

From: [Chris Johnson <chris@kwru.com>](mailto:chris@kwru.com)  
To: ['COFFEY, ANGELA M'](mailto:COFFEY, ANGELA M) <sup>Page 1</sup>  
Date: 11/15/2017 11:22:39 AM  
Subject: RE: CREDIT FOR PREMATURE BILLING OF CURRENT 50M  
CIRCUIT?  
Attachments: 7-1-2017 ATT Bill.pdf

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Angela,

We did not get the "turn up" done until well into October around the 18<sup>th</sup>. I just saw an email from Oct 13<sup>th</sup> between you and me where we were still discussing getting the service up.

I think the billing started in July 2017. This is the first bill I could find anyway, Account Number is 8003-109-4370 please see attached.

Thanks -Chris



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](mailto:ac1006@att.com)]  
Sent: Tuesday, November 14, 2017 9:46 PM  
To: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>  
Subject: Re: CREDIT FOR PREMATURE BILLING OF CURRENT 50M CIRCUIT?

Chris send me the account number explain that the circuit was turned up on this date?  
But the billing started on what date?

Sent via the Samsung Galaxy S® 6, an AT&T 4G LTE smartphone

----- Original message -----

From: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>  
Date: 11/14/17 8:42 PM (GMT-05:00)  
To: "COFFEY, ANGELA M" <[ac1006@att.com](mailto:ac1006@att.com)>, "Information Technology Solutions, LLC." <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>

KWRU 017078

Cc: [chris@kwru.com](mailto:chris@kwru.com)

Subject: RE: CREDIT FOR PREMATURE BILLING OF CURRENT 50M CIRCUIT?

Angela,

Please forgive me, but I am not really excited about working with the billing folks. They are very disrespectful of me. And they are extremely disrespectful of my time. From numerous past experiences I know that it takes hours to get anything done. If you could provide me with a person that has a direct line and is a decision maker, I will work with them. I don't have hours to throw away talking to 5 different people, telling them all the same thing until I get to a decision maker hours later. I need this escalated to an actual decision maker straight away. Otherwise please put me in touch with the President's office and I will let them know all the ways in which their company is failing. I will tell them how they are failing miserably to capture customers who are jumping through hoops trying to leave COMCAST but the hurdles created by AT&T are too great to overcome. I will tell them they are failing because they can't hook up a customer who installed 540 linear feet of 2" conduit, traffic rated pull boxes, etc. to make this connection happen. I will tell them they are failing because their sales people are more concerned about commissions than they are about actually serving the needs of their customers.

I don't feel like AT&T appreciates or cares that my company went above and beyond to install the conduit. If my company had not done this, AT&T would have had to pay their contractor (Mas Tec) at a minimum, \$16,000 to install this conduit in a high conflict utility corridor. In this case it cost AT&T nothing... my company installed the conduit for zero cost to AT&T.

Nothing about this connection process has been easy. I would have thought that in the aftermath of a natural disaster AT&T would be more responsive, especially in light of the AT&T Hurricane Irma promotional ad. I guess "dedicated to rebuilding the communities we serve and live in" doesn't apply to my company. The eye of Category 4 Hurricane Irma passed 18 miles from my office the same office we are trying to get service to. I would have thought from seeing the ads that my company is the epitome of "the community" AT&T spoke of in their ads and that AT&T would be committed to helping us. My company is a wastewater utility that serves a population of 6,000 to 8,000 residents who were directly impacted by the same Hurricane Irma used by AT&T for promotional purposes.

This leaves me to wonder who is "the community" if we are not?



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KW RU 017079

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From: COFFEY, ANGELA M [<mailto:ac1006@att.com>]  
Sent: Friday, November 10, 2017 11:14 AM  
To: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>; Information Technology Solutions, LLC. <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>  
Subject: CREDIT FOR PREMATURE BILLING OF CURRENT 50M CIRCUIT?

