

IN THE UNITED STATES DISTRICT COURT FOR THE DISTRICT OF COLORADO

Civil Action No. 09-cv-00636-REB-KLM

VIDEO PROFESSOR, INC. a Colorado corporation,

Plaintiff,

٧.

AMAZON.COM. INC., a Delaware corporation,

Defendant.

AFFIDAVIT OF NORMA A. FREEMAN

- I, Norma A. Freeman, being of lawful age and having personal knowledge of the facts stated below, declare under penalty of perjury under the laws of the State of Colorado that the foregoing is true and correct:
- 1. I am a Call Center Technician with Video Professor, Inc. ("VPI") and have been so employed for eight years.
- 2. I work in VPI's Customer Service Department and my responsibilities include taking incoming calls from VPI customers that have purchased VPI products.
- 3. A number of these calls involve customers wanting to return these CDs to VPI for a refund or to avoid being charged for the purchase of the products.
- 4. On occasion I receive calls from individuals wanting to return products whose customer names do not appear in our computer system as having purchased VPI products.

- In these cases, I will generally ask the customer to tell me the name of the product 5. that they believe they purchased from VPI, and probably ten times a year, if they have the product in front of them, they tell me "Professor Teaches."
- In those cases, I inform the consumer that Professor Teaches is not a VPI product 6. and suggest that they look for the name of the company on the CDs or on the material they received with the CDs and contact that company.

Further affiant sayeth naught.	
	Norma A. Freeman
STATE OF COLORADO)	
) ss.	
COUNTY OF JEFFERSON)	

The foregoing Affidavit was subscribed and sworn to before me this 18 day of November 2009, by Norma A. Freeman. My Commission expires: $\frac{09/09/20}{165}$