

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.