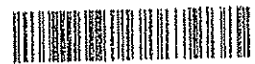


EXHIBIT LL (VOL 1)



Circuit City Stores, Inc.

Store 871
8045 GIACOSA PL.
MEMPHIS, TN 38133-5301
(901) 386-2037

14:34:04 07/14/07

Sold to:
TAYANA VENTURA

Orig Date 07/14/07

CUSTOMER COPY

Ticket
087103636855

Salesperson	Register	Cashier
H. HATLEY	05	249852
Item # Qty Model Description Price		
1 SL 1 PKG 0000002085B	PROMO PACKAGE	N .00
2 SL 1 SON 98000	ELECTRONIC GAMES	Y 450.00
SN CE138482926		
3 SL 1 SON 98040	GAME ACCESSORIES	Y 49.99

Total Taxable	\$	499.99
Sales Tax	\$	46.25
TOTAL PURCHASE	\$	546.24
VSA 03547A	\$	546.24
BALANCE	\$	0.00

For manufacturer contact information, please refer to your owner's manual or visit circuitcity.com

Item

** A Promotional Discount has been applied to item 2

You may be eligible to earn Circuit City Reward Points! Apply for a Circuit City Rewards Credit Card today. See a store associate for details.

Shop with us online at circuitcity.com.

CM REBATES ARE ALSO AVAILABLE ON CIRCUITCITY.COM

FOR IN-HOME INSTALLATION AND REPAIR SERVICE OR CONSUMER REPLACEABLE PARTS CALL: (888) 333-2333

VENTURA 000004

REDACTED

----- Forwarded message -----
From: Better Business Bureau <oakland.djg@bureaudata.com>
Date: Fri, Apr 23, 2010 at 5:06 AM
Subject: BBB Complaint Case#57168021(Ref#24-16128-57168021-3-200)
To: Mr Anthony Ventura <amventura@gmail.com>

Thank you for contacting your BBB regarding your complaint.

The complaint was received by the BBB on April 22, 2010 and has been assigned case# 57168021 in our files. Please make a note of this number.

Your complaint has been applied to the following business:
Sony Computer Entertainment America, Inc.
919 E Hillside Blvd 2nd Floor
Foster City, CA 94404-4247

The case has been reviewed by one of our Dispute Resolution Specialists and has now been forwarded to the business for their response. Should you hear directly from the company and the complaint is resolved, please notify us immediately.

To view the ongoing status of this case, we encourage you to visit the following site on the Internet by clicking here.

Thank you for using the services of your BBB!

Sincerely,

Deborah Griffith

Dispute Resolution Specialist

Tel: 510 844-2011

Fax: 510 844-2611

deborah@bbbemail.org

REDACTED

----- Forwarded message -----

From: Better Business Bureau <oakland.djg@bureaudata.com>
Date: Tue, May 11, 2010 at 5:07 AM
Subject: BBB Complaint Case#57168021(Ref#24-16128-57168021-8-1100)
To: Mr Anthony Ventura <amventura@gmail.com>

Your BBB has received a response from the business regarding your complaint. Please review their response and advise us of your position in the matter. You should understand, if we do not hear from you by May 21, 2010, we will close this case assuming it has been resolved.

You can access the details of the complaint and view the business' reply by clicking [here](#). Please click on the 'More' link in Complaint Status section to view this response.

Please be sure to indicate whether the business' response has resolved the complaint. If you find you are dissatisfied with the company's response, please provide us with a MIDDLE GROUND offer we can present to the company in an effort to resolve this dispute. If this is not provided, your BBB may not be able to be of further assistance in this case.

Sincerely,

Deborah Griffith

Dispute Resolution Specialist
Tel: 510 844-2011
Fax: 510 844-2611
deborah@bbbemail.org

BBB CASE#: 57168021

Complaint filed by:

Consumer Info

NAME:Anthony Ventura
 DAY PHONE:-
 ADDRESS: 332 Grant Ave 94306
 Palo Alto, CA
 EVE PHONE:-
 CELL PHONE:650 391-8371
 EMAIL:amventura@gmail.com
 FAX:-

(Less)

Complaint filed against:

Business Info

NAME:Sony Computer Entertainment America, Inc.
 BBB MEMBER:NO
 CONTACT:Ms. Cynthia Woodman
 ADDRESS: 919 E Hillsdale Blvd 2nd Floor
 Foster City, CA 94404-4247
 PHONE:800 345-7669
 FAX:650 655-7350
 Website:www.sony.com

(Less)

Activity

Date	Activity	Description
05/26/2010	Case closed - Assumed Resolved	
05/26/2010	Inform Business - Case Closed ASSUMED RESOLVED	
05/26/2010	No Consumer Response - Inform Business Assume Res	
05/10/2010	Forward Business Response to Consumer	CLT.cf.rtf

Complaint status:

05/10/2010 Receive Business Response

We understand that this complaint concerns the PlayStation®3 ("PS3") System Software Update Version 3.21 released on April 1, 2010. Among other things, Update Version 3.21, if downloaded by a user, would delete the "Install Other OS" option previously available on some PS3 systems. To protect the intellectual property of the content offered on the PS3 system, as well as to provide a more secure system for those users who are enjoying games and other entertainment content on the PS3 system, the "Install Other OS" feature was deleted to address security vulnerability. The update is optional and users can continue to use the "Install Other OS" feature, but if a user chooses not to upgrade the system, some other features will no longer be available, including online access to the PlayStation® Network and the ability to play PS3 format software or Blu-Ray Disc videos that require System Software Version 3.21 or later. Update Version 3.21 is authorized by and consistent with the Terms of Service and User Agreement for the PlayStation® Network, as well as the System Software License Agreement for the PS3 System. We apologize for any inconvenience this may have caused.

