

From: [Information Technology Solutions, LLC. <itskeywest@outlook.com>](mailto:itskeywest@outlook.com)

To: [COFFEY, ANGELA M](#)

Page 1

[Chris Johnson](#)

[RUIZ, CARLOS E](#)

[GONZALEZ, ROBERTO](#)

[AIELLO, KENNETH M](#)

CC: [greg@kwru.com](mailto:greg@kwru.com)

Date: 12/5/2017 1:25:39 PM

Subject: RE: CREDIT FOR PREMATURE BILLING OF CURRENT 50M  
CIRCUIT?

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Angela,

No we are not currently using and have not been using the 50m circuit. We have already been down this road before, your Tech support confirmed 2<sup>nd</sup> part to this circuit has not been completed, unable to establish any connections for on demand services.

Thanks,

Herbert Ramirez

[Information Technology Solutions, LLC](#)

305-897-6512

[www.itskeywestfl.com](http://www.itskeywestfl.com)

**Information Technology Solutions, LLC**  
**Herbert Ramirez**  
IT Network Specialist  
Located in Key West, Florida  
**305-897-6512**  
email: [itskeywest@outlook.com](mailto:itskeywest@outlook.com)  
[www.itskeywestfl.com](http://www.itskeywestfl.com)

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- Audio & Video Installation
- Smart Home Technology Support

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KWRU 017092

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From: COFFEY, ANGELA M [mailto:ac1006@att.com]  
Sent: Tuesday, December 5, 2017 10:30 AM Page 2  
To: Chris Johnson <chris@kwru.com>; RUIZ, CARLOS E <CR744W@att.com>; GONZALEZ, ROBERTO <rg0035@att.com>; AIELLO, KENNETH M <ka7999@att.com>  
Cc: 'Information Technology Solutions, LLC.' <itskeywest@outlook.com>; greg@kwru.com  
Subject: RE: CREDIT FOR PREMATURE BILLING OF CURRENT 50M CIRCUIT?

Chris please resend the email out to the entire team once again. My question is are you currently using the 50m circuit? Also was Herbert able to go into the portal which is required to activate the on demand circuit?

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](mailto:AC1006@att.com)

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From: Chris Johnson [mailto:[chris@kwru.com](mailto:chris@kwru.com)]  
Sent: Tuesday, December 05, 2017 10:14 AM  
To: COFFEY, ANGELA M <[ac1006@att.com](mailto:ac1006@att.com)>; RUIZ, CARLOS E <[CR744W@att.com](mailto:CR744W@att.com)>; GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>  
Cc: [chris@kwru.com](mailto:chris@kwru.com); 'Information Technology Solutions, LLC.' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>; [greg@kwru.com](mailto:greg@kwru.com)  
Subject: RE: CREDIT FOR PREMATURE BILLING OF CURRENT 50M CIRCUIT?

Angela,

Thank you, could you please forward the letter that I sent you on November 30, 2017 that outlines exactly what needs to be done to get this matter resolved. Also, I think it would be prudent to have Ann on this call as well, given the difficulties the Utility has been having and the fact that this is a last attempt before more serious actions are necessary. Can you forward me Ann's contact information? The reason for the meeting, is because I believe there is still hope that this can get done if someone at AT&T is willing to professionally address each of the line items in the letter sent on November 30, 2017 rather than respond with we need to call others, this approach has failed miserably.

Angela, please update me regarding my email of Wednesday, November 15, 2017 @ 5:53 PM with regard to the billing problem that you promised to resolve.

KWRU 017093



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: COFFEY, ANGELA M [<mailto:ac1006@att.com>]  
Sent: Monday, December 04, 2017 5:42 PM  
To: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>; RUIZ, CARLOS E <[CR744W@att.com](mailto:CR744W@att.com)>; GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>  
Subject: RE: CREDIT FOR PREMATURE BILLING OF CURRENT 50M CIRCUIT?

Chris Roberto and Carlos are going to run with the call. Ann our director has asked them to handle. I WILL COPY THEM ON THIS EMAIL. I will be a part of the new circuit if you decide to order.

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](mailto:AC1006@att.com)

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From: Chris Johnson [<mailto:chris@kwru.com>]  
Sent: Monday, December 04, 2017 5:39 PM  
To: COFFEY, ANGELA M <[ac1006@att.com](mailto:ac1006@att.com)>; RUIZ, CARLOS E <[CR744W@att.com](mailto:CR744W@att.com)>; GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>; GODIN, ANN <[ag0946@att.com](mailto:ag0946@att.com)>  
Cc: 'Information Technology Solutions, LLC.' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>  
Subject: RE: CREDIT FOR PREMATURE BILLING OF CURRENT 50M CIRCUIT?

Angela,

Any idea when you can round up your team for a call?



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: Chris Johnson [<mailto:chris@kwru.com>]  
Sent: Thursday, November 30, 2017 1:08 PM  
To: 'COFFEY, ANGELA M' <[ac1006@att.com](mailto:ac1006@att.com)>; 'RUIZ, CARLOS E' <[CR744W@att.com](mailto:CR744W@att.com)>; 'GONZALEZ, ROBERTO' <[rg0035@att.com](mailto:rg0035@att.com)>; 'GODIN, ANN' <[ag0946@att.com](mailto:ag0946@att.com)>  
Cc: 'Information Technology Solutions, LLC.' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>  
Subject: RE: CREDIT FOR PREMATURE BILLING OF CURRENT 50M CIRCUIT?

