

**From:** james | personal genius <[REDACTED]>  
**To:** "jeffrey E." <jeevacation@gmail.com>  
**Subject:** Re: iPhone Xs locked to AT&T  
**Date:** Tue, 05 Dec 2017 12:51:53 +0000

---

My guess is they'll be available for order by the 20th, but won't ship until January or February.

The iMac Pros are listed as "Available December" on the site now; I'm fairly sure that used to say "Ships December", so they've been delayed.

There's also been a deafening silence from the supply chain — if the machines were near shipping, we'd see parts or photos of the assemblies leak by now.

Thank you,

James Ce  
your Personal Genius  
□ Certified Support Professional 10.6  
<http://personalgenius.co>

On Dec 5, 2017, at 6:09 AM, jeffrey E. <jeevacation@gmail.com> wrote:

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] 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 Soon-Yi). 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](#)

☐ Certified Support Professional 10.6

<http://personalgenius.co>

--

please note

The information contained in this communication is confidential, may be attorney-client privileged, may constitute inside information, and is intended only for the use of the addressee. It is the property of JEE

Unauthorized use, disclosure or copying of this communication or any part thereof is strictly prohibited and may be unlawful. If you have received this communication in error, please notify us immediately by return e-mail or by e-mail to [jeevacation@gmail.com](mailto:jeevacation@gmail.com), and destroy this communication and all copies thereof, including all attachments. copyright -all rights reserved