NMBR-Resend

05/10/2010	Complaint to Business - 2nd Letter
05/10/2010	NMBR- No response to first notice to business
04/22/2010	Inform Business of the Complaint
04/22/2010	Send acknowledgement to Consumer
04/22/2010	Complaint Validated by BBB Operator
04/22/2010	Complaint Received by BBB
<u>(Less)</u>	
Case Description:	I purchased a Sony Playstalon 3 (PS3) in 2007 because of two advertized features: online network gameplay, and the ability to install a computer operating system (referred to by Sony as OtherOS). On April 1, 2010 Sony forced me to give up one of these features. They remotely crippled my product afer I bought it. <u>(Less)</u>
Category:	Sales Practice Issues
Case opened date:	04/22/2010
Case closed date:	05/26/2010
Desired Resolution:	Full refund of the purchase price in 2007: \$500 <u>(Less)</u>

[Download a copy of this complaint so you can print it for your records](#)

*** This complaint has been closed. If you have more information to provide to BBB regarding this complaint, please click [here](#). ***

COMPLAINT ACTIVITY REPORT Case # 57168021

Better Business Bureau, Inc.

Consumer Info: Ventura, Anthony
332 Grant Ave
Palo Alto, CA 94306

Business Info: Sony Computer Entertainment America, Inc.
919 E Hillsdale Blvd 2nd Floor
Foster City, CA 94404-4247
800 345-7669

Location Involved: (Same as above)

Consumer's Original Complaint:

I purchased a Sony Playstaion 3 (PS3) in 2007 because of two advertized features: online network gameplay, and the ability to install a computer operating system (referred to by Sony as OtherOS). On April 1, 2010 Sony forced me to give up one of these features. They remotely crippled my product afer I bought it.

Consumer's Desired Resolution:

Full refund of the purchase price in 2007: \$500

BBB Processing

04/22/2010	web	BBB	Complaint Received by BBB
04/22/2010	DJG	BBB	Complaint Validated by BBB Operator
04/22/2010	Otto	EMAIL	Send acknowledgement to Consumer
04/22/2010	Otto	EMAIL	Inform Business of the Complaint
05/10/2010	OttO	BBB	NMBR- No response to first notice to business
05/10/2010	OttO	EMAIL	NMBR-Resend Complaint to Business - 2nd Letter
05/10/2010	WEB	BBB	RECEIVE BUSINESS RESPONSE : We understand that this complaint concerns the PlayStation®3 ("PS3") System Software Update Version 3.21 released on April 1, 2010. Among other things, Update Version 3.21, if downloaded by a user, would delete the "install Other OS" option previously available on some PS3 systems. To protect the intellectual property of the content offered on the PS3 system, as well as to provide a more secure system for those users who are enjoying games and other entertainment content on the PS3 system, the "install Other OS" feature was deleted to address security vulnerability. The update is optional and users can continue to use the "install Other OS" feature, but if a user chooses not to upgrade the system, some other features will no longer be available, including online access to the PlayStation®Network and the ability to play PS3 format software or Blu-Ray Disc videos that require System Software Version 3.21 or later. Update Version 3.21 is authorized by and consistent with the Terms of Service and User Agreement for the PlayStation® Network, as well as the System Software License Agreement for the PS3 System. We apologize for any inconvenience this may have caused.
05/10/2010	DJG	EMAIL	Forward Business Response to Consumer
05/26/2010	OttO	BBB	No Consumer Response - Inform Business Assume Res
05/26/2010	OttO	EMAIL	Inform Business - Case Closed ASSUMED RESOLVED
05/26/2010	OttO	BBB	Case closed - Assumed Resolved

REDACTED

----- Forwarded message -----

From: <no-reply@consumersentinel.gov>

Date: Thu, Apr 22, 2010 at 12:24 PM

Subject: Complaint has been submitted

To: amventura@gmail.com

Complaint Submitted

Thank you for contacting the FTC. Your complaint has been entered into Consumer Sentinel, a secure online database available to thousands of civil and criminal law enforcement agencies worldwide. Your reference number is:26220667

Here are links to the publications you may find useful:

SHOPPING BY PHONE OR MAIL (DECEMBER 1996)

If you want to update your information or have any questions, please call our Consumer Response Center, 1-877-FTC-HELP. Keep your reference number handy



- [Privacy Policy](#)
- [Federal Trade Commission](#)

We have received your complaint.

Thank you for contacting the FTC. Your complaint has been entered into Consumer Sentinel, a secure online database available to thousands of civil and criminal law enforcement agencies worldwide. Your reference number is:

26061031

Here are links to the publications you may find useful:

SHOPPING BY PHONE OR MAIL (DECEMBER 1996)

If you want to update your information or have any questions, please call our Consumer Response Center, 1-877-FTC-HELP. Keep your reference number handy.

[Submit Another Complaint](#)



OMB #3084-0047

- [Federal Trade Commission](#)
- [Privacy Policy](#)

Last Modified: Sunday, 10-Nov-2007 09:30:00 EDT