Happy Friday Team

If that is the case than probably the fastest fix will be for your to call the billing number on your bill. Request them to open up your case and request a credit due to the premature billing? Provide the date when the billing first began and when you were actually able to use the circuit. **Don't let them give you push back** insist they open the case and send you the case number so we can call for updates. This just worked for another customer of mine. This cuts out all the red tape. Also any updates on the contracts?

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](#)



at&t

Interstate Dedicated Private Line Service

MONTHLY INVOICE

AT&T  
AT&T CUSTOMER CARE CENTER  
250 SO. CLINTON - 4TH FLOOR  
SYRACUSE, NY 13202

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KW RESORT UTILITIES CORP  
6630 FRONT ST  
KEY WEST FL 33040-6050

Billing Number: CQ TF8564 01 001  
Account Number: 8003-109-4370  
Invoice Number: 1697939507 ORIGINAL

Invoice Date: 07-01-17  
For billing inquiries: 1-877-2 12-9500  
To place an order: 1-877-2 12-9500  
For repair service: 1-800-344-5100

<b>New Charges</b>	Monthly Charges 07-01 through 07-31:	\$ 0.00	
	Prorated Charges/Credits:	\$ 0.00	
	One-Time or Other Charges/Credits:	\$ 1,023.18	
	<b>Total Charges:</b>		<b>\$ 1,023.18</b>
	Federal Excise Tax:	\$ 0.00	
	State/Local Taxes and Surcharges:	\$ 0.00	
	<b>Total Taxes and Surcharges on Charges:</b>		<b>\$ 0.00</b>
	<b>Total Charges, Taxes, and Surcharges:</b>		<b>\$ 1,023.18</b>
<b>Balance Brought Forward</b>	Balance as of Last Monthly Invoice:	\$ 0.00	
	Payments Received:	\$ 0.00	
	Other Charges and Adjustments:	\$ 0.00	
	<b>Balance Brought Forward:</b>		<b>\$ 0.00</b>
<b>Remittance Amount</b>	<b>Total Payable Upon Receipt:</b>		<b>\$ 1,023.18</b>

To ensure proper credit, please detach this portion and return with remittance.

**Remittance Document**  
Interstate Dedicated Private Line Service

KW RESORT UTILITIES CORP  
6630 FRONT ST  
KEY WEST FL 33040-6050

Address Correction: Please remit payments to:

|||||  
AT&T  
PO BOX 5019  
CAROL STREAM IL 60197-5019



Account Number: 8003-109-4370  
Invoice Number: 1697939507  
Inquiry Center: USG00700  
Telephone Number: 1-877-2 12-9500

Invoice Date: 07-01-17

Amount Due: **\$ 1,023.18**

Amount Enclosed:

80031094370169793950700078600000010231800001023184

KWRU 017081



KW RESORT UTILITIES CORP

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Billing Number: CQ TF8564 01 001  
 Account Number: 8003-109-4370  
 Invoice Number: 1697939507 ORIGINAL  
 Invoice Date: 07-01-17  
 For billing inquiries: 1-877-212-9500

Description	Monthly Charges	Prorated Charges/Credits	One-Time or Other Charges/Credits	Taxes and Surcharges	Total
<b>Circuit Charges</b>					
<b>APLS OC48</b>					
BBEC 552350 ATI #	\$0.00	\$0.00	\$800.00	\$0.00	\$800.00
<b>REGULATORY/OTHER CHARGES</b>					
ADMINISTRATIVE EXPENSE FEE-DCS #	\$0.00	\$0.00	\$10.88	\$0.00	\$10.88
FEDERAL REGULATORY FEE-DCS #	\$0.00	\$0.00	\$32.80	\$0.00	\$32.80
PROPERTY TAX ALLOTMENT-DCS #	\$0.00	\$0.00	\$30.08	\$0.00	\$30.08
UNIVERSAL CONNECTIVITY-DCS #	\$0.00	\$0.00	\$149.42	\$0.00	\$149.42
<b>Total Circuit Charges:</b>	\$0.00	\$0.00	\$1,023.18	\$0.00	\$1,023.18
<b>Total This Account:</b>		\$1,023.18		\$0.00	\$1,023.18

