

From: [Chris Johnson <chris@kwru.com>](mailto:chris@kwru.com)

To: ['RUIZ, CARLOS E'](#)

Page 1

CC: ['AIELLO, KENNETH M'](#)

['COFFEY, ANGELA M'](#)

['GONZALEZ, ROBERTO'](#)

['Information Technology Solutions, LLC.'](#)

Date: 12/14/2017 11:54:24 AM

Subject: RE: Circuit ASKRGN001078/SB

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Carlos,

I have 25 minutes in my schedule today at 4:00PM, will this be enough time to cancel the order? After this I have to get on a teleconference at 4:30PM so I can't continue the call beyond that. Please advise.



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: RUIZ, CARLOS E [<mailto:CR744W@att.com>]

Sent: Wednesday, December 13, 2017 4:19 PM

To: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>

Cc: AIELLO, KENNETH M <[ka7999@att.com](mailto:ka7999@att.com)>; COFFEY, ANGELA M <[ac1006@att.com](mailto:ac1006@att.com)>; GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>; 'Information Technology Solutions, LLC.'

<[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>

Subject: RE: Circuit ASKRGN001078/SB

Chris

There are two order numbers.

1003470135 Which is completely canceled and was ordered on the 24<sup>th</sup> of April. This one is closed and canceled.

We need you to please call and cancel this second order 301967650. Once that is canceled we can handle the billing situation for this order and resubmit the correct order.

KW RU 017153

Warm Regards

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[Carlos Ruiz](#)

Account Executive  
Business Solutions - National Business  
Small Business Solutions - Southeast

[AT&T](#)

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From: Chris Johnson [<mailto:chris@kwru.com>]  
Sent: Wednesday, December 13, 2017 2:05 PM  
To: RUIZ, CARLOS E <[CR744W@att.com](mailto:CR744W@att.com)>  
Cc: AIELLO, KENNETH M <[ka7999@att.com](mailto:ka7999@att.com)>; COFFEY, ANGELA M <[ac1006@att.com](mailto:ac1006@att.com)>; GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>; 'Information Technology Solutions, LLC.' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>; [chris@kwru.com](mailto:chris@kwru.com)  
Subject: FW: Circuit ASKRGN001078/SB

Carlos,

Let me give you the background for the email below. Prior to November 15, 2017 I had been told the circuit is working and I was receiving bills for the fiber service for months, and then I receive the information as related in the email below. The email is from Tyler Shaw, AT&T Telecomm Specialist AT&T Global Business Assurance Group where he states that "the 2<sup>nd</sup> leg has not been ordered" and he goes on to explain that this is why the fiber circuit does not work.

Further he submits that the circuit is not complete without the 2<sup>nd</sup> leg.

Prior to November 15, 2017 AT&T representatives told me repeatedly over the course of several weeks that the service is available. During this time, I hired an IT consultant and he made multiple visits to my business and he was not able to establish service despite having the technical ability and skills to do so. Then we found out why (in the email below) from Tyler Shaw that the reason we aren't able to utilize the fiber service is because the circuit was never complete.

KWRU 017154



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From: SHAW, TYLER [<mailto:ts9613@att.com>]  
Sent: Wednesday, November 15, 2017 3:11 PM  
To: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>  
Subject: RE: Circuit ASKRGN001078/SB

Mr. Johnson

ASKRGN001078/SB is a gamma circuit. Which means it is an on-demand ordered circuit ordered by the customer. The 2<sup>nd</sup> leg has not been ordered. The 2<sup>nd</sup> needs to be ordered, maybe by the individual who order the 1<sup>st</sup> leg of the circuit. This portion has to be ordered so AT&T can start the provision of the 2<sup>nd</sup> leg so that your circuit will be complete.

Tyler Shaw  
Telecomm Specialist  
GLOBAL BUSINESS ASSURANCE

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From: Chris Johnson [<mailto:chris@kwru.com>]  
Sent: Wednesday, November 15, 2017 1:45 PM  
To: SHAW, TYLER <[ts9613@att.com](mailto:ts9613@att.com)>  
Subject: REF: Circuit ASKRGN001078/SB

REF: Circuit ASKRGN001078/SB  
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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