

May 13, 2006

To Whom It May Concern,

In regards to Marlene Legare and her phone an Audiovox 6600(pda phone), I do hereby confirm that the phone had accidentally turned itself to silent mode and this would then cause the phone not to ring. The silent mode was activated in error while attempting to use another feature on the phone. This occurs without warning to the user that the setting has now gone into a new default - hence no notification sound occurs at this point.

Voicemail will also not notify the user if the phone is in this setting as there would be no sound following and no notification. This would cause the user to not know that incoming calls or messages have been missed or even came in. Unfortunately as explained to Marlene, this can be a common problem with a PDA phone and a flaw in the system.

In some instances the phone will not receive a call at all, but a message can be left on the system. The voice message indicator will still not notify unless the phone was in regular sound mode, not the silent setting. Also unfortunately, in this instance will show no indication that a call was missed or received when reviewing the history on the device.

In the past few months, Marlene Legare has been in a few times to see our manager in regards to her purchase of the Audiovox 6600 in late December 2005. Other issues with the phone are also being looked at as the phone did not seem to be performing as it should.

A replacement phone was ordered at that time for her to use while her phone is sent for servicing, and is on back order as we speak. Our records indicate that our manager Rob Funk requested a replacement phone on April 9th after numerous concerns were brought in since purchasing this unit and which were confirmed by himself upon testing.

I trust this will serve as an explanation as to why Marlene was unaware of any calls and hence could not answer or return calls made to her PDA in the past. We regret any inconvenience or embarrassment this may have caused her with respect to our equipment.

Yours truly,



Tom Harris Cellular
Telus Mobility Dealer
735-19800 Lougheed Hwy.
Pitt Meadows, BC
604-460-1934

Missed -
"Alleged"
Rem'd calls
which gave way
to a warrant.



Tom Harris Cellular

Mobility Centre

www.tomharriscellular.com

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REPAIR SERVICE / ACCESSORY LOANER TRACKING FORM

INCOMING REPAIR DATE: 2006-05-24 09:53:39 DATE OF PURCHASE: 2005-12-21
 COMPLETED DATE: TRACKING NUMBER: 012 323 -

CUSTOMER INFORMATION

COMPANY NAME:
 CUSTOMER NAME: MARLENE LEGARE
 ADDRESS: 604-786-3061
 CELLULAR #: 7788884549
 CONTACT #:

CUSTOMER CONTACTED AFTER REPAIR

PRODUCT TO BE REPAIRED

MAKE: AUDIOVOX MODEL: 6600
 ESN: 3608E483 HEX 05400582787 DEC ACCESSORIES: NONE
 The above mentioned accessories were provided by Tom Harris Cellular Ltd. INITIALS: _____

INVOICE NO:

SWAP REPLACEMENT, TICKET # 1925994

RENTAL INFORMATION

ESN:
 RENTAL MODEL:

DEVICES RETURNED AND INSPECTED: INITIALS:

EQUIPMENT VALUE INFORMATION

I hereby acknowledge that I have received the above rental equipment. I authorize Tom Harris Cellular Ltd. to charge for any products that are unreturned or have missing or damaged parts. I acknowledge that Tom Harris Cellular Ltd. is not responsible for any products that are left for over 30 days from repair completion date or any data that the product may contain. I agree to allow Tom Harris Cellular Ltd. to charge my credit card the amount of \$25 should the manufacturer deem my repair to be non-warranty.

VALUE OF EQUIPMENT: CUSTOMER SIGNATURE: _____

MISCELLANEOUS INFORMATION

WARRANTY: YES WARRANTY TYPE: MANUFACTURER
 WARRANTY VENDOR: DEPOSIT AMOUNT: NONE
 SALESPERSON: MONICA STORE: 012

TECHNICIAN COMMENTS: *Telus replaced unit new ESN # 05400719210. Please return defective unit. A.S.A.P.*

Thanks, Monica.



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