

From: [Chris Johnson <chris@kwru.com>](mailto:chris@kwru.com)  
To: 'COFFEY, ANGELA M' Page 1  
CC: [itskeywest@outlook.com](mailto:itskeywest@outlook.com)  
[chris@kwru.com](mailto:chris@kwru.com)  
[greg@kwru.com](mailto:greg@kwru.com)  
[bart@kwru.com](mailto:bart@kwru.com)  
Date: 10/12/2017 6:25:11 PM  
Subject: RE: Key West Utilities

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Angela,

Both Herbert and I left you voice messages earlier today. Please call Herbert Ramirez at 305-509-1864 so we can work together to get the issues resolved and get the service up and running.



Christopher A. Johnson  
President  
6630 Front Street  
Key West, FL 33040  
(305) 295-3301  
[www.kwru.com](http://www.kwru.com)

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From: COFFEY, ANGELA M [<mailto:ac1006@att.com>]  
Sent: Monday, October 09, 2017 7:58 PM  
To: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>  
Cc: [itskeywest@outlook.com](mailto:itskeywest@outlook.com)  
Subject: RE: Key West Utilities

Hi Team

After further research I was able to find a 50m fiber contract signed by you Chris. Ideally fiber is the way to go. I will have to get with Carlos and the order team to get you an update.

Thanks, Angela Coffey

**Angela Coffey**  
Client Solutions Executive

**AT&T**

KW RU 016839

Small Business Solutions  
13450 W Sunrise Blvd, Sunrise, FL 33323

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M: 954-383-8214  
[AC1006@att.com](mailto:AC1006@att.com)

[Click for Immediate Assistance](#)

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From: COFFEY, ANGELA M  
Sent: Monday, October 09, 2017 5:44 PM  
To: 'Chris Johnson' <[chris@kwru.com](mailto:chris@kwru.com)>  
Cc: 'itskeywest@outlook.com' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>  
Subject: RE: Key West Utilities

Chris how much bandwidth and how many phone lines needed? Also I'm quoting you options for dedicated fiber as well.

Thanks, Angela Coffey

**Angela Coffey**  
Client Solutions Executive

## AT&T

Small Business Solutions  
13450 W Sunrise Blvd, Sunrise, FL 33323

M: 954-383-8214  
[AC1006@att.com](mailto:AC1006@att.com)

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From: Chris Johnson [<mailto:chris@kwru.com>]  
Sent: Monday, October 09, 2017 5:21 PM  
To: COFFEY, ANGELA M <[ac1006@att.com](mailto:ac1006@att.com)>  
Cc: [chriskw@bellsouth.net](mailto:chriskw@bellsouth.net); 'Herbert Ramirez' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>  
Subject: FW: Key West Utilities

Angela,

Currently the Utility is without internet and phone  
We need the "turn up and test" WITH the IP Address included, so our IT Professional can get the Utility's internet up.

Service Address: 6630 Front Street, Key West, FL 33030  
Contacts: Chris Johnson (3050522-0052) and Herbert Ramirez 305-942-3574

KWRU 016840



Christopher A. Johnson  
President  
6630 Front Street  
Key West, FL 33040  
(305) 295-3301  
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From: RUIZ, CARLOS E [<mailto:CR744W@att.com>]  
Sent: Wednesday, September 20, 2017 10:34 AM  
To: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>  
Subject: FW: Key West Utilities

Chris,

This was the response I received from the Area Network Manager, I will now try and activate a temporary DSL line so that we can get you some form of internet. If you do have AT&T phones I suggest you use the hotspot, the speeds are faster than DSL.

Regards

Carlos Ruiz  
Account Executive  
Business Solutions - National Business  
Small Business Solutions - Southeast

AT&T  
13450 W Sunrise Blvd  
6th Floor  
Sunrise, FL 33323  
m 305.934.8914 | [cr744w@att.com](mailto:cr744w@att.com)

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From: RIVERA, DANNY J.  
Sent: Wednesday, September 20, 2017 10:32 AM  
To: RUIZ, CARLOS E <[CR744W@att.com](mailto:CR744W@att.com)>; BENITEZ, RAUL J <[rb2677@att.com](mailto:rb2677@att.com)>; GODIN, ANN <[ag0946@att.com](mailto:ag0946@att.com)>; GODIN, ANN <[ag0946@att.com](mailto:ag0946@att.com)>  
Cc: AIELLO, KENNETH M <[ka7999@att.com](mailto:ka7999@att.com)>; GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>

Subject: RE: Key West Utilities

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Sir we are in restoration mode as we speak, we will start working on orders later in the week or by next week. Just because the fiber is in, and the customer has power mean that the e-mux in the RT is working.

Thank you

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From: RUIZ, CARLOS E  
Sent: Wednesday, September 20, 2017 10:29 AM  
To: BENITEZ, RAUL J <[rb2677@att.com](mailto:rb2677@att.com)>  
Cc: RIVERA, DANNY J. <[dr6610@att.com](mailto:dr6610@att.com)>; GODIN, ANN <[ag0946@att.com](mailto:ag0946@att.com)>; AIELLO, KENNETH M <[ka7999@att.com](mailto:ka7999@att.com)>; GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>  
Subject: Key West Utilities



Christopher A. Johnson  
President  
6630 Front Street  
Key West, FL 33040  
(305) 295-3301  
[www.kwru.com](http://www.kwru.com)

Raul,

Thank you for taking my call. As I mentioned on the phone. I have a pending order for water utilities company. They had Comcast and there infrastructure has been destroyed. We already have the FIBER there and all the construction on the customer side is complete. I need the order completed so that they can go back to business, there is no UVERSE in this area and the Utilities company needs internet to function.

Order number is 3101838021

Warm Regards

[Carlos Ruiz](#)  
Account Executive  
Business Solutions - National Business  
Small Business Solutions - Southeast

KWRU 016842

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