

**From:** [misinbox <misinbox@rdsmail.ims.att.com>](mailto:misinbox@rdsmail.ims.att.com)  
**To:** [CR744W@ATT.COM](mailto:CR744W@ATT.COM)  
[CHRIS@KWRU.COM](mailto:CHRIS@KWRU.COM)  
**Date:** 3/19/2018 10:43:28 AM  
**Subject:** AT&T Request for Service-RE: 022218XE387921KO,KW RESORT UTILITIES, 8310007134897 , 022218XE387921KO, KW RESORT UTILITIES

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Please include the following line in all replies.  
Tracking Number: 022218XE387921KOE2

This is an automated response from AT&T.

Thank you for allowing us to serve you!

Your email message has been received by our AT&T Customer Care Center. If you have requested a response, one will be provided within 5 business days.

This message contains a tracking number that should be used for all correspondence regarding this request. A new question on any email with an existing tracking number may result in a delay in answering your inquiry.

Please reply to this e-mail only if you are continuing dialog with the same question. This will ensure that your reply or request is received and worked in a timely manner.

If you wish to ask a new question, please send an email to [attbill@att.com](mailto:attbill@att.com) and include your name, account number, and the name of your company.

AT&T offers many services and solutions for your growing business. Find out more information at <http://www.business.att.com>.

Announcing new tool available online for submitting total disconnect requests for products Managed Internet Service (MIS), AVTS , AGNS Services to include BIS, Dialed Services, Netgate, RAS (Remote Access Service), Secure Dial, DSL including Netgates/SOHO, Hosting or ICDS, Managed Security Services including Internet Protect, Network Based Firewall, Nokia/PIX, Secure Email Gateway (SEG), Secure Network Gateway (SNG), Other Security Services such as IDPS (Intrusion Detection Protection Service)/MIDS (Managed Intrusion Detection Service), and AntiVirus.

As of 8/15/2011, AT&T now accepts Disconnect requests for these products using electronic submission through <http://www.att.com/disconnectdesk>. The benefits to you through this enhancement include:

- \* Convenient - You will be able to place your order 24 hours a day, 7 days a week.
- \* Saves Time - Your disconnect request will process faster.
- \* Enhanced Accuracy - With less hand offs, your request will be more accurate.
- \* Easy to Use - You'll find this user friendly web tool to be intuitive and easy to navigate.
- \* More Secure - Use of this latest technology ensures that your requests will be handled with a high security.

We are confident that you will find this new process to be an easier, efficient and effective way to process your disconnect requests.

Should you have any billing inquiries, please continue to contact us via our web portal, <http://www.BusinessDirect.att.com> or feel free to call us at the number on listed on your bill.

Thank you for using AT&T.

<---- Begin Process Information For EMS USE ONLY ---->  
TrackingNumber: 022218XE387921KOE2  
<---- End Process Information For EMS USE ONLY ---->

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**From:** [RUIZ, CARLOS E <CR744W@att.com>](mailto:RUIZ, CARLOS E <CR744W@att.com>)  
**To:** [misinboxmisinbox@rdsml.ims.att.com](mailto:misinboxmisinbox@rdsml.ims.att.com)  
[chris@kwru.com](mailto:chris@kwru.com)  
[chris@kwru.com](mailto:chris@kwru.com)  
**Date:** 3/19/2018 10:42:34 AM  
**Subject:** RE: 022218XE387921KO,KW RESORT UTILITIES, 8310007134897 ,  
022218XE387921KO, KW RESORT UTILITIES

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Chris,

This is the credit for the previous account. You will have the contract for the Fiber internet and Voice in you inbox soon. Please eSign it as soon as you can and I will be able to ship out the equipment. (VOIP Router)

I'm sorry this took so long. I had to request a \$5208.62 credit in order to remove the balance you had been billed. We are at the end already Chris. You should be up and running in the next 2-3 weeks.

Regards

**Carlos Ruiz**

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

**AT&T**

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**From:** [misinbox@rdsml.ims.att.com](mailto:misinbox@rdsml.ims.att.com) [mailto:[misinbox@rdsml.ims.att.com](mailto:misinbox@rdsml.ims.att.com)]  
**Sent:** Monday, March 19, 2018 8:50 AM  
**To:** [chris@kwru.com](mailto:chris@kwru.com)  
**Cc:** RUIZ, CARLOS E <[CR744W@att.com](mailto:CR744W@att.com)>  
**Subject:** 022218XE387921KO,KW RESORT UTILITIES, 8310007134897, 022218XE387921KO, KW RESORT UTILITIES

KWRU 017431

Date: 3/19/2018

Service: MANAGED INTERNET SERVICE

Re Account Number: 8310007134897  
KW RESORT UTILITIES

Dear Carlos:

\*\*\*\*\* PLEASE DO NOT REPLY TO THIS MESSAGE. REPLIES TO THIS E-MAIL ADDRESS CANNOT BE READ AND WILL AUTOMATICALLY BE DELETED. \*\*\*\*\*

Your request to disconnect AT&T Service associated with Tracking Number 022218XE387921KO is currently underway.  
Your authorization form has been validated and the order is in progress.

For future questions regarding the progress of your disconnect, please use Disconnect Desk Tracking Number (DDTS#) N/A which covers the following:

We would like to inform you that the disconnection of the following service(s) is underway

Circuit ID AS/KRGN/001078/SB that is being disconnected.

Please note: The billing will cease within 2 billing cycles from the date of this email, any credits due, if applicable, will be adjusted according to AT&T service guide.

You can anticipate periodic acknowledgments throughout the process of disconnecting your service. Your local site may be contacted to verify information. This verification is necessary to ensure other AT&T services you may have with us are not interrupted in error. It is necessary that your site contact respond as it will facilitate your order progressing.

Please note that there may be a minimum payment period(s) required and/or Termination Charges for early disconnect of the location(s) under your Contract. These will appear on the invoice following the completion of the disconnect request.

AT&T regrets that you have chosen to disconnect your Service and hopes to service your future communication needs.

Thank you for choosing AT&T.

For further information please contact:

Name: Martin Folta Phone: 9999999999 Ext.:

<---- Begin Process Information For EMS USE ONLY ---->  
TrackingNumber: 022218XE387921KO  
<---- End Process Information For EMS USE ONLY ---->

KWRU 017432

