

7750330



Information Technology Solutions, LLC

Doc Number: 17110003

Date: November 17th, 2017

Consultant: Herbert Ramirez

ITS Key West
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Key West, Florida 33041

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Email: itskeywest@outlook.com
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**human*

Company: KW Resort Utilities Corp
Contact: Christopher Johnson
Address: 6630 Front Street
City: Key West
Email: chris@kwru.com

Telephone: (305) 295-3301
Mobile: (305) 522-0052
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State: FL Zip: 33040
Website: www.kwru.com

HARDWARE, SOFTWARE, AND MATERIALS				PROJECT LABOR ESTIMATE				
JOB DETAILS & ITEMS DESCRIPTIONS		TOTAL	QTY	TOTAL	HR RATE	HRS	TOTAL	PROJECT
1.	10/31/17, 12:00 pm - 1:00 pm - Evaluated temp trailer for telephone & computer hook up. Determined installation day would be Friday 11/3/17 at 9:00 am.				\$95.00	10	\$95.00	\$95.00
2.	11/03/17, 9:00am - 11:00 am & 12:00 pm - 05:00 pm - Arrived to begin computer and telephone installation only to discover that the network hub was non-existent. Pulled new cable for 8 separate locations for telephone and data; each location required two runs for a total of 16 cable runs. The new network hub was now created. Cable roll, patch cables, connectors, 1000 ft Cat5e network cable & 300' ft white coax cable.	\$26.86		\$26.86	\$95.00	7.0	\$665.00	\$791.86
3.	11/05/17, 10:00 am - 11:30 am - Terminated every location in old trailer. Connected each network location and tested both computer and telephone lines in temp trailer for all locations. Problem with one data line, as cable was cut. Repulled; tested as working properly. Next, the Scatter system was not working. Originally two lines (one main - blue and one spare - white) were going to this water line system. That original spare white line was bad; determined a new line needed to be pulled for the AT&T fiber. As a temporary fix, needed to use the line dedicated to the Chatter system; on the Scatter system. Verified Scatter system was working; also verified Scatter Control monitoring computer was working properly. Chatter system will need to be addressed on Monday.				\$95.00	9.5	\$1282.50	\$1282.50
4.	11/06/17, 10:00 am - 3:00 pm - Computers were delivered; assisted with workstations installation. Installed cables. Set up copier & printer. Installed patch cables. Discussed Chatter Box issue; determined new cable needed to be run from the old trailer to the temp trailer. This run would be handled by in-house personnel. Patch cables (varying lengths), connectors, connector box & multiple length telephone cords.	\$79.05		\$79.05	\$95.00	5.0	\$475.00	\$554.05
5.	11/08/17, 12:00 pm - 02:00 pm -- Was informed that AT&T had installed POTS line earlier in the day. This POTS line was to be an update to the Chatter Box system. However, when trying to connect the new POTS line to the cable run that was installed on Monday, a problem was discovered. Two lines were installed (305-296-4438 & 305-296-4454) in the old trailer, only 305-296-4438 was retained. 305-293-0611 was the original number that connected Chatter Box to the telephone pole. When Comcast was installed, they back-fed that line through the telephone pole back to the Chatter Box. When AT&T came to install the new POTS lines, they unknowingly disconnected the back-fed phone line, that left no connection to the Chatter Box building. To remedy this, AT&T has to remove the POTS line from the incorrect install location, and move to the Chatter Box location. Informed that the cable was ready. Unable to connect Chatter system to the POTS line until AT&T corrects the install location.				\$95.00	2.0	\$190.00	\$190.00

Notes, Summary, & Recommendations

Thank you for your business

Policy:

