

## Decoded Remarks for Account 4-6020-6717

Produced by Rogers Wireless on 9/14/05

9/12/2005 15:39 460206717 Management Referral: Please see special inst

9/12/2005 15:31 4163015780 Unblocked Voice.

9/9/2005 11:15 4163015780 Dimitros said the SIM card was fried on Sept 7, 2005

9/9/2005 11:11 4163015780 Customer called and asked why her son's phone is not working. Informed her that there was a block put on the account. Customer said she didn't request the block did not remove it as per customer's request as it went to Legal and they are looking after this. Sent Legal an email about the situation. Customer asked to have what was documented faxed to her, but I explained that I could not do so as this is in Legal's hands. Customer was informed on by Rogers Video that the SIM card was fried. Customer was going to but the SIM card it came to the customer's attention that there was a block. There was some confusion as to why the block was put on.

9/9/2005 10:18 4163015780 New Handset created effective: 09/09/2005.

9/8/2005 9:33 460206717 Legal Department: Eight bills printed at no charge.

9/7/2005 17:28 460206717 Temporary hold placed on Accounts Receivable collection treatment as per Legal department.

9/6/2005 16:39 460206717 As per customer's request, faxed word document expressing in writing (without signature) the fees that the customer is responsible for. This amount being per phone number and without the disputed charges. Had supervisor fax to store at 416-935-3411 to store manager's attention.

9/6/2005 16:15 460206717 Accounts Receivable: Customer requested to speak to Martin (previous rep) as they claim he told them he might be able to clear a portion of the balance owing on the account. I sent an e-mail to him to have him call them back.

9/6/2005 15:48 4163016203 Deleted account password.

9/6/2005 15:31 460206717 Accounts Receivable: Spoke with Mr. Dy, agent 0zmdg at 4169358080 at store with Mrs. Susan G. Drummond. Wanted breakdown of the bill as customer only agrees to pay part of the bill as she is contesting all calls made after 08/26/2005 as she filed police report because phone was stolen. Referred to Customer Service. Got authorization from Susan to allow agent to discuss account

9/6/2005 15:21 4163016203 Accounts Receivable: Agent from the store called about the customer's account. Transferred to Wireless Customer Service for assistance.

9/6/2005 14:59 460206717 CEO's Office: Left message for customer to call regarding billing dispute



9/4/2005 18:58 460206717 Customer called wanted info how a cap would work on a phone, explained to her about how the \$200.00 limit works on phone, she would be notified by automatic dialer, also asked if any way Rogers could physically locate phone, told her Rogers doesn't have any way of doing that

9/4/2005 18:27 4163015780 Customer called to dispute long distance charges on bill. Advised customer she is responsible for all calls. Customer wanted to know how she registered charges as disputed charges. Gave customer address to place a customer complaint to Customer Relations. Customer advised to make aware customer recently purchased a new phone under contract for the price of \$316.25. Customer also wanted to make aware she is paid high on a hourly rate.

9/4/2005 15:12 4163016203 Spoke with agent Amin (of store 0BHAG). Removed blocks (voice & data) on behalf of customer at her request. Added a new SIM card

9/3/2005 15:10 4163016203 Spoke with agent Jim (of store 0zmdg). Customer calling again saying this is fraud. Advised customer her having lost her phone does not equal fraud. Advised when reported phone lost 08'27'05 memo it states that she was advised she was responsible for all fees and charges. She herself said she thought phone was lost in May and never reported it. Declined credit for \$12,237.60. Advised not eligible for credit. Fraud has noted account already that this is not fraud

9/3/2005 11:20 4163015780 Advised customer of price plan, \$35 for her charges, \$30 for son's plus usages plus taxes

9/3/2005 11:01 4163015780 Advised of price plan and current charges.

9/3/2005 10:55 460206717 Accounts Receivable: Customer requested information on price plan, so transferred her to Customer Service.

9/3/2005 10:48 4163015780 Customer requested copy of memos. Advised customer would need subpoena or call back to confirm what was sent. Also see other three memos on account.

9/3/2005 10:31 4163015780 Advised customer of pre-Hardware Upgrade program and of pre-Hardware Upgrade fees. Customer didn't want to take advantage of programs if service was being suspended. Customer is willing to pay for regular service and regular charges, but put fraud charges. On hold until issue is solved, customer believes Rogers is breaking contract if service is suspended. Read contract to customer, customer requested copy of contract sent to her. Also advised customer contract is online and at dealer, but customer still wanted it sent.

