD RESET. TEST ANOTHER /CHARGER.CUST IS UPSET BEC. DSC DID NOT  
 CARRY DEVICE.  
 CHECKED FOR PHYSICAL-GOOD  
 LIQUID DAMAGE(LDI)- WHITE CHECKED BATTERY CONNECTIONS-GOOD  
 CHARGING PORT-GOOD  
 MYCSP I

05/19/2010 12:09:49	RMA approved	FINN	847-744-5626	30143 - REVERSE LOG
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System Text

RMA has been approved and replacement order has been created

UserText

RMA HAS BEEN APPROVED AND REPLACEMENT ORDER HAS BEEN CREATED  
 . THE WORKING USER ID IS :RLUSER

05/19/2010 12:09:48	RMA approved	FINN	847-744-5626	30143 - REVERSE LOG
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System Text

RMA has been approved and replacement order has been created

UserText

RMA5973775 HAS BEEN APPROVED WITH RMA TYPE XBM. . THE WORKING  
 USER ID IS :RLUSER

Creation Date	TYPE	Category	Subscriber	Created By
05/19/2010 10:26:06	COROverrideNote	GEN	30229 - OPUS - API ID	
System Text		UserText		
ACCOUNT ACCESSED THROUGH UNVALIDATED OVERRIDE -OTHER VERF SSN THE WORKING USER ID IS :WH0202				

Creation Date	TYPE	Category	Subscriber	Created By
05/19/2010 10:26:01	Upg Elg Check Result	SUB	847-744-5626 30143 - REVERSE LOG	
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 3G Standard Upgrade: Result: Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
05/19/2010 10:21:37	Upg Elg Check Result	SUB	847-744-5626 30143 - REVERSE LOG	
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 3G Standard Upgrade: Result: Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
05/18/2010 15:57:41	CSM General	CSM	847-768-0000 30004846 - NAYREE J	
System Text		UserText		
Customer was offered to Port out by Troy Rudloff (DOSO) customer declined. Customer is having issues with HTC Tilt. Sending out a Palm Pre out of courtesy to customer. N. Jacob FSAM 8477652895				

Creation Date	TYPE	Category	Subscriber	Created By
05/18/2010 13:02:51	Change Personal Data	BAN	30004846 - NAYREE J	
System Text		UserText		
Ban License Exp. Date data was changed from 4/5/2002 to 4/5/2012				

Creation Date	TYPE	Category	Subscriber	Created By
05/17/2010 15:05:45	CM - Commitment	CRM	30145 - CLARIFY CRM	
System Text		UserText		
CM - Commitment		::CLARIFY:: COMMITMENT ID: 942770275 PRIORITY: NORMAL STATUS: COMPLETED DUE DATE: 5/17/2010 8:01:00 PM NOTES: CCL- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&A;C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTENSE		

2.47 inches blank gap  
479 Character Count  
Missing Working User id



Creation Date: 05/17/2010 13:19:58 TYPE: CM - Interaction Category: CRM Subscribers: - - Created By: 30145 - CLARIFY CRM

System Text: CM - Interaction  
User Text: ::CLARIFY:: INTERACTION  
ACTION: ONE AND DONE  
NEED: DEVICE/POWER / CHARGING/HANDSET POWERS OFF  
RESOLUTION: COACHING RESOLVED ISSUE  
NOTES: MARK CHAVEZ|CVS|HED|PHIL|MC0065  
WTN|847 744-5626  
ACCNT/CALLER'S NAME|JIM CHELMOWSKI  
VID:SSN/PW  
ISSUE/RESO|SHUTS OFF FOR NO REASON|JUST ASKED IF HE CAN GO TO DSC  
IN SCHAUMBERG|EDUC CX WE DO HAVE ONE IN SCHUAMBERG|CX SAYS HE  
WILL JUST GO THERE.  
MYCSP ID|123665  
CREATED ON: 2010-05-17 14:19:33.0  
CREATED BY: MC0065 (CARINO, MARK CONRAD)  
CALLER: JIM CHELMOWSKI;OW

Annotations:  
2.13 in (gap between System and User text)  
1.90 in (height of User text)

05/17/2010 13:16:13 Upg Elg Check Result SUB 847-744-5626 30145 - CLARIFY CRM

System Text: Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.  
User Text: Standard Upgrade: Result:Eligible.  
Phone 3G Standard Upgrade: Result:Eligible.

