

From: [Chris Johnson <chris@kwru.com>](mailto:chris@kwru.com)  
To: [COFFEY, ANGELA M](mailto:COFFEY, ANGELA M) Page 1  
Date: 9/22/2017 10:19:31 AM  
Subject: FW: KWRU RE: AT&T Contract Ready for Your eSignature

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From: RUIZ, CARLOS E [mailto:CR744W@att.com]  
Sent: Wednesday, August 30, 2017 9:44 AM  
To: Chris Johnson <chris@kwru.com>  
Cc: GONZALEZ, ROBERTO <rg0035@att.com>; 'Herbert Ramirez' <itskeywest@outlook.com>  
Subject: RE: KWRU RE: AT&T Contract Ready for Your eSignature

Chris,

May I pass by your business on the 7<sup>th</sup> of September so that we can go over all the voice options we have available to you?

Warm Regards

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](mailto:cr744w@att.com)

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From: Chris Johnson [mailto:chris@kwru.com]  
Sent: Tuesday, August 29, 2017 3:19 PM  
To: RUIZ, CARLOS E <CR744W@att.com>  
Cc: GONZALEZ, ROBERTO <rg0035@att.com>; 'Herbert Ramirez' <itskeywest@outlook.com>  
Subject: RE: KWRU RE: AT&T Contract Ready for Your eSignature

Carlos,

Herbert was at the Utility today doing some IT work and we discussed your email. Herbert and I are in agreement that we should set up a teleconference or meeting to discuss the proposals with you. We also agreed that it makes sense to do this after we have received the

KWRU 016797

proposals. This will give Utility management a chance to review the proposals ahead of time, thus ensuring an efficient and productive teleconferencing. I look forward to seeing your proposals and scheduling a follow up meeting shortly thereafter to review. Best -Chris



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: RUIZ, CARLOS E [<mailto:CR744W@att.com>]  
Sent: Tuesday, August 29, 2017 11:09 AM  
To: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>; 'Herbert Ramirez' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>  
Cc: GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>  
Subject: RE: KWRU RE: AT&T Contract Ready for Your eSignature

Chris/Herbert

I would like to schedule a call at your earliest convenience so we can review your concerns. I will also be in Key West the 6<sup>th</sup> the 7<sup>th</sup> and the 8<sup>th</sup>. If you would like I can pass by.

Warm Regards

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

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Sunrise, FL 33323  
m 305.934.8914 | [cr744w@att.com](mailto:cr744w@att.com)

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From: Chris Johnson [<mailto:chris@kwru.com>]  
Sent: Tuesday, August 29, 2017 9:10 AM  
To: RUIZ, CARLOS E <[CR744W@att.com](mailto:CR744W@att.com)>

KWRU 016798

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Cc: [chriskw@bellsouth.net](mailto:chriskw@bellsouth.net); 'Herbert Ramirez' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>; 'Kaitlin Bianchi' <[kaitlin@kwru.com](mailto:kaitlin@kwru.com)>; GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>; CIFUENTES, VICTOR <[vc9335@att.com](mailto:vc9335@att.com)>; AIELLO, KENNETH M <[ka7999@att.com](mailto:ka7999@att.com)>  
Subject: RE: KWRU RE: AT&T Contract Ready for Your eSignature

Carlos,

I am sorry that I missed you when you visited our facility, unfortunately I was out of the country. It is my understanding that you are to provide KW Resort Utilities with several options /proposals for service. I believe 3 different types of service are to be proposed. It is also my understanding that the hardware that is to be installed inside our office is dependent on the type of service that KWRU contracts for. Given the service plan - hardware relationship we are now at a standstill with our fiber installation as we are unsure what type of hardware our service will require. Please advise as to when we may be in receipt of the aforementioned proposals and if anything I have outlined above is not correct. Thank you for taking the extra care to make a second personal visit to our facility. I look forward to hearing from you and moving the process forward. Best- Chris



Christopher A. Johnson  
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From: RUIZ, CARLOS E [<mailto:CR744W@att.com>]  
Sent: Wednesday, July 26, 2017 9:20 AM  
To: 'Chris Johnson' <[chris@kwru.com](mailto:chris@kwru.com)>  
Cc: 'chriskw@bellsouth.net' <[chriskw@bellsouth.net](mailto:chriskw@bellsouth.net)>; 'Herbert Ramirez' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>; 'Kaitlin Bianchi' <[kaitlin@kwru.com](mailto:kaitlin@kwru.com)>; GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>; CIFUENTES, VICTOR <[vc9335@att.com](mailto:vc9335@att.com)>; AIELLO, KENNETH M <[ka7999@att.com](mailto:ka7999@att.com)>  
Subject: KWRU RE: AT&T Contract Ready for Your eSignature

Good morning Chris,

I hope this email finds you well sir. I wanted to follow up and inform you that everything is being coordinated to bring the fiber in. We do need you to please take action on one matter. You should have received a welcome email with a link it, we need you to please go into this email and click the link so we can complete our final registration for the service.

