

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)  
Date: 11/14/2017 5:26:09 PM  
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](http://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

KWRU 017058

## AT&T

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

Page 2

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

[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](mailto:ac1006@att.com)>  
Cc: [itskeywest@outlook.com](mailto:itskeywest@outlook.com); [chris@kwru.com](mailto: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](http://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](mailto:chris@kwru.com)>  
Subject: RE: KRWU

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

Thanks, Angela Coffey

KWRU 017059

**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)

[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](mailto:ac1006@att.com)>; [itskeywest@outlook.com](mailto:itskeywest@outlook.com)  
Cc: [chris@kwru.com](mailto: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](http://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](mailto:chris@kwru.com)>; [itskeywest@outlook.com](mailto: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](mailto:AC1006@att.com)

[Click for Immediate Assistance](#)