05/17/2010 13:00:32 CM - Commitment CRM - - 30145 - CLARIFY CRM

System Text: CM - Commitment  
User Text: ::CLARIFY:: COMMITMENT  
ID: 942770275  
PRIORITY: NORMAL  
STATUS: IN PROGRESS  
DUE DATE: 5/17/2010 8:01:00 PM  
NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND  
HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI:  
358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010  
COLOR: SILVER AND BLACK T&AMP;C: HE WILL CHOOSE FROM THE  
BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD  
2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK  
YOU. \*\*\*\*SCOTT CHRISTEN

Annotations:  
3.58 in (gap between System and User text)  
1.46 in (height of User text)

05/14/2010 05:38:13 Replacement shipped FINN 847-744-5626 30143 - REVERSE LOG

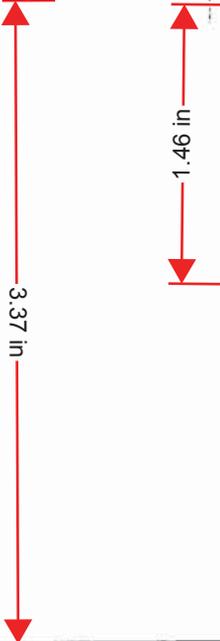
System Text: Return replacement order has been shipped  
User Text: RETURN REPLACEMENT ORDER HAS BEEN SHIPPED. THE WORKING USER ID IS :RLUSER

.23 inch blank gap  
482 Character Count  
Missing Working User id

2.12 inches blank gap  
492 Character Count  
Missing Working User id

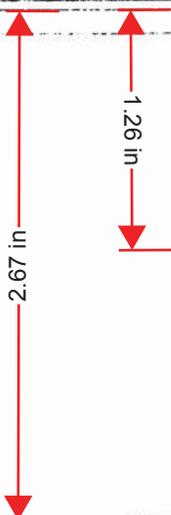
Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 16:29:25	CM - Commitment	CRM	-	30145 - CLARIFY CRM
System Text		UserText		
CM - Commitment		::CLARIFY:: COMMITMENT ID: 942770275 PRIORITY: NORMAL STATUS: IN PROGRESS DUE DATE: 5/17/2010 8:00:00 PM NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&AMP;C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTEN		

1.91 inch blank gap  
 496 Character Count  
 Missing Working User id



Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 16:28:41	XBM NOTES	CSM	847-744-5826	30143 - REVERSE LOC
System Text		UserText		
XBM NOTES		CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&AMP;AMP;C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTENSEN-SC4442-OGDEN COMMITMENT TEAM**** 05/13/10 @ 8:28AM. CALLED 847-729-0818 AND LEFT VM. EXTENDED COMMITME		

1.41 inch blank gap  
 491 Character Count  
 Missing Working User id



Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 16:28:34	RMA approved	FINN	847-744-5826	30143 - REVERSE LOC
System Text		UserText		
RMA has been approved and replacement order has been created		RMA HAS BEEN APPROVED AND REPLACEMENT ORDER HAS BEEN CREATED . THE WORKING USER ID IS :RLUSER		

Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 16:28:33	RMA approved	FINN	847-744-5826	30143 - REVERSE LOC
System Text		UserText		
RMA has been approved and replacement order has been created		RMA5853933 HAS BEEN APPROVED WITH RMA TYPE XBM. . THE WORKING USER ID IS :RLUSER		

Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 16:26:38	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LO
System Text		User Text		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.		

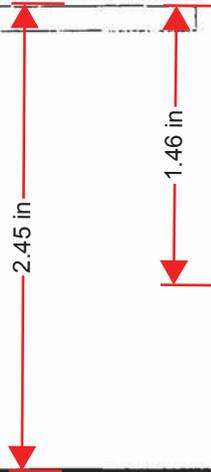
05/13/2010 16:24:31	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LO
System Text		User Text		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.		

05/13/2010 16:21:09	Payment Received	FINN	-	30210 - QUICKPAY - A
System Text		User Text		
Payment received. Payment deposit date: 05/13/2010. Amount: \$241.60. Method: CC. Source: SRVPYM		PAYMENT TAKEN VIA QUICKCARD BY USER: COLAM, TRANSACTION NUMBER: QPCOAT492140914, AMOUNT: \$241.60		

05/13/2010 16:19:36	Upg Elg Check Result	SUB	847-744-5626	10076021 - SCOTT CH
System Text		User Text		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Ellg Date:None. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Ellg Date:None.		

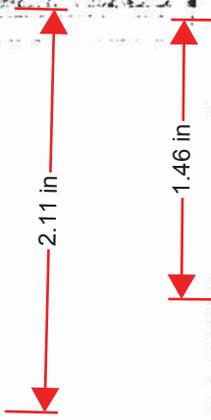
05/13/2010 15:13:23	CM - Commitment	CRM	-	30145 - CLARIFY CRM
System Text		User Text		
CM - Commitment		::CLARIFY:: COMMITMENT ID: 942770275 PRIORITY: NORMAL STATUS: IN PROGRESS DUE DATE: 5/13/2010 8:02:00 PM NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTEN		

.99 inch blank gap  
495 Character Count  
Missing Working User id



05/13/2010 09:29:16	CM - Commitment	CRM	-	30145 - CLARIFY CRM
System Text		User Text		
CM - Commitment		::CLARIFY:: COMMITMENT ID: 942770275 PRIORITY: NORMAL STATUS: IN PROGRESS DUE DATE: 5/13/2010 8:01:00 PM NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTEN		