# Activity Occurred This Billing Period





KW RESORT UTILITIES CORP

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Billing Number: CQ TF8564 01 001  
Account Number: 8003-109-4370  
Invoice Number: 1697939507 ORIGINAL  
Invoice Date: 07-01-17

Item No	Description of Change	Monthly Charges	Prorated Charges	One-Time or Other Charges
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APLS OC48

50 MBPS BASIC SVC

Purchase Order Number: N30934408

TEMPORARY SERVICE

Change Number: 000 Start Service

Service Order Number: 3093-4408-00

Completion Date: 06-09-17

Circuit Number: BBEC 552350 ATI

Circuit Start Date: 06-09-17

Purchase Order Number: N30934408

1	<b>NRZCN CANCELLATION CHARGE</b> Quantity 1 NPA: 954 NXX: 475 Cancellation Charge CANCELLATION CHARGE			\$1.00
2	<b>NROCN CANCELLATION CHARGE</b> Quantity 1 NPA: 954 NXX: 475 Cancellation Charge CANCELLATION CHARGE			\$799.00
3	<b>NRZFC FUNCTION CONNECTION</b> Quantity 1 NPA: 954 NXX: 475 Install Charge FUNCTION CONNECTION			\$0.00

Total This Activity:

\$0.00

\$800.00

Total This Circuit:

\$0.00

\$800.00





Billing Number: CQ TF8564 01 001  
 Account Number: 8003-109-4370  
 Invoice Number: 1697939507 ORIGINAL  
 Invoice Date: 07-01-17

Description	Monthly Charges	Prorated Charges/Credits	One-Time or Other Charges/Credits	Taxes and Surcharges
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**Circuit Charges**

Monthly, Prorated, and One-Time Charges/Credits for 07-01-17 thru 07-31-17

<b>BBEC 552350 ATI</b> Change Number: 000 Service Order Number: 3093-4408-00 Purchase Order Number: N30934408 Type of Change: Start Service Total One-Time Charges 06-09-17	\$0.00		\$800.00	
<b>ADMINISTRATIVE EXPENSE FEE-DCS</b>			\$10.88	
<b>FEDERAL REGULATORY FEE-DCS</b>			\$32.80	
<b>PROPERTY TAX ALLOTMENT-DCS</b>			\$30.08	
<b>UNIVERSAL CONNECTIVITY-DCS</b>			\$149.42	
<b>Total Circuit Charges:</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$1,023.18</b>	<b>\$0.00</b>
<b>Total This Account:</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$1,023.18</b>	<b>\$0.00</b>
<b>Total Activity Charges, Taxes and Surcharges:</b>	<b>\$1,023.18</b>			



KW RESORT UTILITIES CORP

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Billing Number: CQ TF8564 01 001  
Account Number: 8003-109-4370  
Invoice Number: 1897939507 ORIGINAL  
Invoice Date: 07-01-17

Item No.	Description of Change	Monthly Charges	Prorated Charges	One-Time or Other Charges
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REGULATORY/OTHER CHARGES  
ADMINISTRATIVE EXPENSE FEE

Circuit Number: ADMINISTRATIVE EXPENSE FEE-DCS

4	ADMINISTRATIVE EXPENSE FEE-DCS Adjustment			\$10.88
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Total This Activity:

\$0.00	\$10.88
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Total This Circuit:

\$0.00	\$10.88
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KW RESORT UTILITIES CORP

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Billing Number: CQ TF8564 01 001  
 Account Number: 8003-109-4370  
 Invoice Number: 1697939507 ORIGINAL  
 Invoice Date: 07-01-17

Item No	Description of Change	Monthly Charges	Prorated Charges	One-Time or Other Charges
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REGULATORY/OTHER CHARGES  
 PROPERTY TAX ALLOTMENT

Circuit Number: PROPERTY TAX ALLOTMENT-DCS

6	PROPERTY TAX ALLOTMENT-DCS Adjustment			\$30.08
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Total This Activity:

\$0.00	\$30.08
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Total This Circuit:

\$0.00	\$30.08
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