

From: [Information Technology Solutions, LLC. <itskeywest@outlook.com>](mailto:itskeywest@outlook.com)
To: Chris Johnson Page 1
Date: 11/29/2017 5:06:00 PM
Subject: RE: ATT meeting

Hi Chris,

I can stop by in the morning at 10:30am to check out Greg's phone line issue, If you have time I will talk to you in the morning regarding in regards to AT&T Angela, Scheduling, Fiber Connection, and Dual Wan Router.

Thanks,

Herbert Ramirez
[Information Technology Solutions, LLC](http://www.itskeywestfl.com)
305-897-6512
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From: Chris Johnson [mailto:chris@kwru.com]
Sent: Wednesday, November 29, 2017 4:44 PM
To: 'Information Technology Solutions, LLC.' <itskeywest@outlook.com>
Cc: chris@kwru.com; greg@kwru.com
Subject: ATT meeting

Herbert,

KWRU 017090

Greg wanted me to tell you that his line 1 phone doesn't work. Can you please bring the signal generator on Monday to move to a new pair.

Here is what I plan to send Angela, please review and advise.

Angela,

We would like to have a phone conference to bring this matter to a close. Here is a list of the things we wish to accomplish.

1. Confirm that a refund has been made in Full for the Original Data only 50/50 fiber circuit as requested in my letter and in follow up email. This should be confirmed in writing.
2. Confirm the cost of a Data and Voice circuit. Monthly and any other one-time costs.
3. Confirm the cost to purchase the lowest cost 6 phone system. Monthly and any one time costs.
4. Have the contract paperwork ready for number 2, and 3.
5. Expedited install of the Data and Voice Circuit in 2 and phone system in 3.

Commitment in writing from AT&T to an on line date.



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