.45 inch blank gap  
497 Character Count  
Missing Working User id



Creation Date	TYPE	Category	Subscriber	Created By
05/13/2010 09:25:55	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOC
System Text: Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		UserText: Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.		
05/11/2010 18:15:27	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text: CM - Interaction .25 inch blank gap 494 Character Count Missing Working User id		UserText: ::CLARIFY:: INTERACTION ACTION: COMMITMENT; ID: 942770275 NEED: DEVICE/AUDIO/DISTORTED/STATIC - SPEAKER NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. CREATED ON: 2010-05-11 19:14:19.0 CREATED BY: JD073N (DICKEY, JANICE) CALLER:		
05/11/2010 18:15:08	CM - Commitment	CRM	- -	30145 - CLARIFY CRM
System Text: CM - Commitment .31 inch blank gap 487 Character Count Missing Working User id		UserText: ::CLARIFY:: COMMITMENT ID: 942770275 CREATED ON: 2010-05-11 19:14:00.0 CREATED BY: JD073N (DICKEY, JANICE) CALLER: JIM CHELMOWSKI PRIORITY: NORMAL STATUS: NOT STARTED DUE DATE: 2010-05-13 10:30:00 NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT		
05/11/2010 17:39:22	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOC
System Text: Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		UserText: Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.		
05/11/2010 17:39:09	Expire SUB SOC	SUB	847-744-5626	3005005 - ATLAS CSI
System Text: Subscriber level SOC expired. SOC: SMRTEXCL. Expiration date: 05/11/2010.		UserText:		
05/11/2010 17:39:06	SmrtPhne Plan Notice	CSM	847-744-5626	3005005 - ATLAS CSI
System Text: Smartphone data plan requirement notification sent		UserText: CUSTOMER NOTIFIED OF SMARTPHONE DATA PLAN REQUIREMENT AND INFORMED THAT A SMARTPHONE DATA PLAN HAS BEEN ADDED TO THEIR ACCOUNT. PLEASE ENSURE THAT A PROPER DATA PLAN IS PRESENT FOR THE CUSTOMERS SMARTPHONE DEVICE. DOMESTIC DATA CONTROLS . THE WORKING USER ID IS :ATLASSYSID		
05/11/2010 17:38:26	Add SUB SOC	SUB	847-744-5626	10029234 - JANICE DI
System Text: Subscriber level SOC created. SOC: UMTS. Effective: 05/11/2010.		UserText:		

Creation Date	TYPE	Category	Subscriber	Created By
05/11/2010 17:24:32	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text:		UserText:		
CM - Interaction		::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: ACCOUNT/ACCOUNT STATUS/VERIFY ACCOUNT STATUS RESOLUTION: EDUCATE CUSTOMER - ACCOUNT STATUS NOTES: TT MR. CHEMOWSKI CUST CALLED TO CREATED ON: 2010-05-11 18:23:29.0 CREATED BY: CJ053T (JOHNSON, CASEY) CALLER: JIM CHELMOWSKI; OWNER: 847 744-5626; VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS :CJ053T		
NO blank gap		1.13 in		
05/11/2010 17:23:03	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:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.		
05/11/2010 17:22:25	Upg Elg Check Result	SUB	847-744-5626	30158 - IVR - API ID
System Text:		UserText:		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CIV.		Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.		
05/11/2010 17:14:08	Office of the Pres	COLL	847-768-0000	25807 - JAMES CAMB
System Text:		UserText:		
OOP Escalation		oop manager not spoke to customer advised that we could create a request to have landline team call him regarding his old landline business phone,.....jim camberis xxx character count		
		Blank gap .19in		
05/08/2010 15:10:03	Collection General	COLL	- -	1902048 - EDD API ID
System Text:		UserText:		
		COLLECTION SMS DUNNING SENT TO 847-744-5626 ON 08/05/2010 . THE WORKING USER ID IS :EDDSYSID		
04/29/2010 10:47:29	Office of the Pres	COLL	847-768-0000	25775 - TENE BURSE
System Text:		UserText:		
OOP Escalation		I called Mr. Chelmowski back and explained to him that according to AT&T records no implication of deactivation of fast forward unit in billing system. I offered a \$25 courtesy credit. He declined to accept credit. I advised of option to reactivate fast forward unit or can utilize call forwarding feature and since other number is wireless number, he will not be charged. Mr. Chelmowski became very irate and stated that he wanted to cash check that is in business name at wireless store for cash. Mr. Chelmows		
.25 inch blank gap		1.11 in	ui 98.0	
503 Character Count				
Missing Working User id				
04/29/2010 09:18:18	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		
.81 inch blank gap		ui 89.1	ui 87.0	
505 Character Count				
Missing Working User id				