Warm Regards

KWRU 016799

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

Page 4

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From: RUIZ, CARLOS E  
Sent: Tuesday, July 11, 2017 5:07 PM  
To: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>  
Cc: [chriskw@bellsouth.net](mailto:chriskw@bellsouth.net); 'Herbert Ramirez' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>; [its@outlook.com](mailto:its@outlook.com);  
'Kaitlin Bianchi' <[kaitlin@kwru.com](mailto:kaitlin@kwru.com)>; GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>; CIFUENTES,  
VICTOR <[vc9335@att.com](mailto:vc9335@att.com)>  
Subject: RE: AT&T Contract Ready for Your eSignature

Chris,

Thank you for your swift response. I will get with my team to correct this. What we agreed upon was a 50mbps dedicated fiber line for \$799.00 a month. Below are the customer requirements which were sent to you back in May. As soon as these are met we can bring in the Fiber and activate the router.

Place a minimum 4' x 4' x 3/4" 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

Warm Regards

Carlos Ruiz  
Account Executive

KWRU 016800

[AT&T](#)

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From: Chris Johnson [<mailto:chris@kwru.com>]  
Sent: Tuesday, July 11, 2017 4:40 PM  
To: RUIZ, CARLOS E <[CR744W@att.com](mailto:CR744W@att.com)>  
Cc: [chriskw@bellsouth.net](mailto:chriskw@bellsouth.net); 'Herbert Ramirez' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>; [its@outlook.com](mailto:its@outlook.com);  
'Kaitlin Bianchi' <[kaitlin@kwru.com](mailto:kaitlin@kwru.com)>; GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>; CIFUENTES,  
VICTOR <[vc9335@att.com](mailto:vc9335@att.com)>  
Subject: RE: AT&T Contract Ready for Your eSignature

Carlos,

Most of the bill is attached. -Chris



Christopher A. Johnson  
President  
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From: RUIZ, CARLOS E [<mailto:CR744W@att.com>]  
Sent: Tuesday, July 11, 2017 4:29 PM  
To: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>  
Cc: [chriskw@bellsouth.net](mailto:chriskw@bellsouth.net); 'Herbert Ramirez' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>; [its@outlook.com](mailto:its@outlook.com);  
'Kaitlin Bianchi' <[kaitlin@kwru.com](mailto:kaitlin@kwru.com)>; GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>; CIFUENTES,  
VICTOR <[vc9335@att.com](mailto:vc9335@att.com)>  
Subject: RE: AT&T Contract Ready for Your eSignature

Chris,

Page 6

Can you please send me a copy of the bill or can you please provide me with the account number. We begin billing the service 1 month after activation and we have yet to activate.

Warm Regards

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

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From: Chris Johnson [<mailto:chris@kwru.com>]  
Sent: Tuesday, July 11, 2017 4:17 PM  
To: RUIZ, CARLOS E <[CR744W@att.com](mailto:CR744W@att.com)>  
Cc: [chriskw@bellsouth.net](mailto:chriskw@bellsouth.net); 'Herbert Ramirez' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>; [its@outlook.com](mailto:its@outlook.com);  
'Kaitlin Bianchi' <[kaitlin@kwru.com](mailto:kaitlin@kwru.com)>  
Subject: RE: AT&T Contract Ready for Your eSignature

Carlos,

I received a bill for \$1,023.18 for the dedicated service. Here is the breakout:

One-time Charge 06-09-2017	\$800
Admin	\$10.88
Fed Reg Fee	\$32.80
Prop Tax Allot	\$30.08
Universal Connectivity	\$149.42

This doesn't seem to jive with the notes I took from our meeting here at the Utility, please double check this and advise. -Chris

KWRU 016802



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From: RUIZ, CARLOS E [<mailto:CR744W@att.com>]  
Sent: Tuesday, July 11, 2017 2:11 PM  
To: GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>; [chriskw@bellsouth.net](mailto:chriskw@bellsouth.net)  
Cc: [its@outlook.com](mailto:its@outlook.com)  
Subject: Re: AT&T Contract Ready for Your eSignature

Chris,

Good afternoon sir. Can you please sign this addendum so that we may proceed with our order process on the fiber solution we are installing.

Warm Regards

**Carlos Ruiz**

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

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

From: "GONZALEZ, ROBERTO" <[rg0035@att.com](mailto:rg0035@att.com)>  
Date: 7/11/17 1:48 PM (GMT-05:00)  
To: [chriskw@bellsouth.net](mailto:chriskw@bellsouth.net)  
Cc: "GONZALEZ, ROBERTO" <[rg0035@att.com](mailto:rg0035@att.com)>, [its@outlook.com](mailto:its@outlook.com), "RUIZ, CARLOS E" <[CR744W@att.com](mailto:CR744W@att.com)>  
Subject: AT&T Contract Ready for Your eSignature

Dear Christopher Johnson,

The AT&T eSignature process enables you to sign your contracts with your voice on the phone or through the web.

With eSignature, your electronic signature is equivalent to your hand written signature. If you have questions about your contract or eSignature, please contact me at 305-213-3778.

**Choices:**

**To sign via phone:**

1. Dial 1-866-374-4633 or 1-866-eSigned.
2. When prompted, **enter** or **say** the digits of the **Contract ID(s)** below.

<u>Contract ID</u>	<u>Contract To Sign</u>
██████████	Price Addendum

**To sign via web:**

1. To log into eSign, ██████████ as your UserID.
2. To obtain your password check your email for - Subject: **Your Login to AT&T eSignature is Enabled.**
3. With your login and password open [this link](#) and follow the instructions.

Thank you for using AT&T

Sincerely,

Roberto Gonzalez  
APPLICATION SALES CONSULTANT 2\*  
AT&T Mobility  
305-213-3778  
[rg0035@us.att.com](mailto:rg0035@us.att.com)

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