

From: COFFEY, ANGELA M <ac1006@att.com>
To: Chris Johnson Page 1
Date: 11/9/2017 4:21:12 PM
Subject: RE: KRWU

Chris send me the bill for the account that needs to be cancelled and credited as well as the information for the circuit that replaced the original order. I may have to engage Carlos since he is familiar.

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

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From: Chris Johnson [mailto:chris@kwru.com]
Sent: Thursday, November 09, 2017 4:03 PM
To: COFFEY, ANGELA M <ac1006@att.com>; STEINER, JOSEPH G <js5576@att.com>
Cc: greg@kwru.com; 'Information Technology Solutions, LLC.' <itskeywest@outlook.com>
Subject: RE: KRWU

Sorry, I didn't mean to confuse anyone. I was referring to the original circuit not the POTS that Joe is helping with. You can reply to just me if you wish. -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: Thursday, November 09, 2017 2:52 PM Page 2
To: Chris Johnson <chris@kwru.com>; STEINER, JOSEPH G <js5576@att.com>
Cc: greg@kwru.com; Information Technology Solutions, LLC. <itskeywest@outlook.com>
Subject: RE: KRWU

Chris which circuit are you referring to? Joe only handled the phone lines. Are you talking about the circuit lorded by Carlos and Roberto?

Thanks, Angela Coffey

Angela Coffey

Client Solutions Executive

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

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From: Chris Johnson [mailto:chris@kwru.com]
Sent: Thursday, November 09, 2017 2:49 PM
To: STEINER, JOSEPH G <js5576@att.com>
Cc: COFFEY, ANGELA M <ac1006@att.com>; greg@kwru.com; Information Technology Solutions, LLC. <itskeywest@outlook.com>
Subject: Re: KRWU

Yes in the letter the Utility requested a full refund for the original circuit. The Utility has not heard from AT&T with regard to this. Please advise so I can pass this along to my Board. -
Thanks

Sent from my iPhone

On Nov 9, 2017, at 10:42 AM, STEINER, JOSEPH G <js5576@att.com> wrote:

Tracking # is 110917OSW51234AX.

Customer care will reach out once it is completed. Thanks. Joe

From: Chris Johnson [mailto:chris@kwru.com]
Sent: Wednesday, November 08, 2017 6:15 PM
To: STEINER, JOSEPH G <js5576@att.com>; COFFEY, ANGELA M <ac1006@att.com>
Cc: greg@kwru.com; 'Information Technology Solutions, LLC.' <itskeywest@outlook.com>; chris@kwru.com
Subject: RE: KRWU

Joe/Angie,

KWRU 017040

The Utility only requires this line 305 296-4438

Please cancel the second line only (305 296-4454).

Thank you,

Chris

<image001.jpg>

From: STEINER, JOSEPH G [<mailto:js5576@att.com>]
Sent: Wednesday, November 08, 2017 11:44 AM
To: COFFEY, ANGELA M <ac1006@att.com>; Chris Johnson <chris@kwru.com>
Cc: greg@kwru.com; 'Information Technology Solutions, LLC.' <itskeywest@outlook.com>
Subject: RE: KRWU

Yes Angie I did take care of this order. What is it that you need done? Thanks. Joe

Date: 10/22/2017

Re Account Number: 305 296-4438
K; W RESORT UTILITIES CORP

Dear Chris:

This is to confirm that your order request, Tracking Number: 101617OSW51866AX has been issued.

Following are the order details:

BTN: (305) 296-4438 Order #: NQB210T5 Due Date: 11/7/2017 Product: 1FB

NEW SERVICE AT :
6630 FRONT ST, STOCK ISLAND
2 LINES 1. 305 296-4438
2. 305 296-4454
BLC B lines with Unlimited LD & Jack work
SCHEDULE FOR TUESDAY 11-07-2017 BETWEEN 08:00AM-12:00PM

From: COFFEY, ANGELA M
Sent: Tuesday, November 07, 2017 5:17 PM
To: Chris Johnson <chris@kwru.com>; STEINER, JOSEPH G <js5576@att.com>
Cc: greg@kwru.com; 'Information Technology Solutions, LLC.' <itskeywest@outlook.com>

Subject: RE: KRWU

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Chris I think Joe ordered the lines let me forward your request to him. It may amount to cancelling one of the lines.