Creation Date	TYPE	Category	Subscriber	Created By
04/07/2010 20:00:11	Call List Management	CSM	847-744-5626	30232 - MyATT
System Text: M2AN Call List Management		UserText: CALL LIST ENTRIES ADDED- 847-657-7502. CALL LIST ENTRIES DELETED 847-657-7302,847-657-7402 BY SUBSCRIBER- 847-744-5626 EFFECTIVE AT TIME-THU APR 08 19:59:37 CDT 2010 . THE WORKING USER ID IS :8477445626		

04/04/2010 18:50:39	Replacement shipped	FINN	847-744-5626	30143 - REVERSE LOC
System Text: Return replacement order has been shipped		UserText: RETURN REPLACEMENT ORDER HAS BEEN SHIPPED. . THE WORKING USER ID IS :RLUSER		

04/03/2010 13:19:19	CM - Interaction	CRM	-	30145 - CLARIFY CRM
System Text: CM - Interaction		UserText: ::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/CONNECTIVITY - CALL QUALITY/CAN NOT MAKE OR RECEIVE RESOLUTION: COMPLETED EXCHANGE BY MAIL NOTES: PHONE WILL NO LONGER LIGHT UP.TRIED DIFF BAT AND CHARGER AND NO RESULTS. CUST WAS ON THE PHONE. GAVE CUST INFO WHAT I NEED AND CB CUST. ææ IMEI/SIM: 351507031286213 ææ FUD: 09/25/2009 ææ LDI:WHITE ææ DAMAGE:GOOD ææ PORTS: GOOD ææ M/M: MOTOROLA V9X RAZR2 BLACK ææ TS & CS: \$210.00 ææ OOW FEE: \$210.00 ææ RMA#: RMA55249315 CREATED		

.47 inch blank gap  
484 Character Count  
Missing Working User id

04/03/2010 13:18:59	XBM NOTES	CSM	847-744-5626	30143 - REVERSE LOC
System Text: XBM NOTES		UserText: MARY SCHNEBELI / XBM / ARN / CVS ææMY CSP ID: MS2669 ææID: MYC_EQP_APD_129896 ææWTN#: 8477445626 7736310909 ALT # ææNAME: JIM CHELMOWSKI MAISEE LOR ML7860 CUST CARE ææVID:SS# ææISSUE/RES:BLUETOOTH IS NOT PAIRING WITH PHONE, HAVING DROPPED CALLNE IS NOT WORKING. WHEN CUST GETS A PHONE FFOFOLTHE BLUETOOTH WILL GOT HANDSET. CUST WAS ON THE PHONE. CHECKED MAP TOOL. SEVERAL TOWERS DOWN IN MAP TOOL. DID A MR AND NO RESULT. ææIMEI/SIM: 358850020636946 ææFUD: 02/09/2010 ææLDI: WHITE ææDAMAGE		

.72 inch blank gap  
482 Character Count  
Missing Working User id

04/03/2010 13:18:55	RMA approved	FINN	847-744-5626	30143 - REVERSE LOC
System Text: RMA has been approved and replacement order has been created		UserText: RMA HAS BEEN APPROVED AND REPLACEMENT ORDER HAS BEEN CREATED . THE WORKING USER ID IS :RLUSER		

04/03/2010 13:18:53	RMA approved	FINN	847-744-5626	30143 - REVERSE LOC
System Text: RMA has been approved and replacement order has been created		UserText: RMA55249571 HAS BEEN APPROVED WITH RMA TYPE XBM. . THE WORKING USER ID IS :RLUSER		

Creation Date	TYPE	Category	Subscriber	Created By
04/03/2010 13:12:28	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOC
System Text:		User Text:		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.		

04/03/2010 12:48:25	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM
System Text:		User Text:		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.		

04/03/2010 12:43:22	CM - Interaction	CRM	-	30145 - CLARIFY CRM
System Text:		User Text:		
CM - Interaction  2.07 inches blank gap 502 Character Count Missing Working User id		:CLARIFY:: INTERACTION ACTION: TRANSFERRED CALL NEED: DEVICE/EQUIPMENT INQUIRY OR PROBLEM/EQUIPMENT PROBLEM NOTES: CANNOT ACCEPT INCOMING CALLS WHEN USING BLUEBOOTH. IT ROUTES CALL RIGT AWAY TO HANDSET WHEN ATTEMPT TO PICK UP. CUST TRIED W/ SEVERAL DIFF BLUETOOTH AND ITS STILL NOT WORKING. CUST IS EXPERIENCING DROPPED CALLS. ADV CUST OF DEGRADED TOWERS NEARBY THAT IS CAUSING DROPPED CALLS. CUST IS UPSET AND SAID HE'S NOT BUYING WHAT I TOLD HIM. TIME IS OFF ON DEVICE. CANNOT SEE VOL CONTRO BARS WHEN TURN U		

04/03/2010 12:40:46	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOC
System Text:		User Text:		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.		

