The HTML Files

Comparing the two files, EBIED0014.htm and EBIED0015.htm, I noted that the subsequently dated e-mail (EBIED0014.htm) had three deletions from quoted text, as indicated below:

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<P><FONT SIZE=2>----Original Message----</FONT>
<BR><FONT SIZE=2>From: Dutton, Susan </FONT>
<BR><FONT SIZE=2>Sent: Saturday, December 17, 2005 3:15 PM</FONT>
<BR><FONT SIZE=2>To: Jones, Wendy; Wakeham, Jon</FONT>
<BR><FONT SIZE=2>Subject: Re: eWatch Point of contact change for Saturday
<P><FONT SIZE=2>Thanks for the information Wendy. </FONT></P>
<P><FONT SIZE=2>We should have opened a ticket. I actually think that we would not have had
enough information based on 1 member impact and it would not have been pushed to a P1 with 1
example.   </FONT></P>
<P><FONT SIZE=2>I belivie that the timeline will support the opening of a ticket when it was done
however I agree that based on that 1 report and the sensativity it probably should have been looked
at closer at that time.</FONT></P>
<P><FONT SIZE=2>I was unaware that Manny experinced this issues on his account until our
conferance call this afternoon. </FONT></P>
<P><FONT SIZE=2>I will coach him on the importance of looking into details and reporting
immediatly if this should occur again. </FONT></P>
<P><FONT SIZE=2>Appreciate the feedback. </FONT></P>
<P><FONT SIZE=2>Susan Dutton</FONT>
<BR><FONT SIZE=2>eWatch Manager</FONT></P>
\langle BR \rangle
<BR>
<P><FONT SIZE=2>----Original Message----</FONT>
<BR><FONT SIZE=2>From: Jones, Wendy &lt;wjones@ebay.com&gt;</FONT>
<BR><FONT SIZE=2>To: Dutton, Susan &lt;sdutton@ebay.com&gt;; Wakeham, Jon
<jwakeham@ebay.com&gt;</FONT>
<BR><FONT SIZE=2>Sent: Sat Dec 17 14:51:15 2005</FONT>
<BR><FONT SIZE=2>Subject: RE: eWatch Point of contact change for Saturday
<P><FONT SIZE=2>We may take some heat on this for not opening a ticket until late Fri - Manny
is pulling timeline together for me now.</FONT></P>
<P><FONT SIZE=2>But according to Jason we neard about this on Tuesday (on very small scale—
like 1 member) then it It actually happened to Manny on Thursday, but he didn't report
it.</FONT></P>
<P><FONT SIZE=2>Just an FYI at this point, but more to come I'm sure.</FONT>
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When previous e-mails are forwarded within the body of a subsequent e-mail, it is very easy to delete text, and often this is done to delete voluminous amounts of text in a "threaded" e-mail. Based on my review, it is my opinion that the three deletions of text were made by Susan Dutton intentionally before she forwarded a thread dated December 17, 2005 (EBIED0015.htm) to Jeff Anderson on March 24, 2006 (EBIED0014.htm). Supporting my conclusion that these edits were intentional is the fact that the word "it" is capitalized after the third deletion. Whereas, the word "it" was in lower case in the original e-mail from Wendy Jones to Susan Dutton.

From:

Dutton, Susan

March 24, 2006 12:49:48 PM (-07)

To:

Cc:

Bcc:

Subject:

Anderson, Jeff

FW: eWatch Point of contact change for Saturday

Attachments:

Email on feedback from Wendy on Manny knowing about the sign in issue

----Original Message-----From: Dutton, Susan

Sent: Saturday, December 17, 2005 3:15 PM

To: Jones, Wendy; Wakeham, Jon

Subject: Re: eWatch Point of contact change for Saturday

Thanks for the information Wendy.

We should have opened a ticket.

I belivie that the timeline will support the opening of a ticket when it was done however I agree that based on that 1 report and the sensativity it probably should have been looked at closer at that time.

I was unaware that Manny experinced this issue on his account until our conferance call this afternoon.

I will coach him on the importance of looking into details and reporting immediatly if this should occur again.

Appreciate the feedback.

Susan Dutton eWatch Manager

----Original Message-----

From: Jones, Wendy <wjones@ebay.com>

To: Dutton, Susan <sdutton@ebay.com>; Wakeham, Jon <jwakeham@ebay.com>

Sent: Sat Dec 17 14:51:15 2005

Subject: RE: eWatch Point of contact change for Saturday

We may take some heat on this for not opening a ticket until late Fri - Manny is pulling timeline together for me

It actually happened to Manny on Thursday, but he didn't report it.

Just an FYI at this point, but more to come I'm sure.

From:

Dutton, Susan

December 17, 2005 2:14:48 PM (-08)

To:

Cc:

Jones, Wendy; Wakeham, Jon

Bcc:

Subject:

Re: eWatch Point of contact change for Saturday

Attachments:

Thanks for the information Wendy.

We should have opened a ticket. I actually think that we would not have had enough information based on 1 member impact and it would not have been pushed to a P1 with 1 example.

I belivie that the timeline will support the opening of a ticket when it was done however I agree that based on that 1 report and the sensativity it probably should have been looked at closer at that time.

I was unaware that Manny experinced this issues on his account until our conferance call this afternoon.

I will coach him on the importance of looking into details and reporting immediatly if this should occur again.

Appreciate the feedback.

Susan Dutton eWatch Manager

----Original Message----

From: Jones, Wendy <wjones@ebay.com>

To: Dutton, Susan <sdutton@ebay.com>; Wakeham, Jon <jwakeham@ebay.com>

Sent: Sat Dec 17 14:51:15 2005

Subject: RE: eWatch Point of contact change for Saturday

We may take some heat on this for not opening a ticket until late Fri - Manny is pulling timeline together for me now.

But according to Jason we heard about this on Tuesday (on very small scale - like 1 member) - then it actually happened to Manny on Thursday, but he didn't report it.

Just an FYI at this point, but more to come I'm sure.

----Original Message----From: Dutton, Susan

Sent: Saturday, December 17, 2005 10:39 AM

To: Hughes, Jason; Jones, Wendy; Dalpes, Kathy; Paine, Timothy J.; Wakeham, Jon; Clarke, Ian; Kepas, Manny

Subject: Re: eWatch Point of contact change for Saturday

Manny' cell number is 801 554 6579.