

From: "jeffrey E." <jeevacation@gmail.com>

To: "james | personal genius" <[REDACTED]>

Subject: Re: iPhone Xs locked to AT&T

Date: Tue, 05 Dec 2017 11:09:28 +0000

ok, do you hve any idea of delivery for imacs?

On Mon, Dec 4, 2017 at 10:44 PM, james | personal genius <[REDACTED]> wrote:

Hello Sir!

I wanted to give you a heads up on a problem with the the AT&T/GSM iPhones you purchased.

Apple erroneously sent us phones that are locked to only activate AT&T SIM cards — these phones are only supposed to be sold to people that purchase AT&T subsidized/financed phones; those that buy the phones outright from Apple are should to get unlocked phones that work with whatever carrier the phone's chip supports. *(AT&T and T-Mobile phones are GSM only, meaning they ship with broadband chipsets that don't support Verizon or Sprint, but should work with GSM networks throughout Europe, etc.)*

The consequence is that when a non-AT&T SIM is inserted, the phones refuse to activate with an Invalid SIM error. This happens with T-Mobile AND International SIMS. [REDACTED] & [REDACTED] saw the error with T-Mobile; [REDACTED] on her French SIM). If the user never tries a non-AT&T SIM (e.g. European), they will never notice the difference.

Apple isn't able to "unlock" the affected phones — the carriers control that function — but the UES Apple Store will exchange the phones for the new unlocked & SIM Free models that they just got today (and haven't announced yet). I exchanged 3 phones today (1 was [REDACTED] and the other 2 are in the closet at 71st in the Apple bag).

I don't believe the Verizon phones are affected — they should work on virtually any carrier outside of China — but most of the phones you've given away probably are (including [REDACTED]). There are also another 4 AT&T phones in the closet that are almost certainly erroneously locked.

If you'd like, I can coordinate the exchange of any of these phones.

Also.... Is Merwin going to get an iPhone X? He looks at mine like a heartbroken puppy every time I'm there.

Thank you,

James Ce

[your Personal Genius](#)

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