

From: [COFFEY, ANGELA M <ac1006@att.com>](mailto:COFFEY, ANGELA M <ac1006@att.com>)  
To: [Chris Johnson](mailto:Chris Johnson) Page 1  
[itskeywest@outlook.com](mailto:itskeywest@outlook.com)  
Date: 10/9/2017 7:33:02 PM  
Subject: Key West Utilities  
Attachments: FBB PROPOSAL KWRU.docx

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Chris in checking it appears we only have dedicated services to offer you. I have reached out to one of my other specialist to confirm. I just can't get a hit on any of our Uverse services. I will double check tomorrow as well .In the meantime I have attached a quote for our dedicated fiber. This is really the best dependable option for you. But I want to be honest with you this services can take up to 90 days from start to finish .I do know that the Keys are our Top priority so 90 is the extreme .Let me know if I should get the paper work to you for signature asap. Meanwhile let me check with a few friends to see if they are anything to offer.

I wish I had better news Chris.

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](#)

KWRU 016817

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From: Chris Johnson [mailto:chris@kwru.com]  
Sent: Monday, October 09, 2017 5:21 PM Page 2  
To: COFFEY, ANGELA M <ac1006@att.com>  
Cc: chriskw@bellsouth.net; 'Herbert Ramirez' <itskeywest@outlook.com>  
Subject: FW: Key West Utilities

Angela,

Currently the Utility is without internet and phone  
We need the "turn up and test" WITH the IP Address included, so our IT Professional can get  
the Utility's internet up.

Service Address: 6630 Front Street, Key West, FL 33030  
Contacts: Chris Johnson (3050522-0052) and Herbert Ramirez 305-942-3574



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: Wednesday, September 20, 2017 10:34 AM  
To: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>  
Subject: FW: Key West Utilities

Chris,

This was the response I received from the Area Network Manager, I will now try and activate a temporary DSL line so that we can get you some form of internet. If you do have AT&T phones I suggest you use the hotspot, the speeds are faster than DSL.

Regards

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

AT&T  
13450 W Sunrise Blvd

KWRU 016818

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From: RIVERA, DANNY J.  
Sent: Wednesday, September 20, 2017 10:32 AM  
To: RUIZ, CARLOS E <[CR744W@att.com](mailto:CR744W@att.com)>; BENITEZ, RAUL J <[rb2677@att.com](mailto:rb2677@att.com)>; GODIN, ANN <[ag0946@att.com](mailto:ag0946@att.com)>; GODIN, ANN <[ag0946@att.com](mailto:ag0946@att.com)>  
Cc: AIELLO, KENNETH M <[ka7999@att.com](mailto:ka7999@att.com)>; GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>  
Subject: RE: Key West Utilities

Sir we are in restoration mode as we speak, we will start working on orders later in the week or by next week. Just because the fiber is in, and the customer has power mean that the e-mux in the RT is working.

Thank you

---

From: RUIZ, CARLOS E  
Sent: Wednesday, September 20, 2017 10:29 AM  
To: BENITEZ, RAUL J <[rb2677@att.com](mailto:rb2677@att.com)>  
Cc: RIVERA, DANNY J. <[dr6610@att.com](mailto:dr6610@att.com)>; GODIN, ANN <[ag0946@att.com](mailto:ag0946@att.com)>; AIELLO, KENNETH M <[ka7999@att.com](mailto:ka7999@att.com)>; GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>  
Subject: Key West Utilities



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

Raul,

Thank you for taking my call. As I mentioned on the phone. I have a pending order for water utilities company. They had Comcast and there infrastructure has been destroyed. We already have the FIBER there and all the construction on the customer side is complete. I need the

order completed so that they can go back to business, there is no UVERSE in this area and the Utilities company needs internet to function. Page 4

Order number is 3101838021

Warm Regards

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

[AT&T](#)  
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# Proposal for Fiber based Voice and Data Service

