

Comparison of Collection Calls Between CCS and Larry Lauer

Call No. 1 January 19, 2014 at 2:14 PM EST ¹	Call No. 2 January 22, 2014 at 6:08 PM EST ²	Call No. 3 February 5, 2014 at 3:11 PM EST ³	Call No. 4 February 9, 2014 at 9:36 PM EST ⁴
<p>MS. MILES: Hello. May I please speak with Larry Lauer?</p> <p>MR. LAUER: Speaking. Who's this?</p> <p>MS. MILES: Hi, sir. This is Victoria Miles calling from CCS, Credit Collection Services. Please be advised, this is an attempt to collect a debt and any information obtained will be used for that purpose. And this call may be monitored and/or recorded for quality assurance. AT&T Mobile placed your past due account of \$114.25 to this office.</p> <p>MR. LAUER: AT&T Mobile was paid in full. You have no right to come after me. I even have papers saying it was paid in full. Now, go away.</p> <p>MS. MILES: Sir, your check was-- (Call ended abruptly.) (The call was concluded.)⁵</p>	<p>MS. PERRIN: Hello.</p> <p>MR. LAUER: Hello.</p> <p>MS. PERRIN: May I please speak with Larry Lauer?</p> <p>MR. LAUER: Speaking.</p> <p>MS. PERRIN: Thank you. My name is Katlin Perrin. I'm calling from CCS, Credit Collection Services. Please be advised, this is an attempt to collect a debt and any information obtained will be used for that purpose. This call may be monitored--</p> <p>MR. LAUER: Who you trying to collect for?</p> <p>MS. PERRIN: Let me just tell you, this call may be monitored and recorded for quality assurance. AT&T has placed your past due balance of \$114.25 to their office for recovery. We can clear your account --</p> <p>MR. LAUER: Here's what I'm going to do. I'm only going to tell</p>	<p>MS. JACOBS: Good afternoon. Please, I'd like to speak with Larry Lauer please.</p> <p>MR. LAUER: Speaking. Who's this?</p> <p>MS. JACOBS: My name, sir, is Joanna Jacobs and I'm giving you a phone call, sir, from CCS. CCS, (inaudible) Credit's Collection Services, sir.</p> <p>MR. LAUER: On who?</p> <p>MS. JACOBS: I'm sorry?</p> <p>MR. LAUER: On who's behalf?</p> <p>MS. JACOBS: Uh, this is regarding AT&T Mobility.</p> <p>MR. LAUER: Good. Now that you've called me again, I start my lawsuit. Good-bye. (The call was concluded.)⁷</p>	<p>MS. FRANZ: Hello. May I please speak with Larry Lauer?</p> <p>MR. LAUER: Speaking.</p> <p>MS. MILES: Mr. Lauer, this is Melody Franz calling from CCS, Credit Collection Services. Please be advised, this is an attempt to collect a debt and any information--</p> <p>-</p> <p>MR. LAUER: No.</p> <p>MS. FRANZ: -- obtained will be used for that purpose. This call may be monitored --</p> <p>MR. LAUER: Good.</p> <p>MS. FRANZ: -- and/or recorded for quality assurance. AT&T --</p> <p>MR. LAUER: Do whatever you can.</p> <p>MS. FRANZ: Okay. My name is Melody and I'm calling from Credit Collection Services. AT&T--</p> <p>MR. LAUER: (Inaudible).</p> <p>MS. FRANZ: -- Mobility placed your past due account with this</p>

¹ See Account Notes at 3, attached as Exhibit B to CCS's Motion on the Collection Calls, docket no. 30-2, filed June 5, 2015.

² See *id.* at 3-4.

³ See *id.* at 4.

⁴ *Id.*

⁵ Transcript of Call No. 1, attached as Exhibit C to CCS's Motion on the Collection Calls, docket no. 30-3, filed June 5, 2015.

⁷ Transcript of Call No. 3, attached as Exhibit E to CCS's Motion on the Collection Calls, docket no. 30-5, filed June 5, 2015.

	<p>you one more time. That bill was paid in full when I shut the phones off. Now, you guys back off and leave me alone or I will find you in court and I will sue your ass.</p> <p>MS. PERRIN: This is your final bill (inaudible).</p> <p>MR. LAUER: Now leave me alone. It was paid and I have papers to prove it.</p> <p>MS. PERRIN: Okay. Can you --</p> <p>MR. LAUER: Now leave me alone.</p> <p>MS. PERRIN: -- send that paperwork into our office?</p> <p>MR. LAUER: You bother one more time with a phone call --</p> <p>MS. PERRIN: Collection action people continue (inaudible).</p> <p>MR. LAUER: And I'll find you in court. You've been told and you have been warned.</p> <p>MS. PERRIN: -- has been paid in full.</p> <p>MR. LAUER: Good-bye.</p> <p>MS. PERRIN: This needs to be resolved. You need to go through the proper channels to do so-- (Call ended abruptly.) (The call was concluded.)⁶</p>		<p>office for recovery. The current amount due --</p> <p>MR. LAUER: Your name is Melody.</p> <p>MS. FRANZ: -- is \$114.25.</p> <p>MR. LAUER: Your name is Melody, correct?</p> <p>MS. FRANZ: Uh, that is correct. The current amount --</p> <p>MR. LAUER: Good.</p> <p>MS. FRANZ: -- due is \$114.25.</p> <p>MR. LAUER: Now, very shortly you'll be hearing from my attorney. Good-bye. (The call was concluded.)⁸</p>
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⁶ Transcript of Call No. 2, attached as Exhibit D to CCS's Motion on the Collection Calls, docket no. 30-4, filed June 5, 2015.

⁸ Transcript of Call No. 4, attached as Exhibit G to CCS's Motion on the Collection Calls, docket no. 30-7, filed June 5, 2015.