Thanks, Angela Coffey

Angela Coffey
Client Solutions Executive

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AC1006@att.com

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From: Chris Johnson [<mailto:chris@kwru.com>]
Sent: Tuesday, November 07, 2017 5:14 PM
To: COFFEY, ANGELA M <ac1006@att.com>
Cc: chris@kwru.com; greg@kwru.com; 'Information Technology Solutions, LLC.' <itskeywest@outlook.com>
Subject: RE: KRWU

Angela,

Can we go ahead and sign the paperwork for 1 POTS line. The phone number for this line is (305) 296-4438. The Utility decided that only one copper line is required.

<image001.jpg>

From: COFFEY, ANGELA M [<mailto:ac1006@att.com>]
Sent: Tuesday, November 07, 2017 4:50 PM
To: Chris Johnson <chris@kwru.com>
Subject: RE: KRWU

Hi Team
Keep me posted.

Thanks, Angela Coffey

Angela Coffey
Client Solutions Executive

AT&T

KWRU 017042

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

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From: Chris Johnson [<mailto:chris@kwru.com>]
Sent: Tuesday, November 07, 2017 4:05 PM
To: WING, WILLIAM <ww5462@att.com>; COFFEY, ANGELA M <ac1006@att.com>
Cc: greg@kwru.com; 'Information Technology Solutions, LLC.' <itskeywest@outlook.com>; chris@kwru.com
Subject: RE: KRWU

Billy,

Yes please send the agreement for the Cash option.

<image001.jpg>

From: WING, WILLIAM [<mailto:ww5462@att.com>]
Sent: Monday, November 06, 2017 10:03 AM
To: COFFEY, ANGELA M <ac1006@att.com>; Chris Johnson <chris@kwru.com>
Cc: greg@kwru.com; Information Technology Solutions, LLC. <itskeywest@outlook.com>
Subject: RE: KRWU

Hi Chris-

The PRI Handoff on Angela's dial tone will allow for the iphone integration on the phone system that we spoke about. Any questions, etc. don't hesitate.

Thanks!

Billy Wing
954-240-3386

From: COFFEY, ANGELA M
Sent: Monday, November 06, 2017 9:41 AM
To: WING, WILLIAM <ww5462@att.com>; Chris Johnson <chris@kwru.com>
Cc: greg@kwru.com; Information Technology Solutions, LLC. <itskeywest@outlook.com>
Subject: RE: KRWU

Hi Chris I have sent you the agreements for the new circuit with PRI handoff which will work with your new phone system that Billy is going to provide. Please esign and return.

KWRU 017043

Thanks, Angela Coffey

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Angela Coffey

Client Solutions Executive

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AC1006@att.com

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From: WING, WILLIAM
Sent: Monday, October 23, 2017 12:33 PM
To: COFFEY, ANGELA M <ac1006@att.com>; Chris Johnson <chris@kwru.com>
Cc: chriskw@bellsouth.net; greg@kwru.com
Subject: RE: KRWU

Happy to help, Chris. I can call you this afternoon. Just let me know when you're available.

Thx
Billy Wing
954.240.3386

----- Original Message -----
From: "COFFEY, ANGELA M" <ac1006@att.com>
Date: Mon, Oct 23, 2017, 12:23 PM
To: Chris Johnson <chris@kwru.com>, "WING, WILLIAM" <ww5462@att.com>
CC: chriskw@bellsouth.net, greg@kwru.com
Subject: RE: KRWU

Sure I have also included him on the email.
954-240-3386
Thanks, Angela Coffey

Angela Coffey

Client Solutions Executive

AT&T

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AC1006@att.com

KWRU 017044

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From: Chris Johnson [<mailto:chris@kwru.com>]
Sent: Friday, October 20, 2017 1:18 PM
To: COFFEY, ANGELA M <ac1006@att.com>
Cc: chriskw@bellsouth.net; greg@kwru.com
Subject: RE: KRWU

Angela,

I would like to contact the PBX specialist can you email me the name and telephone number of the person? Also, the letter will be coming your way shortly.

<image001.jpg>

From: COFFEY, ANGELA M [<mailto:ac1006@att.com>]
Sent: Thursday, October 19, 2017 7:45 PM
To: Information Technology Solutions, LLC. <itskeywest@outlook.com>; Chris Johnson <chris@kwru.com>
Subject: KRWU

Hello Team

Please remember before I can send you the new 20m contract I will need to know what type of voice handoff ,PRI,SIP Or our analog Bib. The decision will be based on what type of phone system you decide on. I want to make sure it is correct this time around. Feel free to reach out to My PBX specialist who sent you the proposal. He can suggest best design depending on your needs and requirements. My director will be back on Monday so get that email to me asap explaining the situation and the new direction you are requesting.

Thanks, Angela Coffey

Angela Coffey
Client Solutions Executive

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KWRU 017045