Presented to KWRU

By

**Angela Coffey**  
**13450 W SUNRISE BLVD, FLOOR 1**  
**SUNRISE, FL 33323, USA**  
**954-383-8214**  
**ac1006@att.com**

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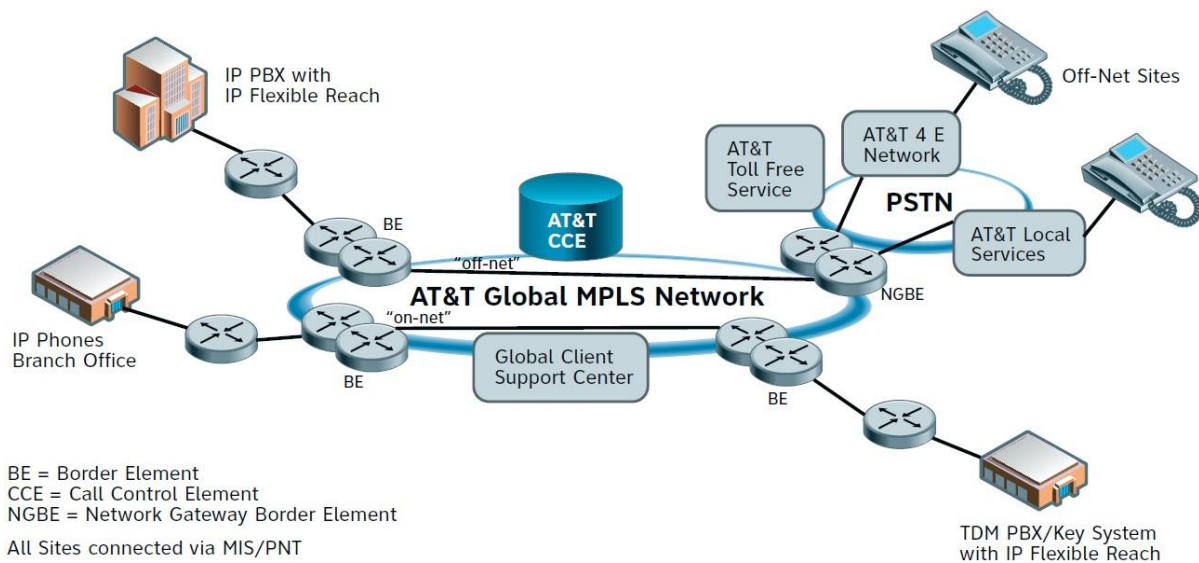
Coverage not available in all areas. **Proposal Validity Period**—The information and pricing contained in this proposal is valid for a period of 30 days from the date written on the proposal cover page unless rescinded or extended in writing by AT&T. **Terms and Conditions**—This proposal is conditioned upon negotiation and execution by the parties of a written agreement containing mutually acceptable terms and conditions. **Proposal Pricing**—Pricing proposed herein is based upon the specific product/service mix and locations outlined in this proposal, and is subject to the standard terms and conditions of AT&T unless otherwise stated herein. Any changes or variations in AT&T standard terms and conditions and the products, length of term, services, locations, and/or design described herein may result in different pricing. **Providers of Service**—Subsidiaries and affiliates of AT&T Inc. provide products and services under the AT&T brand. **Copyright Notice and Statement of Confidentiality**—© 2014 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo, and all other AT&T marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks contained herein are the property of their respective owners. The contents of this document are unpublished, proprietary, and confidential and may not be copied, disclosed, or used, in whole or in part, without the express written permission of AT&T Intellectual Property or affiliated companies, except to the extent required by law and insofar as is reasonably necessary in order to review and evaluate the information contained herein.