04/03/2010 12:38:19	CM - Interaction	CRM	-	30145 - CLARIFY CRM
System Text:		User Text:		
CM - Interaction  .50 inch blank gap 483 Character Count Missing Working User id		:CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/REPLACEMENT/WARRANTY EXCHANGE RESOLUTION: REFER TO WARRANTY EXCHANGE NOTES: MR CHELMOWSKI IS HAVING AN ISSUE WITH BLUETOOTH ON INCOMING CALLS AND HAVING DROPPED CALLS ON DEVICE DEVICE ISSUE AS WELL OFFERED TO XFER CX TO WARRANTY BUT CCR REP WANTED TO DISCUSS REPLACEMENT OPTIONS WITH HIM DID EDU OF TOWER DOWN IN AREA AND THAT WOULD BE AFFECTING THE DROPPED CALL ISSUE PER IDS 135525 AND 129896 CREATED ON: 2010-04-03 13:35:48.0 CREATED		

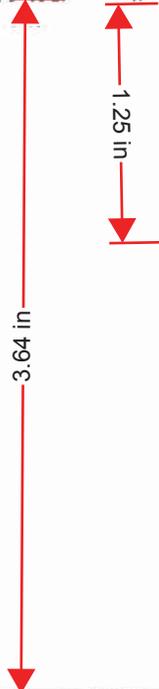
Creation Date	TYPE	Category	Subscriber	Created By
04/03/2010 12:30:12	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM
System Text:		UserText:		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.		
04/03/2010 12:10:28	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 3G Standard Upgrade: Result:Eligible.		
04/03/2010 12:09:11	Upg Elg Check Result	SUB	847-744-5626	30158 - IVR - API ID
System Text:		UserText:		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CIV.		Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.		
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.....li5389		
03/29/2010 13:22:04	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text:		UserText:		
CM - Interaction		:CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: BILL/INQUIRE ABOUT A BILL OR SPECIFIC CHARGE/MONTHLY RECURRING CHARGE RESOLUTION: EDUCATED - MONTHLY RECURRING CHARGE NOTES: CCI WANRTED TO GO OVER THE CHANGES ADVISED THE UST OF THE THE STATUS ON THE AACOUNT COULDN'T HEAR THE CUSTOMER CALL ESCALALLTED TO A SUPERVISOR XCCALL CLSOED RM4945 CREATED ON: 2010-03-29 14:21:42.0 CREATED BY: RX9335 (MENDOZA, ROBERT) CALLER: JIM CHELMOWSKI; OWNER:847 744-5626; VERIFIED WITH ACCOUNT OWNER SSN; . THE W		
NO blank gap 448 Character Count Missing Working User id		1.51 in		
03/29/2010 12:59:16	Upg Elg Check Result	SUB	847-744-5626	30158 - IVR - API ID
System Text:		UserText:		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CIV.		Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.		
03/29/2010 12:58:57	Restore BAN	BAN	- -	30261 - ORBIT - API
System Text:		UserText:		
BAN Restored (4 Subscribers). Effective: 03/29/2010. Reason: NON PAYMENT - AUTOMA.				
03/29/2010 12:58:43	Payment Received	FINN	- -	30210 - QUICKPAY - A
System Text:		UserText:		
Payment received. Payment deposit date: 03/29/2010. Amount: \$408.53. Method: CC. Source: SRVPYM		PAYMENT TAKEN VIA QUICKCARD BY USER: COLAM, TRANSACTION NUMBER: QPCODT643687315, AMOUNT: \$408.53		

Creation Date	TYPE	Category	Subscriber	Created By
03/29/2010 10:22:45	Suspend BAN	BAN	- -	30261 - ORBIT - API
System Text:		User Text:		
BAN Suspended (4 Subscribers) effective from: 20100329. Reason: NON PAY CACS-T SUSPE.				
03/23/2010 09:30:59	Collection General	COLL	- -	1905393 - TIER 2 DIAL
System Text:		User Text:		
AUTODIALER HANDLED CALL - AMD-DETECTED - LEFT MESSAGE - CALLED: - DATE TIME CALLED: MAR 23 2010 9:25AM . THE WORKING USER ID IS :DIALERSYS				
03/22/2010 09:26:48	Collection General	COLL	- -	1905393 - TIER 2 DIAL
System Text:		User Text:		
AUTODIALER HANDLED CALL - AMD-DETECTED - LEFT MESSAGE - CALLED: - DATE TIME CALLED: MAR 22 2010 9:24AM . THE WORKING USER ID IS :DIALERSYS				
03/15/2010 18:36:49	Upg Eig Check Result	SUB	847-744-5626	30158 - IVR - API ID
System Text:		User Text:		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CIV.		Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.		
03/15/2010 06:27:34	MAILED LETTER	DIAL	- -	30261 - ORBIT - API
System Text:		User Text:		
DUNNING LETTER SENT. LETTER: TL.SUS1 LETTER NAME: PRE SUSPEND LETTER LETTER DATE: 03/15/2010 . THE WORKING USER ID IS :ORBIT				
03/14/2010 05:53:22	EMAILED DUNNING	BAN	- -	30261 - ORBIT - API
System Text:		User Text:		
EMAIL DUNNING LETTER SENT		DUNNING EMAIL SENT. ACCOUNT ID:254633342 NAME:JIM CHELMOWSKI EMAIL ADDRESS:CHELMOWSKI@COMCAST.NET EMAIL REQUEST DATE:20100314025031 EMAIL TEMPLATE ID:EMA002 PAST AMOUNT DUE:204.64 TOTAL AMOUNT DUE:408.53 BILLING DATE:20100305 . THE WORKING USER ID IS :ORBIT		
03/09/2010 02:36:20	Collection General	COLL	- -	1902048 - EDD API ID
System Text:		User Text:		
COLLECTION SMS DUNNING SENT TO 847-768-0000 ON 08/03/2010 . THE WORKING USER ID IS :EDDSYSID				
03/02/2010 13:37:50	Office of the Pres	COLL	847-768-0000	25807 - JAMES CAMB
System Text:		User Text:		
OOP Escalation		oop manager call back called customer and lm with direct line...jim camberis		

