

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
Date: 11/14/2017 6:37:05 PM
Subject: RE: KRWU

Circuit has not moved



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

From: COFFEY, ANGELA M [<mailto:ac1006@att.com>]
Sent: Tuesday, November 14, 2017 5:31 PM
To: Chris Johnson <chris@kwru.com>
Cc: itskeywest@outlook.com
Subject: RE: KRWU

Chris was the circuit moved they are saying they can't get to the circuit at all. Herbert can you please go on site and we can make a call into the TIER 2 support?

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

[Click for Immediate Assistance](#)

KWRU 017049

From: Chris Johnson [<mailto:chris@kwru.com>]
Sent: Tuesday, November 14, 2017 5:26 PM Page 2
To: COFFEY, ANGELA M <ac1006@att.com>
Cc: itskeywest@outlook.com; chris@kwru.com
Subject: RE: KRWU

To All,

<https://expressticketing.acss.att.com/expressticketing/etstatus/index.html>
Ticket number is OU042224

ATT says that the ticket is RESTORED
Then it says that the problem is suspected in the customer equipment.

But we do not have anything connected. I am contesting the closure. Here is the reason:

Contesting closure as we do not have any customer equipment hooked up to the circuit.



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

From: COFFEY, ANGELA M [<mailto:ac1006@att.com>]
Sent: Tuesday, November 14, 2017 3:54 PM
To: Chris Johnson <chris@kwru.com>
Cc: itskeywest@outlook.com
Subject: RE: KRWU

So you are totally down?

Thanks, Angela Coffey

Angela Coffey
Client Solutions Executive

AT&T

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

KWRU 017050

M: 954-383-8214
AC1006@att.com

Page 3

[Click for Immediate Assistance](#)

From: Chris Johnson [<mailto:chris@kwru.com>]
Sent: Tuesday, November 14, 2017 3:47 PM
To: COFFEY, ANGELA M <ac1006@att.com>
Cc: itskeywest@outlook.com; chris@kwru.com
Subject: RE: KRWU

To All,

Done --- TICKET #OU042224 I will give an hour then put in for escalation ticket. -Chris

Order # 301967655
CIRCUIT/AS/KRGN/001078/SB
CURRENT ORDER MANAGEMENT# 440-838-3245
844-288-633 OPTION3 /2 OPTION



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

From: COFFEY, ANGELA M [<mailto:ac1006@att.com>]
Sent: Tuesday, November 14, 2017 3:14 PM
To: Chris Johnson <chris@kwru.com>
Subject: RE: KRWU

Yes your current circuit. I have not ordered any new services.

Thanks, Angela Coffey

Angela Coffey

KWRU 017051

AT&T

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

M: 954-383-8214
AC1006@att.com

[Click for Immediate Assistance](#)

From: Chris Johnson [<mailto:chris@kwru.com>]
Sent: Tuesday, November 14, 2017 2:19 PM
To: COFFEY, ANGELA M <ac1006@att.com>; itskeywest@outlook.com
Cc: chris@kwru.com
Subject: RE: KRWU

Angela,

Is this request for the Fiber 50/50 circuit?



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

From: COFFEY, ANGELA M [<mailto:ac1006@att.com>]
Sent: Tuesday, November 14, 2017 12:53 PM
To: Chris Johnson <chris@kwru.com>; itskeywest@outlook.com
Subject: KRWU

Hi Chris have you submitted a repair ticket for the circuit. Please send me the ticket number. If not please request a ticket from the link below then send it to me.

<https://expressticketing.acss.att.com/expressticketing/>

877-288-8362 Call with your circuit ID#

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

[Click for Immediate Assistance](#)