

From: COFFEY, ANGELA M <ac1006@att.com>
To: Chris Johnson Page 1
Date: 11/14/2017 7:53:24 PM
Subject: Re: KRWU

Keep me in the loop

Sent via the Samsung Galaxy S® 6, an AT&T 4G LTE smartphone

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

From: Chris Johnson <chris@kwru.com>
Date: 11/14/17 7:43 PM (GMT-05:00)
To: "COFFEY, ANGELA M" <ac1006@att.com>
Cc: itskeywest@outlook.com
Subject: RE: KRWU

Update,

AT&T Technicians called me and they want me to call in the morning and when they tell me to, they want me to plug my laptop into the 2" x 2" jack that comes off of the Cienna router. Good plan?



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: Tuesday, November 14, 2017 5:31 PM
To: Chris Johnson <chris@kwru.com>
Cc: itskeywest@outlook.com
Subject: RE: KRWU

Chris was the circuit moved they are saying they can't get to the circuit at all. Herbert can you please go on site and we can make a call into the TIER 2 support?

Thanks, Angela Coffey

KWRU 017071

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: Tuesday, November 14, 2017 5:26 PM
To: COFFEY, ANGELA M <ac1006@att.com>
Cc: itskeywest@outlook.com; chris@kwru.com
Subject: RE: KRWU

To All,

<https://expressticketing.acss.att.com/expressticketing/etstatus/index.html>

Ticket number is OU042224

ATT says that the ticket is RESTORED
Then it says that the problem is suspected in the customer equipment.

But we do not have anything connected. I am contesting the closure. Here is the reason:

Contesting closure as we do not have any customer equipment hooked up to the circuit.



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From: COFFEY, ANGELA M [<mailto:ac1006@att.com>]
Sent: Tuesday, November 14, 2017 3:54 PM Page 3
To: Chris Johnson <chris@kwru.com>
Cc: itskeywest@outlook.com
Subject: RE: KRWU

So you are totally down?

Thanks, Angela Coffey

Angela Coffey

Client Solutions Executive

AT&T

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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: Tuesday, November 14, 2017 3:47 PM
To: COFFEY, ANGELA M <ac1006@att.com>
Cc: itskeywest@outlook.com; chris@kwru.com
Subject: RE: KRWU

To All,

Done --- TICKET #OU042224 I will give an hour then put in for escalation ticket. -Chris

Order # 301967655
CIRCUIT/AS/KRGN/001078/SB
CURRENT ORDER MANAGEMENT# 440-838-3245
844-288-633 OPTION3 /2 OPTION



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President
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From: COFFEY, ANGELA M [<mailto:ac1006@att.com>]
Sent: Tuesday, November 14, 2017 3:14 PM
To: Chris Johnson <chris@kwru.com>
Subject: RE: KRWU

Yes your current circuit. I have not ordered any new services.

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: Tuesday, November 14, 2017 2:19 PM
To: COFFEY, ANGELA M <ac1006@att.com>; itskeywest@outlook.com
Cc: chris@kwru.com
Subject: RE: KRWU

Angela,

Is this request for the Fiber 50/50 circuit?



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: Tuesday, November 14, 2017 12:53 PM
To: Chris Johnson <chris@kwru.com>; itskeywest@outlook.com
Subject: KRWU

Hi Chris have you submitted a repair ticket for the circuit. Please send me the ticket number. If not please request a ticket from the link below then send it to me.

<https://expressticketing.acss.att.com/expressticketing/>

877-288-8362 Call with your circuit ID#

Thanks, Angela Coffey

Angela Coffey

Client Solutions Executive

AT&T

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