

*FRIEDBERG V. AMBIT – TRANSCRIPT OF 2/1/12 TELEPHONE CALL*

FJ Dev: Good afternoon. FJ Development. How can I help you?

Amber: Hello, this is Amber calling on behalf of Ambit Energy regarding your gas service order. Is John Friedberg available?

FJ Dev: Uh, what is the company name?

Amber: Ambit Energy.

FJ Dev: One moment.

[on hold]

Friedberg: Hello.

Amber: Hello, is this John Friedberg?

Friedberg: Yes, it is.

Amber: Mr. Friedberg, my name is Amber, and I'm calling on behalf of Ambit Energy. The purpose of this call is to validate your gas service order. I need to ask a few simple questions, and this call will be recorded for quality assurance and your protection. I show the current time as 1:20 p.m. Eastern time on February 1, 2012, is that correct?

Friedberg: Yes.

Amber: Do you understand that your gas service will be switched to Ambit Energy?

Friedberg: Yes.

Amber: You have ordered the Guaranteed Savings Plan, Natural Gas Product. Is this correct?

Friedberg: Yes.

Amber: Just for enrolling with Ambit Energy you will receive a hotel travel certificate good for a two night, three day stay at a variety of participating hotels, not to mention travel reward points that you will accumulate based on your gas usage. Did your consultant promise you any other incentives or guarantees for enrolling with Ambit Energy?

Friedberg: Nope.

Amber: Did you receive or have an opportunity to read Ambit Energy's Terms of Service document?

Friedberg: Yes.

Amber: Thank you for becoming an Ambit Energy customer. You will shortly receive Ambit Energy's welcome package, which includes Ambit Energy's Terms of Service, as well as information regarding Ambit's Travel Rewards Program and the two night, three day hotel travel certificate. Under Illinois law if you are switching to Ambit Energy, you will have 10 business days after the date on the Nicor Gas utility notice to rescind the switch without penalty by calling Nicor at 1-888-NICOR4U or Ambit Energy at 877-282-6248. However, because you enrolled in a month-to-month variable product, you are free to switch any time without incurring an early termination fee. Thank you. Your order has been verified. Have a great day.

Friedberg: Thank you.

[End of call]