

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

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

Page 1

CC: [AIELLO, KENNETH M](mailto:AIELLO,KENNETH.M@att.com)

[COFFEY, ANGELA M](mailto:COFFEY,ANGELA.M@att.com)

['Information Technology Solutions, LLC.'](mailto:'Information Technology Solutions, LLC.'@att.com)

[GONZALEZ, ROBERTO](mailto:GONZALEZ,ROBERTO@att.com)

greg@kwru.com

bart@kwru.com

Date: 1/31/2018 9:35:22 AM

Subject: RE: KW Resort Utilities - AT&T FIBER

Chris,

I will look into this now. The last update I got was that the account was canceled. Please standby.

Regards

[Carlos Ruiz](mailto:Carlos.Ruiz@att.com)

Account Executive

Business Solutions - National Business

Small Business Solutions - Southeast

[AT&T](http://att.com)

13450 W Sunrise Blvd

6th Floor

Sunrise, FL 33323

m 305.934.8914 | cr744w@att.com

[MOBILIZING YOUR WORLD](http://att.com)

[Click for Immediate Assistance](#)

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

Sent: Tuesday, January 30, 2018 9:26 AM

To: RUIZ, CARLOS E <CR744W@att.com>

Cc: AIELLO, KENNETH M <ka7999@att.com>; COFFEY, ANGELA M <ac1006@att.com>;

'Information Technology Solutions, LLC.' <itskeywest@outlook.com>; GONZALEZ, ROBERTO

<rg0035@att.com>; greg@kwru.com; bart@kwru.com

Subject: RE: KW Resort Utilities - AT&T FIBER

Carlos,

KWRU 016750

The account doesn't appear to be closed. There is a new bill dated January 19, 2018. Please see attached and advise.

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Christopher A. Johnson
President
6630 Front Street
Key West, FL 33040
(305) 295-3301
www.kwru.com

From: RUIZ, CARLOS E [<mailto:CR744W@att.com>]
Sent: Wednesday, December 27, 2017 12:07 PM
To: Chris Johnson <chris@kwru.com>
Cc: AIELLO, KENNETH M <ka7999@att.com>; COFFEY, ANGELA M <ac1006@att.com>; Information Technology Solutions, LLC. <itskeywest@outlook.com>; GONZALEZ, ROBERTO <rg0035@att.com>; greg@kwru.com; bart@kwru.com
Subject: Re: KW Resort Utilities - AT&T FIBER

Chris,

Happy Holidays. We have already canceled the 2 accounts which were previously billing. I have provided our finance department the account information so that they may remove these collection holds on your account. After these collections holds are removed I will be able to replace the orders.

Warm Regards

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

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On Dec 27, 2017, at 10:37 AM, Chris Johnson <chris@kwru.com> wrote:

KWRU 016751

Carlos Et al.,

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Can I please get a status on this.

The last I heard I was told by Carlos to cancel the original fiber circuit order which I promptly did and sent an email informing you all of this action on December 14th.

I never received answers to my questions in the email of December 13th. For your convenience I have included the questions below.

- a. Please confirm that the KW Resort Utilities existing COMCAST phone lines will be ported over/converted to AT&T phone lines at no additional charge.
- b. Please confirm that AT&T will provide the digital to analog conversion box for the 10 phone lines at no additional charge.

1. A new order will be placed by Carlos. This order will be 50Mbps (up and down) fiber circuit. I asked if we could place a new order for a 20Mbps fiber circuit and the answer I received (from Carlos) was no. Why is this answer no? Do you provide 20Mbps circuits to other customers and if so how is it that I can't get one and others can?

I know it is the holidays but it has been 15 days since my inquiry.

<image001.jpg>

From: Chris Johnson [<mailto:chris@kwru.com>]
Sent: Thursday, December 21, 2017 3:38 PM
To: 'RUIZ, CARLOS E' <CR744W@att.com>
Cc: KENNETH M <[AIELLO\(ka7999@att.com\)](mailto:AIELLO(ka7999@att.com))> <ka7999@att.com>; COFFEY, ANGELA M <ac1006@att.com>; 'Information Technology Solutions, LLC.' <itskeywest@outlook.com>; chris@kwru.com; roberto gonzales (rg0035@att.com) <rg0035@att.com>
Subject: RE: KW Resort Utilities - AT&T FIBER

Carlos,

What is the status of moving forward with the new service?

Also would you kindly answer/respond to the questions and concerns that I presented in my previous email. -Chris

<image002.jpg>

KWRU 016752

From: RUIZ, CARLOS E [<mailto:CR744W@att.com>]
Sent: Wednesday, December 13, 2017 12:34 PM
To: Chris Johnson <chris@kwru.com>
Subject: KW Resort Utilities - AT&T FIBER

Chris,

Please follow the information below. I received it from my Technical Consultant Wade. We need you to cancel the order first so then I can go to billing with the claim.

please call

[1-844-ATT-NOD3](tel:1-844-ATT-NOD3) (844-288-6633)
Enter option 2 and then option 3.

[Carlos Ruiz](#)
Account Executive
Business Solutions - National Business
Small Business Solutions - Southeast

[AT&T](#)
13450 W Sunrise Blvd
6th Floor
Sunrise, FL 33323
m 305.934.8914 | cr744w@att.com

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Carlos Et al.,

To summarize the conversation from yesterday this is what you laid out for me:

2. AT&T will cancel the original order (AT&T Account#8003-109-4370 AT&T Billing# CQ TF8564 01 001) and no monies will be owed by KW Resort Utilities Corp. The original contract shall be null and void and the account shall be closed in good standing.
3. A new order will be placed by Carlos. This order will be 50Mbps (up and down) fiber circuit. I asked if we could place a new order for a 20Mbps fiber circuit and the answer I received (from Carlos) was no.
 - c. The 50Mbps fiber circuit shall cost \$799.00 per month for the service (2 year contract)

KWRU 016753

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- d. The 50Mbps fiber circuit shall provide up to 10 phone lines (analog) at no additional charge.
 - e. Please confirm that the KW Resort Utilities existing COMCAST phone lines will be ported over/converted to AT&T phone lines at no additional charge.
 - f. Please confirm that AT&T will provide the digital to analog conversion box for the 10 phone lines at no additional charge.

Additional Options:

- 4. AT&T will provide an option for Voice over IP system (9 Channel) for \$220.00/month for the service.
- 5. AT&T can also provide pricing for telephone equipment. The cost per telephone is somewhere between \$150 and \$200 per telephone depending on the model.

Please confirm 2c and 2d and let me know if anything above is not as we discussed.

<image004.jpg>