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2010 13:29:28	Office of the Pres	COLL	847-744-5626	25775 - TENE BURSE
System Text:		UserText:		
OOP Escalation .37 inch blank gap 504 Character Count Missing Working User id		OOP: I called Mr. Chelmowski back to assist with his call forwarding request. Mr. Chelmowski stated that he had issue with numbers not being ported and believes that it is AT&T's error. I explained to Mr. Chelmowski that incomplete information was provided by OSP and therefore port request was denied-not an AT&T error. I agreed to assist with call forwarding numbers via snooper and that wireless receiving calls would incur minutes. Mr. Chelmowski continue to state that he continues to lose money with AT&T		
1.22 in		0.87 in		
03/01/2010 08:57:16	Office of the Pres	COLL	847-768-0000	25775 - TENE BURSE
System Text:		UserText:		
OOP Escalation		OOP: I received a call from Mr. Chelmowski to contact him to discuss his account. I spoke with Mr. Chelmowski this morning and he is requesting to have all his calls forwarded to 847-768-0000. He did not have time to discuss and requested that I cal him back around 1pm. I did explain that port issue was do to incomplete information received and case has been closed. T.Burse/oop		
02/27/2010 10:32:00	14-day delinquent	FINN	847-744-5626	30143 - REVERSE LOG
System Text:		UserText:		
14 days have passed and damaged handset has not been received		14 DAYS HAVE PASSED AND DAMAGED HANDSET HAS NOT BEEN RECEIVED. THE WORKING USER ID IS :RLUSER		
02/11/2010 20:51:10	Upg Elg Check Result	SUB	847-917-2384	30158 - IVR - API ID
System Text:		UserText:		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: CIV.		Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.		
02/10/2010 15:57:27	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text:		UserText:		
CM - Case		::CLARIFY:: CHANGE TO CASE CASE ID: CM20100204_8620788 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: CLOSED SLA: 2010-02-16 17:42:15 CONDITION/WORKFLOW: CLOSED NOTES: -> CLOSED CASE RESOLUTION: RESOLVED - NO CREDIT GIVEN DATE COMPLETE: . THE WORKING USER ID IS :JC1073		
02/09/2010 09:45:31	Payment Received	FINN	- -	30210 - QUICKPAY - A
System Text:		UserText:		
Payment received. Payment deposit date: 02/09/2010. Amount: \$314.70. Method: CC. Source: SRVPYM		PAYMENT TAKEN VIA QUICKCARD BY USER: COLAM, TRANSACTION NUMBER: QPCODT625490332, AMOUNT: \$314.70		
02/09/2010 09:44:33	CC Payment Failed	SUB	847-744-5626	30210 - QUICKPAY - A
System Text:		UserText:		
QuickPay Failed CC Payment		PYMT FAILED:COLAM-02/09/2010-07:43:31-\$314.7-CVV-(1018) . THE WORKING USER ID IS :COLAM		
02/09/2010 06:01:55	Replacement shipped	FINN	847-744-5626	30143 - REVERSE LOG
System Text:		UserText:		
Return replacement order has been shipped		RETURN REPLACEMENT ORDER HAS BEEN SHIPPED. . THE WORKING USER ID IS :RLUSER		

