

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

To: 'ts9613@att.com'

[COFFEY, ANGELA M](#)

Date: 11/15/2017 4:31:41 PM

Subject: FW: Circuit ASKRGN001078/SB

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Tyler I am now including Angela Coffey, ATT Client Solution Group, on this email thread.

On-demand gamma circuit ordered by who... me the customer? How would I know to do this as the customer? Apparently I need to bone up on my gamma, beta, and other circuits with Greek Alpha designators.

There was never mention of a two part install at any point. I never was advised of this and neither was my IT professional who has been intimately involved from the beginning. I had one of the two qualified Key West AT&T Fiber Technicians (Noah) set up the fiber service and he stood in my office and after he tested the circuit from my office to the C.O. he said "you are good to go".

One thing I am quite clear on, I have been billed for months as if I have a FULL AND COMPLETE fiber install therefore it appears as if the AT&T billing department has no idea that for this service to work it requires two parts.

To say this is becoming frustrating would be an huge understatement. I am at a loss for words right now.



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From: SHAW, TYLER [<mailto:ts9613@att.com>]
Sent: Wednesday, November 15, 2017 3:11 PM
To: Chris Johnson <chris@kwru.com>
Subject: RE: Circuit ASKRGN001078/SB

Mr. Johnson

ASKRGN001078/SB is a gamma circuit. Which means it is an on-demand ordered circuit ordered by the customer. The 2nd leg has not been ordered. The 2nd needs to be ordered, maybe by the individual who order the 1st leg of the circuit. This portion has to be ordered so AT&T can start the provision of the 2nd leg so that your circuit will be complete.

Tyler Shaw
Telecomm Specialist
GLOBAL BUSINESS ASSURANCE

From: Chris Johnson [<mailto:chris@kwru.com>]
Sent: Wednesday, November 15, 2017 1:45 PM
To: SHAW, TYLER <ts9613@att.com>
Subject: REF: Circuit ASKRGN001078/SB

REF: Circuit ASKRGN001078/SB
Ticket for service ATT Ticket Number OU042224

Tyler,

My IT professional (Herbert Ramirez) just spoke to you via telephone and he told me that you said that AT&T has not completed the circuit and this is why our service is not working. Further he went on to explain that there are two legs to the fiber circuit and one of the legs has not been done (by AT&T). From this conversation it is my understanding that this fiber service is not currently fully installed because of the "second leg not being done". So my company has not been able to utilize the service from the date of install/"turn up" and this condition continues today. Please verify that this is correct.

Also what needs to happen so that this service can be used?



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