ITS Key West LLC Invoices are due upon receipt. Additional fees may apply if Payment has not been received with 5 working days, unless prior payment arrangements have been made. An ITS Key West LLC Proposal is a Project Estimate based on information gathered at the time it was created and is valid for 10 working days after it is received. The labor and equipment costs may vary during the physical installation. At any time during the project, ITS Key West Technicians may encounter extenuating circumstances which may alter the initial Project Totals. If these circumstances change the Project Totals by more than 20% the client will be notified immediately and a revised estimate will be issued for the client's approval. ITS Key West requires a deposit to begin work on any Project. Receipt of the Deposit indicates Project Proposal acceptance. Client is responsible for the Balance Due upon Project completion. Any equipment returns will be subject to ITS Key West 15% restocking fees. Not responsible for Data loss due to customer equipment failure and or lack of current Operating Systems (OS) & Data backups. Regular Business hours for Services are from 8am to 6pm Monday - Saturday, unless arrangements are made in advance. Service Call response time is within 24hours. Service Call Rate is \$95 per hour. Emergency Service Call response time is within 2 hours. Emergency Service Call Rate Incurs an additional \$47.50 per hour. Emergency Services are any that preempt an already scheduled appointment during Regular Business hours or after 6pm Monday - Saturday, Sundays & Holidays.



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INVOICE

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JOB DETAILS & ITEMS DESCRIPTIONS	TOTAL	QTY	TOTAL	HR RATE	HRS	TOTAL	PROJECT
<p>11/15/17, 12:00 pm-01:30 pm – I was informed by Chris that the AT&T circuit was up and ready. Chris believed it was working, because AT&T had told him that, when he connected his laptop, they could see his equipment connection. I arrived to install the AT&T fiber connection in order to alleviate the upload bandwidth issue with Comcast not being 100% in the area. I connected to the Sienna switch. There was no internet connection, therefore there was no DHCP connection. I assumed I just needed IP address information, which AT&T needed to provide. I called AT&T for the static IP address information. Upon calling AT&T, I was connected with a tech named Tyler. He verified he could see my equipment, but he also explained that there were two parts to the fiber installation. Part one had been completed, but part two has not. I forwarded this information to Chris awaiting instructions.</p>				\$95.00	15	\$42.50	\$42.50
<p>11/17/17, 01:30 pm -03:30 pm – Earlier in the day, AT&T installed the POTS line to the designated building that houses Chatter Box. I was called to install that connection. I toned the correct telephone line, connected it, and verified that the line was working. I was able to get the Chatter Box to pick up a call, but was unable to have it call out. After several attempts with Greg, and trouble shooting, it was determined the issue was with the Chatter Box call system itself.</p>				\$95.00	20	\$90.00	\$90.00
			\$205.91		32.0	\$3,040.00	\$3,245.91
						Tax:	\$15.44
						Shipping:	
						Total:	\$3,261.35

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KW RESORT UTILITIES CORP.

OPERATING ACCOUNT
P.O. BOX 2125
KEY WEST, FL 33045-2125
PH. 305-295-3301

BRANCH BANKING AND TRUST COMPANY
1-800-BANK BBT BBT.COM

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63-9138-2631

PAY TO THE
ORDER OF

11/30/2017

\$

Information Technology Solutions, LLC

**3,261.35

DOLLARS

Three thousand two hundred sixty-one and 35/100*****

Information Technology Solutions, LLC
PO Box 4193
Key West, FL 33041



EZShield PLUS Check Fraud Protection & ID Evaluation

MEMO

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KW RESORT UTILITIES CORP.

8140

11/30/2017

Information Technology Solutions, LLC

Date	Type	Reference	Original Amount	Balance Due	Payment
11/17/2017	Bill	17110003	3,261.35	3,261.35	3,261.35
			Check Amount		3,261.35

1310000 BB&T Opera

3,261.35

KW RESORT UTILITIES CORP.

11/30/2017

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8140

Date	Type	Reference	Original Amount	Balance Due	Payment
11/17/2017	Bill	17110003	3,261.35	3,261.35	3,261.35
			Check Amount		3,261.35

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