

From: [Chris Johnson <chris@kwru.com>](mailto:chris@kwru.com)
To: [WING, WILLIAM](#) Page 1
Date: 10/24/2017 1:35:39 PM
Subject: FW: Cancellation of Service Request
Attachments: 10202017ATT Letter.pdf
SKMBT_28317071117470.pdf

Billy,

Thanks for the help today. See attached letter. Best -Chris



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

From: Chris Johnson [mailto:chris@kwru.com]
Sent: Friday, October 20, 2017 2:13 PM
To: COFFEY, ANGELA M <ac1006@att.com>
Cc: 'chris@kwru.com' <chris@kwru.com>
Subject: Cancellation of Service Request

Angela please see the attached letter and bill.



Christopher A. Johnson
President
6630 Front Street
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(305) 295-3301
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KW Resort Utilities Corp

6630 Front Street
Key West, FL 33040
305.295.3301
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October 19, 2017

AT&T Small Business Solutions
Angela Coffey, Client Solutions Executive
13450 W Sunrise Blvd, Sunrise, FL 33323
M: 954-383-8214
AC1006@att.com

RE: AT&T PS Contract ID. MIS1729533 AT&T MA Reference No. MA1662838UA

Ms. Coffey,

I would like to cancel the current service that was installed less than 30 days ago. The service that was installed does not have the hardware that suits the business's needs. The circuit is a 50Mbps/50Mbps fiber service with a virtual modem. The virtual modem effectively prevents the business from using the service for voice. The fact that this service is not configurable for voice is a deal breaker. The ability to have phones on this service was clearly communicated to the AT&T sales representative, Carlos Ruiz, from the beginning. Because the current circuit is unable to handle voice data my business has not used the service and never will.

The Utility company needs an integrated solution; a single 20Mbps/20Mbps fiber service that can support voice and internet. The company would like to have 6 telephones on the 20Mbps/20Mbps fiber service. The telephone system itself doesn't need to be elaborate as the current system the company uses is comprised of six telephones; simple two line phones that were purchased at Office Max. The Utility will be contacting the phone specialist today to ascertain which system best suits the company's needs.

Because my company never used the existing fiber service, I am requesting a full refund. The refund should encompass the entire amount from installation of the 50Mbps fiber service up to termination of the service.

If AT&T can't meet the needs of my Utility company, the utility will use Comcast as their services have dramatically improved recently due all of the post Hurricane Irma infrastructure work they have done. It is unfortunate that AT&T wasn't able to satisfy our needs with the original install but I am confident, after speaking with Ms. Coffey that AT&T will work hard to win our business and get this right.

Sincerely yours,

Christopher A. Johnson
President

Enc. at&t bill

KWRU 016909



at&t

Interstate Dedicated Private Line Service

MONTHLY INVOICE

AT&T
AT&T CUSTOMER CARE CENTER
250 SO. CLINTON - 4TH FLOOR
SYRACUSE, NY 13202

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KW RESORT UTILITIES CORP
6630 FRONT ST
KEY WEST FL 33040-6050

Billing Number: CQ TF8564 01 001
Account Number: 8003-109-4370
Invoice Number: 1697939507 ORIGINAL

Invoice Date: 07-01-17
For billing inquiries: 1-877-2 12-9500
To place an order: 1-877-2 12-9500
For repair service: 1-800-344-5100

New Charges	Monthly Charges 07-01 through 07-31:	\$ 0.00	
	Prorated Charges/Credits:	\$ 0.00	
	One-Time or Other Charges/Credits:	\$ 1,023.18	
	Total Charges:		\$ 1,023.18
	Federal Excise Tax:	\$ 0.00	
	State/Local Taxes and Surcharges:	\$ 0.00	
	Total Taxes and Surcharges on Charges:		\$ 0.00
		Total Charges, Taxes, and Surcharges:	\$ 1,023.18
Balance Brought Forward	Balance as of Last Monthly Invoice:	\$ 0.00	
	Payments Received:	\$ 0.00	
	Other Charges and Adjustments:	\$ 0.00	
		Balance Brought Forward:	\$ 0.00
Remittance Amount			Total Payable Upon Receipt: \$ 1,023.18

To ensure proper credit, please detach this portion and return with remittance.

Remittance Document
Interstate Dedicated Private Line Service

KW RESORT UTILITIES CORP
6630 FRONT ST
KEY WEST FL 33040-6050

Address Correction: Please remit payments to:



AT&T
PO BOX 5019
CAROL STREAM IL 60197-5019



Account Number: 8003-109-4370
Invoice Number: 1697939507
Inquiry Center: USG00700
Telephone Number: 1-877-2 12-9500

Invoice Date: 07-01-17

Amount Due: **\$ 1,023.18**

Amount Enclosed:

80031094370169793950700078600000010231800001023184

KWRU 016910



KW RESORT UTILITIES CORP

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Billing Number: CQ TF8564 01 001
 Account Number: 8003-109-4370
 Invoice Number: 1697939507 ORIGINAL
 Invoice Date: 07-01-17
 For billing inquiries: 1-877-212-9500

