

DOCUMENT ID: DOC\_10\_CUSTOMER\_PROFILE\_JOHN\_004

DOCUMENT TYPE: Customer Account Profile

CLASSIFICATION: CONFIDENTIAL - ACCOUNT DATA

LAST UPDATED: January 12, 2026

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CUSTOMER INFORMATION

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Customer ID: CUST-JOHN-2023-004

Account Number: ACC-654123789

Customer Name: John Smith

Email: john.smith@email.example

Phone: (555) 456-7890

Account Status: ACTIVE

Member Since: November 5, 2023

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BILLING ADDRESS

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Street: 123 Business Park Drive

City: San Antonio

State: Texas

ZIP: 78201

Country: United States

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CURRENT PLAN DETAILS

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Plan Name: Business Pro Plan

Plan Code: PLAN-BUSINESS-PRO

Monthly Base Price: \$69.99/month

Billing Cycle Start: 5th of each month

Payment Method: AutoPay (American Express ending 1234)

AutoPay Discount Applied: Yes (-\$5.00/month)

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ACTIVE ADD-ON SERVICES

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1. Mobile Hotspot (50GB)

- Service Code: ADDON-HOTSPOT-50
- Monthly Fee: \$15.00
- Activated: November 5, 2023

2. International Business Calling

- Service Code: ADDON-INTL-BUSINESS
- Monthly Fee: \$20.00
- Includes: 500 minutes to 50+ countries
- Activated: January 1, 2024

### 3. Device Insurance Premium

- Service Code: ADDON-INSURANCE-PREM
  - Monthly Fee: \$15.99
  - Includes: Theft, loss, and accidental damage
  - Activated: December 1, 2023
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### DEVICE INFORMATION

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Primary Device: iPhone 15 Pro (256GB)

IMEI: 654123789654123

Device Payment Plan: \$54.17/month (24-month plan)

Remaining Payments: 10 months

Device Balance: \$541.70

Secondary Device: iPad Pro 12.9" (WiFi + Cellular)

IMEI: 987321654987321

Data-Only Plan: \$10.00/month

Device Status: Paid in Full

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### ACCOUNT NOTES

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[2026-01-10] Customer called about roaming charges from recent Mexico trip. Credited \$45 as one-time courtesy.

[2025-12-05] Requested itemized call log for business expense report. Sent via secure email.

[2025-10-15] Upgraded device from iPhone 14 Pro to iPhone 15 Pro. Trade-in credit of \$450 applied.

[2024-01-01] Added International Business Calling for frequent overseas client calls.