## Solution

Based on our discussions last week, we've developed a flexible, fiber based voice and data solution that will provide reliable and consistent service to **KWRU**. The solution includes the following components:

- Managed Internet Service (MIS) is an Internet access service that combines a high-speed, symmetrical, dedicated connection with consolidated application management. It lets you reliably access information resources and communicate with Internet users worldwide. MIS includes proactive, 24x7 network monitoring, enhanced network security features, and maintenance of the communications link between your locations and the AT&T network.
- IP Flexible Reach is a managed Voice over IP (VoIP) solution that provides inbound and outbound calling on your data network, giving you long distance and international calling for all your sites globally and also local calling for your U.S. sites. IP Flexible Reach provides VoIP calling service to your data network.



**IP Flexible Reach for TDM and IP PBXs**—This diagram shows a typical IP Flexible Reach configuration for TDM and IP PBXs.



## Page 7

The solution gives you the following features:

- Redundancy—We provide service availability of 99.999% to ensure that your Internet traffic gets through. The network design and proactive monitoring of our nationwide backbone network make it highly reliable. Because the network architecture features redundant routers, switches, and power supplies, we can reroute traffic around outages and restore service almost instantaneously.
- Performance—lets you communicate over a converged IP network that has dynamically allocated bandwidth and high-quality, reliable, business-class voice service that is backed by Service Level Agreements.
- Voice over IP (VoIP)—lets you connect all of your desktop equipment to your LAN, and you route your voice calls over our global IP network instead of the public switched telephone network (PSTN). You have lower costs for network wiring. And, by using our VoIP network, you can manage your communication costs more effectively.
- Integrated Network Access—enables you to transport voice calls on the same Internet access facility that you use for data service. By integrating your voice and data services on the same line, you reduce access costs and simplify your network management. And, the service supports MIS, PNT, and AVPN access.

## Pricing

**PROPOSED: 10M DEDICATED INTERNET WITH 10 VOICE CHANNELS \$525.00**

**PROPOSED: 20M DEDICATED INTERNET WITH 10 VOICE CHANNELS \$600.00**

**PROPOSED: 50M DEDICATED INTERNET WITH 10 VOICE CHANNELS \$800.00**

**PROPOSED: 100M DEDICATED INTERNET WITH 10 VOICE CHANNELS \$1099.00**

## Advantages of AT&T

Working with AT&T gives you the following advantages:

- Corporate Strength—AT&T is a Fortune Global 30 company and has the financial resources to be a long-term player. Our brand is respected in the communication industry because we offer financial health, scale and scope, experience, and expertise.



- Performance—You expect communication services that work, and we can deliver. We've made substantial investments each year to improve our technology infrastructure so that we can provide superior performance.
- Reliability—AT&T is one of the strongest, most dependable communication providers in the industry. We monitor our network to identify and correct service issues quickly.
- Service—We offer you easy access to service and assistance, whether through online tools or a single phone number. As a result, you may spend less time on communication issues and have more time to focus on your business.

## Support

In addition, you have a team of experienced specialists to design, implement, and support your solution. Their experience and expertise has led to a track record of success with customers like

The table below provides contact information for your AT&T support team and resources:

Resource	Contact Information
Primary Sales Contact	Contact: Angela Coffey Address: 13450 W SUNRISE BLVD, SUNRISE, FL 33323, USA Cell: 9543838214 E-mail: ac1006@att.com

You've seen from our proposal that we understand your objectives and have the expertise and resources to support them. We look forward to working with you to implement the flexible, fiber based voice and data solution and help you achieve your business goals.

## Important Information

IP Flexible Reach is provided by AT&T Corp. Managed Internet Service is provided by AT&T Corp. For MIS with Managed Router, installation charges are waived for telephone-supported installation; the customer is responsible for the provisioning and monthly cost of one phone line for management and troubleshooting of the managed service and router. AT&T may provide Entrance Facility Construction (EFC) for eligible customers, as explained in Section GP-15 of the AT&T Business Service Guide General Provisions. Customers who do not qualify for AT&T EFC are responsible for providing the conduit/structure as well as the path from the property line to the demarcation point for access to the primary route.