

From: [Chris Johnson <chris@kwru.com>](mailto:chris@kwru.com)  
To: [COFFEY, ANGELA M](mailto:COFFEY, ANGELA M) Page 1  
Date: 9/22/2017 10:20:22 AM  
FW: AT&T Order on Hold - Response Required: AT&T Managed  
Subject: Internet Service, Kw Resort Utilities Corp, Order Number 1003470135,  
KEY WEST, FL

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From: RUIZ, CARLOS E [mailto:CR744W@att.com]  
Sent: Friday, June 09, 2017 3:52 PM  
To: PATHAN, SUMAIYYA <sp987e@att.com>; Chris Johnson <chris@kwru.com>; 'Herbert Ramirez' <itskeywest@outlook.com>; BRADSHAW, HERB <hb0196@att.com>  
Cc: richard@kwru.com; greg@kwru.com; chriskw@bellsouth.net; GODIN, ANN <ag0946@att.com>; AIELLO, KENNETH M <ka7999@att.com>; GONZALEZ, ROBERTO <rg0035@att.com>; CIFUENTES, VICTOR <vc9335@att.com>  
Subject: Re: AT&T Order on Hold - Response Required: AT&T Managed Internet Service, Kw Resort Utilities Corp, Order Number 1003470135, KEY WEST, FL

Chris,

I will replace your order. Thank you for your continued patience.

Warm Regards

**Carlos Ruiz**

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

----- Original message -----

From: "PATHAN, SUMAIYYA" <sp987e@att.com>  
Date: 6/9/17 2:45 PM (GMT-05:00)  
To: Chris Johnson <chris@kwru.com>, 'Herbert Ramirez' <itskeywest@outlook.com>, "BRADSHAW, HERB" <hb0196@att.com>  
Cc: richard@kwru.com, greg@kwru.com, chriskw@bellsouth.net, "GODIN, ANN" <ag0946@att.com>, "RUIZ, CARLOS E" <CR744W@att.com>  
Subject: RE: AT&T Order on Hold - Response Required: AT&T Managed Internet Service, Kw Resort Utilities Corp, Order Number 1003470135, KEY WEST, FL

Hi Christopher,

You will need to contact sales to get new order submitted.

KWRU 016787

Thanks and Regards,  
Sumaiyya Pathan  
Tier 1, HALO – Amdocs for AT&T Ordering

Page 2

Agent for AT&T HALO

+1 (855) 263-7647 | [sp987e@att.com](mailto:sp987e@att.com)

Next Level Support: Nisha Shinde, Email: [ns476n@us.att.com](mailto: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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From: Chris Johnson [chris@kwru.com]  
Sent: Friday, June 09, 2017 2:21 PM  
To: PATHAN, SUMAIYYA; 'Herbert Ramirez'; BRADSHAW, HERB  
Cc: [richard@kwru.com](mailto:richard@kwru.com); [greg@kwru.com](mailto:greg@kwru.com); [chriskw@bellsouth.net](mailto:chriskw@bellsouth.net); GODIN, ANN; RUIZ, CARLOS E  
Subject: RE: AT&T Order on Hold - Response Required: AT&T Managed Internet Service, Kw Resort Utilities Corp, Order Number 1003470135, KEY WEST, FL  
Sumaiyya Pathan,

Thank you for your notification. As I stated in my email of 31 May the Utility will have the infrastructure in place per the AT&T specifications by July 14<sup>th</sup>. Whom should I contact once this work is completed to reactivate/un-cancel/reopen the order?

Thank you,



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: PATHAN, SUMAIYYA [<mailto:sp987e@att.com>]  
Sent: Thursday, June 08, 2017 4:54 PM  
To: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>  
Cc: [richard@kwru.com](mailto:richard@kwru.com); [greg@kwru.com](mailto:greg@kwru.com); [chriskw@bellsouth.net](mailto:chriskw@bellsouth.net)  
Subject: RE: AT&T Order on Hold - Response Required: AT&T Managed Internet Service, Kw Resort Utilities Corp, Order Number 1003470135, KEY WEST, FL  
Importance: High

KWRU 016788

Hi Christopher,

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As informed below, order cancellation has been processed, please reissue the order once site seems to be ready.

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](mailto:sp987e@att.com)

Next Level Support: Nisha Shinde, Email: [ns476n@us.att.com](mailto:ns476n@us.att.com)

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From: PATHAN, SUMAIYYA

Sent: Monday, June 05, 2017 4:32 PM

To: Chris Johnson

Cc: [richard@kwru.com](mailto:richard@kwru.com); [greg@kwru.com](mailto:greg@kwru.com); [chriskw@bellsouth.net](mailto:chriskw@bellsouth.net)

Subject: RE: AT&T Order on Hold - Response Required: AT&T Managed Internet Service, Kw Resort Utilities Corp, Order Number 1003470135, KEY WEST, FL

Hi Christopher,

Thank you for providing the anticipated date. Unfortunately this date falls outside of the time frame for us to be able to keep the order active based on the guidelines for CNR site readiness situations. In these scenarios our course of action is to cancel the order currently in our systems and ask that you follow up with your sales agent when the site is ready to accept the service. Please note that typically this does not extend the installation timeline, as the Local Carrier cannot begin their work until the site is ready.

We will be processing a cancel on the current order in 48 hours.

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](mailto:sp987e@att.com)

Next Level Support: Nisha Shinde, Email: [ns476n@us.att.com](mailto:ns476n@us.att.com)

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KWRU 016789

From: Chris Johnson [chris@kwru.com]  
Sent: Wednesday, May 31, 2017 11:26 AM Page 4  
To: PATHAN, SUMAIYYA  
Cc: [richard@kwru.com](mailto:richard@kwru.com); [greg@kwru.com](mailto:greg@kwru.com); [chriskw@bellsouth.net](mailto:chriskw@bellsouth.net)  
Subject: RE: AT&T Order on Hold - Response Required: AT&T Managed 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](http://www.kwru.com)

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From: PATHAN, SUMAIYYA [<mailto:sp987e@att.com>]  
Sent: Wednesday, May 31, 2017 10:19 AM  
To: [chriskw@bellsouth.net](mailto:chriskw@bellsouth.net); [its@outlook.com](mailto:its@outlook.com); RUIZ, CARLOS E <[CR744W@att.com](mailto: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

Hello Christopher Johnson  
Kw Resort Utilities Corp

**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).

KWRU 016790

**Customer Not Ready  
Condition**

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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' × 4' × 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"×30"×24" deep or 12"×12"×6" deep for other applications

**Service Location**

6630 FRONT ST  
BLDG MAIN FLR 1 RM Na

KWRU 016791

**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.

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](mailto:sp987e@att.com)  
Next Level Support: Nisha Shinde,  
Email: [ns476n@us.att.com](mailto:ns476n@us.att.com)

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