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To: ['ts9613@att.com'](mailto:ts9613@att.com) Page 1
Date: 11/15/2017 1:44:53 PM
Subject: REF: Circuit ASKRGN001078/SB

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Ticket for service ATT Ticket Number OU042224

Tyler,

My IT professional (Herbert Ramirez) just spoke to you via telephone and he told me that you said that AT&T has not completed the circuit and this is why our service is not working. Further he went on to explain that there are two legs to the fiber circuit and one of the legs has not been done (by AT&T). From this conversation it is my understanding that this fiber service is not currently fully installed because of the "second leg not being done". So my company has not been able to utilize the service from the date of install/"turn up"and this condition continues today. Please verify that this is correct.

Also what needs to happen so that this service can be used?



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