Id: 1015675889984

Title: activation lock request

Type: TECH

Source: CAS

Customer Country: USA

Origin: ILOG

Customer First Name: Kh***d

Customer Last Name: Al***ti

Product Serial: FFMXTXX0KPH3

Issue Code: ICL0147

Last Modified: 16386501118678

Last Modified By: 2700111870

Created: 1638641118046

Created By: 999999999999996

Customer Region: AMERICAS

Status: RESOL

Domain: AC

Owner: 999999999999996

Id: 50

Title: activation lock request

Owner: 999999999999996

Type: INCCL

Created By: 2700111870

Created: 1638650111680

Last Modified: 1638650111680

Last Modified By: 2700911870

Summary: PROBING

Which version of iOS?: Version unknown

What device is the customer calling about?: iPhone

CONFIGURATION

Additional Note: ISSUE SYNOPSIS:

-activation lock request status

PREVIOUS STEPS:

-no contact within the last 30 days

CURRENT STEPS:

-customer provided a case ID however, it's associated with a different apple id and name.

-customer is not able to confirm the information for that case ID

-shared HT201441 and asked customer to submit all the attachments he sent on the website to start a request

-but customer is insisting to continue with the case Id

-advised customer to confirm the information first and chat back for assistance

NEXT STEPS:

- if customer chats back, assist with activation lock request

PHONE #

CALLER EMAIL - alk****297@gmail.com

AFFECTED PRODUCT: iCloud

Find My [Device]

Activation Lock issue

* Alyssa Aubrey* Manalili* Tier 1 Continuity+ Business Chat* Majorel_Clark* Stephen Francis Florendo Lansangan *

Issue Code: ICL0147

Email: alk****297@gmail.com

Id: 30

Title: "Your account has been disabled in the App Store and iTunes" alert

Owner: 999999999999996

Type: OCC

Created By: 999999999999996

Created: 1638647118046

Last Modified: 1638611678046

Last Modified By: 999999999999996

Summary: CUSTOMER: Kh***d A***kati

PRODUCT: Apple ID

SYMPTOM:

* Disabled Apple ID

* "Your account has been disabled in the App Store and iTunes" alert

SOLUTION: Chat

* Khalid AlMokati * Customer (YE) * Contact Apple Support (en_FR) *

First Name: Kh****d

Last Name: A****kati

Email: alk****297@gmail.com

Super Group: SG006

Group: SG006

Family Class: PFC6003

Symptom: 23362

Family: PGF63005

Category: SC0245

Origin: OCC

Solution Offered: C2CH