9/3/2005 10:16 4163015780 Customer advised spoke police on Aug 28. Investigating officer is Amy B. Jerknes (416-808-5100), detective is Chris Dionne. Report # e-cops 1144571. Advised customer to contact credit at Bloor St. Advised customer not able to separate fraud charges. Advised customer not able to print bill to date without changing bill cycle. Advised a charge.

9/3/2005 9:32 4163015780 Customer requested contract remain open with promise to promise to pay regular monthly charges plus charges until July 22<sup>nd</sup>. Proposed susp of monies incurred during stolen from July 26 until blocks placed on account. Advised customer lost



program will extend contract. Advised customer of fees for three years. Advised customer to purchase phone at dealer and add to account new SIM card and telephone number change. Waive fee for telephone number change

9/3/2005 9:14 460206717 Accounts Receivable: Spoke with Customer Relations. Wondering what's the best way for customer to get service protected against suspension. Customer claims balance is product of fraud as her phone was stolen. Customer will go to report it to the police. Advised not to make an arrangement for an amount that she won't pay to avoid broken promise to pay on file given her good standing until now

9/2/2005 19:14 460206717 Accounts Receivable: Spoke with customer. Advised memo has no indication of letter received but of a call. Customer aware she is responsible for unreported stolen phone charges. Will need to spoke with police as per previous memos as this is not fraud. Will call back

9/2/2005 19:11 460206717 Accounts Receivable: Transferred customer to Customer Service regarding invoice and new phone

9/2/2005 16:54 4163015780 Accounts Receivable: Unprecedented high balance - over \$12,000. Customer not making promise to pay. 416-301-5780 blocked (data and voice) to avoid escalation

8/31/2005 10:44 4163016203 Added new Special Instructions

8/31/2005 10:43 460206717 Accounts Receivable: Referred by Loss Prevention SMS. See special instructions.

8/28/2005 12:28 460206717 Fraud (Loss Prevention): Not Fraud. Received call from Mrs. Drummond who advised her phone was stolen and that she does not want to be responsible for charges. She advised has already spoken with the police and filed PR # H124825. Advised Susan the police will need to speak with our Law Enforcement Department, but we are unable to investigate this as fraud. Customer also requested letter stating not responsible. Advised will need to be handled by police and we are unable to provide letter. Susan became upset and we were talking over each other, nothing was being resolved. Advised will need to place on hold but she hung up while holding. Issue closed.

8/27/2005 15:12 4163015780 Inquired about unbilled charges. Educated we could not give her any info as we don't have it.

8/27/2005 14:34 460206717 Management Referral: Customer wanted Rogers to take more responsibility regarding account that was affected by fraud. Customer reported cell phone lost/stolen only when he received the bill since did not notice it before. Customer aware that he is responsible for those calls. Gave customer Toronto head office address. Customer will send letter and take other actions. No resolution.

8/27/2005 13:39 460206717 Customer lost phone. Usage on account not customer. Requesting to speak with supervisor. Transferred to manager.

8/27/2005 13:35 460206717 Fraud (Loss Prevention): Received message on voicemail to call back customer at contact # 4169252490. Tried to call back but not available. Left message to call for customer to call back

8/27/2005 13:00 460206717 Accounts Receivable Spoke with husband who wanted me to note that he was told to go to police and it was useless. Was wrongly directed note re when they lost phone was inaccurate. Transferred to fraud + gave 1888 #.

8/27/2005 12:19 4163016203 Advised customer that responsible for all charges prior to blocking phone, confirmed with manager. Customer said will follow up on her own

8/27/2005 12:07 4163016203 Accounts Receivable: Transferred to Customer Service.

8/27/2005 11:30 4163016203 Customer Relations: User of phone thought was lost in May but never called to add blocks. Advised customer is responsible for usage. Referred to police. Aware of term. Was going to offer con hardware. Will call back

8/27/2005 11:29 4163016203 Stolen/Lost/Recovered. Blocked phone. Caller aware customer is responsible for Monthly Service Fee and calls prior to phone block..

8/27/2005 11:23 460206717 Accounts Receivable: Advised Susan of balance as she lost one of the phones and wants to cancel. Transferred to Customer Relations

8/26/2005 15:15 460206717 Accounts Receivable: Left message to call

8/26/2005 15:15 460206717 Special Instructions: 09/12/05 Please do not block 416-301-5780. This matter has been escalated to Legal and this line is not in dispute. Please ensure this line only is left open