

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

To: ['COFFEY, ANGELA M'](mailto:COFFEY, ANGELA M)

Page 1

CC: ['BRADSHAW, HERB'](mailto:BRADSHAW, HERB)

['Herbert Ramirez'](mailto:Herbert Ramirez)

['chriskw@bellsouth.net'](mailto:chriskw@bellsouth.net)

['greg@kwru.com'](mailto:greg@kwru.com)

['sheri@kwru.com'](mailto:sheri@kwru.com)

['Kaitlin Bianchi'](mailto:'Kaitlin Bianchi)

['judi@kwru.com'](mailto:judi@kwru.com)

Date: 9/25/2017 10:49:35 AM

Subject: RE: Kw Resort Utilities Corp,

To all,

David Mahoney of AT&T just left me a message confirming that he spoke with Noah (who installed the fiber) and it is confirmed that the order/ticket is closed out properly. We should have nothing standing in our way now and should be able to schedule test & turn up.

I just texted the AT&T Order Rep Lorie with this same information requesting turn up ASAP. - Chris



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

From: COFFEY, ANGELA M [mailto:ac1006@att.com]

Sent: Friday, September 22, 2017 4:49 PM

To: Chris Johnson <chris@kwru.com>

Cc: BRADSHAW, HERB <hb0196@att.com>; 'Herbert Ramirez' <itskeywest@outlook.com>; chriskw@bellsouth.net; greg@kwru.com; sheri@kwru.com; 'Kaitlin Bianchi' <kaitlin@kwru.com>; judi@kwru.com

Subject: RE: Kw Resort Utilities Corp,

Thanks Team

KWRU 016806

Once order appears in the scheduling system reach out to [Lorie@ 4407150925](mailto:Lorie@4407150925) to schedule test and turn up/ OR call 844-288-6633 Option 2 ~~Page 2~~ Option 3 then Option 2 reference order # [ASKRGN/001078/SB](#)

Thanks, Angela Coffey

Angela Coffey

Client Solutions Executive

AT&T

Small Business Solutions
13450 W Sunrise Blvd, Sunrise, FL 33323

M: 954-383-8214
AC1006@att.com

[Click for Immediate Assistance](#)

From: Chris Johnson [<mailto:chris@kwru.com>]
Sent: Friday, September 22, 2017 12:13 PM
To: COFFEY, ANGELA M <ac1006@att.com>
Cc: BRADSHAW, HERB <hb0196@att.com>; 'Herbert Ramirez' <itskeywest@outlook.com>; chriskw@bellsouth.net; greg@kwru.com; sheri@kwru.com; 'Kaitlin Bianchi' <kaitlin@kwru.com>; judi@kwru.com
Subject: RE: Kw Resort Utilities Corp,

Update:

I called David Mahoney of AT&T and he is going to double check that the Fiber Technician, Noah, closed the ticket/order. Once this is done the way should be cleared to do the final step "test and turn-up". The Utility's contract IT Professional (Herbert Ramirez) will work with AT&T on the "test and turn-up" and the Utility will then have internet over fiber.

Angela Coffey is acting as a facilitator on behalf of the Utility to get us all the way to the finish line with as she is providing coordination with the "AT&T Order Manager" Laurie/Connie.



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KWRU 016807

From: COFFEY, ANGELA M [<mailto:ac1006@att.com>] Page 3

Sent: Friday, September 22, 2017 11:12 AM

To: Chris Johnson <chris@kwru.com>

Cc: BRADSHAW, HERB <hb0196@att.com>

Subject: Kw Resort Utilities Corp,

Hi Team

Quick Update as soon as the tech order shows complete in the scheduling system you can call for the test& turn up.

Order # 301967655

CIRCUIT/AS/KRGN/001078/SB

CURRENT ORDER MANAGEMENT# 440-838-3245

844-288-633 OPTION3 /2 OPTION

Thanks, Angela Coffey

Angela Coffey

Client Solutions Executive

AT&T

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[Click for Immediate Assistance](#)

KWRU 016808