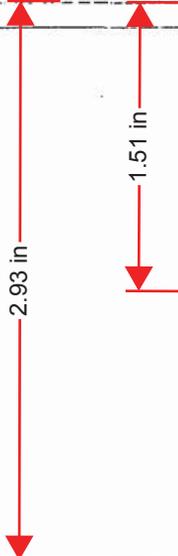
Creation Date	TYPE	Category	Subscriber	Created By
02/08/2010 12:15:58	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text		User Text		
CM - Interaction		::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/CONNECTIVITY - CALL QUALITY/DROPPED CALLS RESOLUTION: 2-STRIKE EXCHANGE NOTES: MARIA VIOLETA CATBAGAN/ANDRES/ CVG/XBM/PHIL -/SPOKE TOJIM CHELMOWSKI/ RICHARD GARTANIEN-CUSTCARE BLUETOOTH ISSUE, DOESNT PAIRBUT PAIRS W/ ANOTHER PHONE /DROPPED CALLS -BEST LOCATION PER MTI -HVNT TRIED SIM CARD IN DIFF DEVICE YET -REFUSED MORE T/S AND THREATENING TO CXL SVC , LTV3 AND CHURN 4, REQUESTING M./M CHANGE AND INSISTING ON TILT 2, THREATENING TO C		

2.39 inches blank gap  
 485 Character Count  
 Missing Working User id



Creation Date	TYPE	Category	Subscriber	Created By
02/08/2010 12:14:46	XBM NOTES	CSM	847-744-5626	30143 - REVERSE LOG
System Text		User Text		
XBM NOTES		MARIA VIOLETA CATBAGAN/ANDRES/ CVG/XBM/PHIL - WIRELESS# -8477445626 * ACCT HOLDER/SPOKE TOJIM CHELMOWSKI/ RICHARD GARTANIEN-CUSTCARE VID -SSN IMEI -359026027603390 011630000510173 MAKE/MODEL -LG SEED STOCK CT810 INCITE (SILVER 1ST DATE OF ACTIVATION -01/13/2009 2:20 PM ISSUE/PROBLEM/RESOLUTION BLUETOOTH ISSUE, DOESNT PAIR W/ HIS PHONE BUT PAIRS W/ ANOTHER PHONE /DROPPED CALLS -BEST LOCATION PER MTI -HVNT TRIED SIM CARD IN DIFF DEVICE YET -REFUSED MORE T/S AND THREATENING TO CXL SVC , LTV3 AND CH		

1.42 inch blank gap  
 482 Character Count  
 Missing Working User id

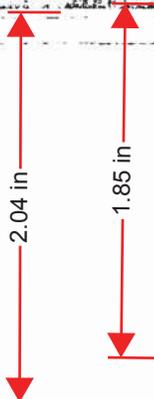


Creation Date	TYPE	Category	Subscriber	Created By
02/08/2010 12:14:34	RMA approved	FINN	847-744-5626	30143 - REVERSE LOG
System Text		User Text		
RMA has been approved and replacement order has been created		RMA HAS BEEN APPROVED AND REPLACEMENT ORDER HAS BEEN CREATED THE WORKING USER ID IS :RLUSER		

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2010 12:14:32	RMA approved	FINN	847-744-5626	30143 - REVERSE LOG
System Text		User Text		
RMA has been approved and replacement order has been created		RMA54392613 HAS BEEN APPROVED WITH RMA TYPE XBM. THE WORKING USER ID IS :RLUSER		

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2010 11:20:55	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM
System Text		User Text		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elg Date:06/14/2010. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elg Date:06/14/2010.		
02/08/2010 11:19:41	Upg Elg Check Result	SUB	847-744-5626	30158 - IVR - API ID
System Text		User Text		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CIV.		Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elg Date:None.		
02/08/2010 10:38:09	14-day delinquent	FINN	847-744-5626	30143 - REVERSE LO
System Text		User Text		
14 days have passed and damaged handset has not been received		14 DAYS HAVE PASSED AND DAMAGED HANDSET HAS NOT BEEN RECEIVED. THE WORKING USER ID IS :RLUSER		
02/08/2010 09:19:44	CM - Case	CRM	-	30145 - CLARIFY CRM
System Text		User Text		
CM - Case		:CLARIFY:: CHANGE TO CASE CASE ID: CM20100204_8620788 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2010-02-16 17:42:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :9B1402		
02/08/2010 08:47:14	CM - Case	CRM	-	30145 - CLARIFY CRM
System Text		User Text		
CM - Case		:CLARIFY:: CHANGE TO CASE CASE ID: CM20100204_8620788 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2010-02-16 17:42:15 CONDITION/WORKFLOW: OPEN-DISPATCH . THE WORKING USER ID IS :TB1352		
02/08/2010 08:34:51	CM - Case	CRM	-	30145 - CLARIFY CRM
System Text		User Text		
CM - Case		:CLARIFY:: CHANGE TO CASE CASE ID: CM20100204_8620788 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2010-02-16 17:42:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :TB1352		
02/05/2010 15:31:12	CM - Interaction	CRM	-	30145 - CLARIFY CRM
System Text		User Text		
CM - Interaction		:CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/WLNP INQUIRY OR PROBLEM/WLNP ISSUE RESOLUTION: PROVIDED PORTING STATUS NOTES: MGR AMY ALGUIRE ABOUT TO ATTEMPT 3RD CALL BACK HOWEVER OOP HAS NOW SPOKEN TO CUSTOMER AND HAS GIVEN CUSTOMER THEIR RESOLUTION. ACTION: ONE AND DONE NEED: NBA/NBA OFFER/DATA UNLIMITED \$15 RESOLUTION: DID NOT OFFER BECAUSE THE CUSTOMER WAS NOT VERIFIED NOTES: CREATED ON: 2010-02-05 16:29:55.0 CREATED BY: AA004K (ALGUIRE, AMY) CALLER: JIM CHELMO		

