

From: [Chris Johnson <chris@kwru.com>](mailto:chris@kwru.com)
To: ['PATHAN, SUMAIYYA'](mailto:PATHAN,SUMAIYYA) Page 1
CC: ['richard@kwru.com'](mailto:richard@kwru.com)
greg@kwru.com
chriskw@bellsouth.net
Date: 5/31/2017 11:26:45 AM
RE: AT&T Order on Hold - Response Required: AT&T Managed
Subject: Internet Service, Kw Resort Utilities Corp, Order Number 1003470135,
KEY WEST, FL

Sumaiyya Pathan,

Thank you for your notification. The Utility had sub contractors working in the area where the conduit is designed to be run. The Utility believes that the customer ready condition will be cleared by July 14th.



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

From: PATHAN, SUMAIYYA [mailto:sp987e@att.com]
Sent: Wednesday, May 31, 2017 10:19 AM
To: chriskw@bellsouth.net; its@outlook.com; RUIZ, CARLOS E <CR744W@att.com>
Subject: AT&T Order on Hold - Response Required: AT&T Managed Internet Service, Kw Resort Utilities Corp, Order Number 1003470135, KEY WEST, FL
Importance: High

AT&T Managed Internet Service (MIS)

Order on Hold – Response Required

KW RU 016755

Order Number: 1003470135

Your order is on hold due to a customer not ready condition at the service location that is preventing installation of the local portion of your circuit (also known as the access portion of your circuit).

Customer Not Ready Condition

These requirements were thoroughly covered during the site visit conducted on 04/26/17 with Christopher Johnson. The following requirements need to be positively completed in full by 05/30/17 to avoid a delay against your ASE Ethernet order.

Place a minimum 4' x 4' x ¾" fire-rated plywood backboard

Place a 120V AC dedicated outlet on a dedicated 15Amp circuit breaker. Single standard 3 prong 120V AC, 15Amp dedicated receptacle

Place new #6 ground wire bonded to an MGN (except in CA) or UFER Ground terminated to a grounding bus bar

Pull string in conduit

2" or 4" conduit with pull tape is required from the property line to the minimum point of entry as identified by the AT&T Representative. Minimum 3' sweeping radius - no right angles - no more than three 90° turns without a pull box. Paths longer than 300' or with two or more 90 degree turns will require a pull box. Minimum Dimensions for an in-ground pull box is 17"x30"x24" deep or 12"x12"x6" deep for other applications

Service Location

6630 FRONT ST
BLDG MAIN FLR 1 RM Na
KEY WEST, FL 33040

Response Required

Please reply to this notification with the date the customer ready condition will be cleared.

What is Next?

Once the customer not ready condition is cleared, AT&T will schedule the installation of the local portion of your circuit (also known as the access portion or your circuit).

In the event we can't complete installation, AT&T may be required to initiate early billing or cancel your order.

Contact Us

Please reply to this email with the date the customer ready condition will be cleared.

Thank you for choosing AT&T.

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Thanks and Regards,
Sumaiyya Pathan

Tier 1, HALO – Amdocs for AT&T Ordering

Agent for AT&T HALO

+1 (855) 263-7647 | sp987e@att.com

Next Level Support: Nisha Shinde, Email: ns476n@us.att.com

AT&T Internal partners please refer to the Internal Support Process & Guide in advance of engaging next level. [LINK](#)

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