

Re: [Case #:1042141424] - Investigation Results

Rafael Abdalla <abdalla889@hotmail.com>

Fri 8/5/2022 7:58 AM

To: Microsoft Support <mcsup16@microsoft.com>

Tony

For you to tell me I deleted my own files and then empty the recycle bin on purpose to then be out here wasting time with you is comical

Prove to me with screen shots of the logs and the IP address that did it

This is the only way or OneDrive is at fault here

I was on a plane to London on July 12th, I didn't do this and I'm the only one with access

Prove to me

thanks

On Aug 5, 2022, 7:53 AM -0500, Microsoft Support <mcsup16@microsoft.com>, wrote:

Please type your reply above this line



Your request (1042141424) has been updated. To add additional comments, please reply to this email.



Tony (Microsoft)
Friday, August 5, 2022 12:53 PM GMT

Hello Rafael,

I guess there is something I can help you with, here is the marketing paget advertizing the ability to purchase upto 1 Additional TB for a total of 2TB. Is there anything else I can try to help you with?

[Add Additional Cloud Storage – Microsoft OneDrive](#)

<image_198c1ac4-c046-4a19-94e4-97d7f8f537ba.png>

Regards,
Tony

OneDrive Escalations

<https://aka.ms/ServiceAgreement>



abdalla889@hotmail.com

Friday, August 5, 2022 12:47 PM GMT

I checked you do not offer 2T I tried purchasing it about a month ago

thanks



Tony (Microsoft)

Friday, August 5, 2022 12:40 PM GMT

Hello Rafael,

I am the top tier of support for OneDrive Escalations concerning perceived data loss events, unfortunately there is no where else to escalate this ticket, I work directly with OneDrive engineering to review logging and confirm results. As informed previously Our logs indicate that these files were deleted by a person from the OneDrive website on July 12, 2022. Once the files were deleted, they went into the Recycle Bin. The logs show the files were permanently deleted from the recycling bin the same day. This means we are unable to recover the files.

We offer customers the ability to purchase up to 2TB of storage, we wouldnt discourage you filling up your OneDrive by deleting the data.

Regards,

Tony

OneDrive Escalations

<https://aka.ms/ServiceAgreement>



abdalla889@hotmail.com

Thursday, August 4, 2022 1:59 PM GMT

you have admitted in this very email thread that the logs don't show anything, therefore you know what happened.

Please escalate this, I'm a paying customer and need to know where my data is.

my suspicion is that my 1TB drive was about to reach limit and you simply deleted it all on your own terms, if thats now what happened, then please prove me wrong.



Tony (Microsoft)

Thursday, August 4, 2022 1:07 PM GMT

Hello Rafael

I dont like telling customers they are wrong, but emotions isn't the issue, these conversations are difficult because I know OneDrive as a service doesn't have the ability to delete data. I also know that our logs when they show a user initatede delte are not wrong. My mistake has been trying to work my case load a litte too quick, but I assure you that was the only mistake here.

This has nothign to do with how long you used our service, data loss is the 2nd worst thing that can happen to someones files, I know its pain, but our logs are also absolute.

If you want logs its a legal request, the data isn't recoverable.

Regards,
Tony
OneDrive Escalations

<https://aka.ms/ServiceAgreement>



abdalla889@hotmail.com
Thursday, August 4, 2022 1:02 PM GMT

Take emotion out of this, look at this logically Tony

- I pay every month, for approximately 10 years now so I can safely have my data online on Microsoft's OneDrive
- Then one day my data is all gone, and you are telling me that I did it and you are saying you have logs, but can't share with as its now a legal matter?

This escalated pretty quickly in my opinion, something else happened here and I think Microsoft is a fault and you are just afraid to admit it and it' burring me with paper work so I can just give up

Interesting



Tony (Microsoft)
Thursday, August 4, 2022 12:54 PM GMT

Please ignore my previous email, I was incorrect in part of my statement.

Hello Rafael,

Sorry for my incorrect statement we do have logs of the activities for your account, but again they require a legal request to be made.

The address information is in section 10: Contracting Entity, Choice of Law, & Location for Resolving Disputes

b. North or South America outside the United States and Canada. If you live in (or, if a business, your principal place of business is in) North or South America outside the United States and Canada, you are contracting with Microsoft Corporation, One Microsoft Way, Redmond, WA 98052, U.S.A. Washington State law governs the interpretation of these Terms and claims for their breach, regardless of choice of law principles. The laws of the country to which we direct your Services govern all other claims (including consumer protection, unfair competition, and tort claims)

Regards,
Tony
OneDrive Escalations

<https://aka.ms/ServiceAgreement>



Tony (Microsoft)
Thursday, August 4, 2022 12:52 PM GMT

Hello Rafael,

I don't want to waste your time but you need to consider what you are asking for. You are asking for logs that show no files written or deleted meaning you are asking for empty logs. If there are no logs of the files you mentioned we can't exactly provide logs of events that didn't happen. Regardless of how you feel about the content of the logs realize you are asking for something that requires a legal request to obtain.

The address information is in section 10: Contracting Entity, Choice of Law, & Location for Resolving Disputes

b. **North or South America outside the United States and Canada.** If you live in (or, if a business, your principal place of business is in) North or South America outside the United States and Canada, you are contracting with Microsoft Corporation, One Microsoft Way, Redmond, WA 98052, U.S.A. Washington State law governs the interpretation of these Terms and claims for their breach, regardless of choice of law principles. The laws of the country to which we direct your Services govern all other claims (including consumer protection, unfair competition, and tort claims).

Regards,
Tony
OneDrive Escalations

<https://aka.ms/ServiceAgreement>



abdalla889@hotmail.com
Thursday, August 4, 2022 12:23 PM GMT

Hi

Do you honestly believe that I would delete 1 TB of my precious data and then go out there and empty the recycle bin?

Please, this is not right I need to know where this took place

What's the address? Can u paste it here? The website you sent me has pages of words, it's buried in there somewhere please just share with me



Tony (Microsoft)

Thursday, August 4, 2022 12:19 PM GMT

Hello,

To obtain sensitive information like that you would need to make a legal request in writing, the address is in the service agreement below.

Regards,

Tony

OneDrive Escalations

<https://aka.ms/ServiceAgreement>



abdalla889@hotmail.com

Wednesday, August 3, 2022 8:10 PM GMT

Thanks,

I need these logs, i have two factor authentication on my account for unauthorized use, i don't use the app on anything other than my iphone and my browser on my computer. the only computer that i use for this was turned off

i will need the logs as i will need IP address and time stamps.

I pay to have my files back up by Microsoft, and my 2factor authentication would have prevented anyone from doing this other than myself

Please escalate this or raise my query, i will need the logs, I'm a paying customer and work on a IT department, I'm very well versed on this

Thanks