

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

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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Sunrise, FL 33323
m 305.934.8914 | cr744w@att.com

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

KWRU 017471

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 017472