.19 inch blank gap  
462 Character Count  
Missing Working User id



Creation Date	TYPE	Category	Subscriber	Created By
02/05/2010 15:29:59	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:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.		
02/05/2010 15:20:48	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:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.		
02/05/2010 12:27:21	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:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.		
02/05/2010 08:19:23	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text		UserText		
CM - Interaction	<p>NO blank gap</p> <p>Complete Comment with Working User id</p> <p>↑ 1.37 in ↓</p> <p>::CLARIFY:: INTERACTION  ACTION: ONE AND DONE  NEED: DEVICE/EQUIPMENT INQUIRY OR PROBLEM/EQUIPMENT INQUIRY  RESOLUTION: CHANGED EQUIPMENT  NOTES: CCI TO SAY THAT HAVING MORE PROBLEMS WITH HIS WARRANTY PHONE... SAID THEY NEVER FIXED IT BEFORE SENDING TO HIM...TRANS TO WARRANTY TO GET PHONE...  CREATED ON: 2010-02-05 09:18:16.0  CREATED BY: JD2103 (DEPUY, JOYCE)  CALLER: JIM CHELMOWSKI;OWNER:847 744-5626;VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS :JD2103</p>			
02/05/2010 08:15:47	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:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010.		
02/04/2010 16:43:55	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text		UserText		
CM - Case	<p>::CLARIFY:: CHANGE TO CASE  CASE ID: CM20100204_8620788  TYPE: OOP/NON-REGULATORY/AT&amp;T WIRELESS SUBSCRIBER  PRIORITY: NORMAL  STATUS: SOLVING  SLA: 2010-02-16 17:42:15  CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :TB1352</p>			
02/04/2010 16:43:38	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text		UserText		
CM - Case	<p>::CLARIFY:: CHANGE TO CASE  CASE ID: CM20100204_8620788  TYPE: OOP/NON-REGULATORY/AT&amp;T WIRELESS SUBSCRIBER  PRIORITY: NORMAL  STATUS: SOLVING  SLA: 2010-02-16 17:42:15  CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :TB1352</p>			

1                   The note is kind of truncated  
2                   because it only gives a certain amount of  
3                   characters when it's printed it up through this  
4                   method. He then went on screaming, carrying on,  
5                   basically wailing and screaming in my ear about  
6                   it and said he was talking to an attorney, he  
7                   was going to the media, and basically he hung up  
8                   the phone.

9                   Q.       The issue at that time was only  
10                  related to the voicemail issue on the 000  
11                  number?

12                 A.       Correct.

13                 Q.       So what did you do after that?

14                 A.       What I did is I actually went with one  
15                  of my representatives, we manually forward his  
16                  numbers again for him because I had a thought  
17                  that's what I think he was wanting to do. I  
18                  also at that point advised my manager and my  
19                  director about the conversation that occurred  
20                  and I attempted to speak to him and then he hung  
21                  up on me. I said I was manually forwarding the  
22                  numbers for him to try to come to some sort of

1 Q. You can pretty much put whatever you  
2 want in there or redact whatever you want; isn't  
3 that correct?

4 A. No, it's not correct.

5 Q. You said something about it's  
6 truncated?

7 A. Uh-huh.

8 Q. Where is the proof that those  
9 e-mails -- excuse me -- those notes -- I'm going  
10 to call them log notes -- they are produced in  
11 full as to how they were when they were first  
12 filled in?

13 A. I don't understand the question.

14 Q. Is there a certification that  
15 somebody, a record keeper, could sign to say  
16 those are the complete notes?

17 A. I don't know that answer.

18 Q. You said they were truncated. How  
19 many characters can fit in there?

20 A. I don't know the exact number of  
21 characters. I don't remember.

22 Q. But if we go through every one of

1 these and you count, each field has different in  
2 your numbers in them. Some of them are more,  
3 some are not. Some with more aren't truncated.  
4 It's just certain select ones seem to have  
5 mid-sentence endings.

6 Do you know why that would be?

7 A. My understanding is when the notes are  
8 printed up in this manner, there's a certain  
9 character limit and it's truncated at that  
10 point.

11 Q. When you received Exhibit No. 28, did  
12 you call the bomb squad?

13 A. No.

14 Q. Did you have the envelope chemically  
15 tested?

16 A. No.

17 Q. You just threw it out, right?

18 A. Correct.

19 Q. You said you gave -- I think it was on  
20 Exhibit 27, you gave \$65.84 credit to  
21 Mr. Chelmowski has a courtesy. That wasn't an  
22 admission that you overbilled him by at least