Description	Monthly Charges	Prorated Charges/Credits	One-Time or Other Charges/Credits	Taxes and Surcharges	Total
Circuit Charges					
APLS OC48					
BBEC 552350 ATI #	\$0.00	\$0.00	\$800.00	\$0.00	\$800.00
REGULATORY/OTHER CHARGES					
ADMINISTRATIVE EXPENSE FEE-DCS #	\$0.00	\$0.00	\$10.88	\$0.00	\$10.88
FEDERAL REGULATORY FEE-DCS #	\$0.00	\$0.00	\$32.80	\$0.00	\$32.80
PROPERTY TAX ALLOTMENT-DCS #	\$0.00	\$0.00	\$30.08	\$0.00	\$30.08
UNIVERSAL CONNECTIVITY-DCS #	\$0.00	\$0.00	\$149.42	\$0.00	\$149.42
Total Circuit Charges:	\$0.00	\$0.00	\$1,023.18	\$0.00	\$1,023.18
Total This Account:		\$1,023.18		\$0.00	\$1,023.18

Activity Occurred This Billing Period





KW RESORT UTILITIES CORP

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Billing Number: CQ TF8564 01 001
Account Number: 8003-109-4370
Invoice Number: 1697939507 ORIGINAL
Invoice Date: 07-01-17

Item No	Description of Change	Monthly Charges	Prorated Charges	One-Time or Other Charges
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APLS OC48

50 MBPS BASIC SVC

Purchase Order Number: N30934408

TEMPORARY SERVICE

Change Number: 000 Start Service

Service Order Number: 3093-4408-00

Completion Date: 06-09-17

Circuit Number: BBEC 552350 ATI

Circuit Start Date: 06-09-17

Purchase Order Number: N30934408

1	NRZCN CANCELLATION CHARGE Quantity 1 NPA: 954 NXX: 475 Cancellation Charge CANCELLATION CHARGE			\$1.00
2	NROCN CANCELLATION CHARGE Quantity 1 NPA: 954 NXX: 475 Cancellation Charge CANCELLATION CHARGE			\$799.00
3	NRZFC FUNCTION CONNECTION Quantity 1 NPA: 954 NXX: 475 Install Charge FUNCTION CONNECTION			\$0.00

Total This Activity:

\$0.00

\$800.00

Total This Circuit:

\$0.00

\$800.00





Billing Number: CQ TF8564 01 001
 Account Number: 8003-109-4370
 Invoice Number: 1697939507 ORIGINAL
 Invoice Date: 07-01-17

Description	Monthly Charges	Prorated Charges/Credits	One-Time or Other Charges/Credits	Taxes and Surcharges
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Circuit Charges

Monthly, Prorated, and One-Time Charges/Credits for 07-01-17 thru 07-31-17

BBEC 552350 ATI Change Number: 000 Service Order Number: 3093-4408-00 Purchase Order Number: N30934408 Type of Change: Start Service Total One-Time Charges 06-09-17	\$0.00		\$800.00	
ADMINISTRATIVE EXPENSE FEE-DCS			\$10.88	
FEDERAL REGULATORY FEE-DCS			\$32.80	
PROPERTY TAX ALLOTMENT-DCS			\$30.08	
UNIVERSAL CONNECTIVITY-DCS			\$149.42	
Total Circuit Charges:	\$0.00	\$0.00	\$1,023.18	\$0.00
Total This Account:	\$0.00	\$0.00	\$1,023.18	\$0.00
Total Activity Charges, Taxes and Surcharges:	\$1,023.18			



KW RESORT UTILITIES CORP

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Billing Number: CQ TF8564 01 001
Account Number: 8003-109-4370
Invoice Number: 1897939507 ORIGINAL
Invoice Date: 07-01-17

Item No.	Description of Change	Monthly Charges	Prorated Charges	One-Time or Other Charges
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REGULATORY/OTHER CHARGES
ADMINISTRATIVE EXPENSE FEE

Circuit Number: ADMINISTRATIVE EXPENSE FEE-DCS

4	ADMINISTRATIVE EXPENSE FEE-DCS Adjustment			\$10.88
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Total This Activity:

\$0.00	\$10.88
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Total This Circuit:

\$0.00	\$10.88
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KW RESORT UTILITIES CORP

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Billing Number: CQ TF8564 01 001
 Account Number: 8003-109-4370
 Invoice Number: 1697939507 ORIGINAL
 Invoice Date: 07-01-17

Item No	Description of Change	Monthly Charges	Prorated Charges	One-Time or Other Charges
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REGULATORY/OTHER CHARGES
 PROPERTY TAX ALLOTMENT

Circuit Number: PROPERTY TAX ALLOTMENT-DCS

6	PROPERTY TAX ALLOTMENT-DCS Adjustment			\$30.08
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Total This Activity:

\$0.00	\$30.08
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Total This Circuit:

\$0.00	\$30.08
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