Angela,

You may have whomever you need on this call. I have already apprised Herbert Ramirez, of Information Technology Solutions LLC.; he and I are ready and standing by to have the phone conference at a date and time of your choosing. Please let me know the earliest date that you can get your team together.



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: COFFEY, ANGELA M [<mailto:ac1006@att.com>]  
Sent: Thursday, November 30, 2017 12:47 PM  
To: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>; RUIZ, CARLOS E <[CR744W@att.com](mailto:CR744W@att.com)>; GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>; GODIN, ANN <[ag0946@att.com](mailto:ag0946@att.com)>  
Cc: 'Information Technology Solutions, LLC.' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>  
Subject: RE: CREDIT FOR PREMATURE BILLING OF CURRENT 50M CIRCUIT?

Chris at this point I am requesting Roberto and Carlos step in. I'm not sure where the break is in communicating what is required in getting your Page 5 suit up and going. Please make sure HERBERT IS ON THE CALL..

My understanding is that Herbert would have to go into the portal to get the service established. I am including them bot on the email. I will be able to help if you decide on the replacement circuit.

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](mailto:AC1006@att.com)

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From: Chris Johnson [<mailto:chris@kwru.com>]  
Sent: Thursday, November 30, 2017 12:36 PM  
To: COFFEY, ANGELA M <[ac1006@att.com](mailto:ac1006@att.com)>  
Cc: 'Information Technology Solutions, LLC.' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>; [chris@kwru.com](mailto:chris@kwru.com)  
Subject: RE: CREDIT FOR PREMATURE BILLING OF CURRENT 50M CIRCUIT?

Angela,

Please see the attached letter requesting a phone conference as a final attempt to resolve the issues. -Chris



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: Chris Johnson [<mailto:chris@kwru.com>]  
Sent: Wednesday, November 15, 2017 6:02 PM Page 6  
To: 'COFFEY, ANGELA M' <[ac1006@att.com](mailto:ac1006@att.com)>  
Cc: 'Information Technology Solutions, LLC.' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>; [chris@kwru.com](mailto:chris@kwru.com)  
Subject: RE: CREDIT FOR PREMATURE BILLING OF CURRENT 50M CIRCUIT?

Angela,

Yes we couldn't use the circuit even if we wanted to. As the ATT Technical Representative ( Tyler ) explained until Leg 2 is installed by AT&T the fiber circuit is nonfunctional.

Yes is the short answer. We have never ever used this circuit. -Chris



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: COFFEY, ANGELA M [<mailto:ac1006@att.com>]  
Sent: Wednesday, November 15, 2017 5:55 PM  
To: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>  
Subject: RE: CREDIT FOR PREMATURE BILLING OF CURRENT 50M CIRCUIT?

Chris to be clear you have not been able to this point to use the circuit correct? So the email explained that the circuit has not been fully provisioned. Herbert would have had to go into a portal and establish your service.

Thanks, Angela Coffey

**Angela Coffey**  
Client Solutions Executive

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Small Business Solutions  
13450 W Sunrise Blvd, Sunrise, FL 33323

M: 954-383-8214  
[AC1006@att.com](mailto:AC1006@att.com)

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From: Chris Johnson [<mailto:chris@kwru.com>]  
Sent: Wednesday, November 15, 2017 5:53 PM Page 7  
To: COFFEY, ANGELA M <[ac1006@att.com](mailto:ac1006@att.com)>; 'Information Technology Solutions, LLC.' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>  
Subject: RE: CREDIT FOR PREMATURE BILLING OF CURRENT 50M CIRCUIT?

Angela,

The bills I have started in July already sent this to you. I also have a bill dated 9-1 and 10-1 and a late notice dated in Aug.



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: COFFEY, ANGELA M [<mailto:ac1006@att.com>]  
Sent: Wednesday, November 15, 2017 3:33 AM  
To: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>; 'Information Technology Solutions, LLC.' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>  
Subject: Re: CREDIT FOR PREMATURE BILLING OF CURRENT 50M CIRCUIT?

Chris I did not know that you had a bad experience dealing with billing. I will initiate the request. I just need the account number, number of months and the amount you are expecting minus taxes and fees. Please understand I'm trying to help but I walked in after the fact. Most account managers would have insisted that Carlos resolve, but I'm not like most. I will get you to the finish line promise.

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

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

From: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>  
Date: 11/14/17 8:42 PM (GMT-05:00)  
To: "COFFEY, ANGELA M" <[ac1006@att.com](mailto:ac1006@att.com)>, "Information Technology Solutions, LLC." <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>  
Cc: [chris@kwru.com](mailto:chris@kwru.com)  
Subject: RE: CREDIT FOR PREMATURE BILLING OF CURRENT 50M CIRCUIT?

KW RU 017098



Angela,

Page 8

Please forgive me, but I am not really excited about working with the billing folks. They are very disrespectful of me. And they are extremely disrespectful of my time. From numerous past experiences I know that it takes hours to get anything done. If you could provide me with a person that has a direct line and is a decision maker, I will work with them. I don't have hours to throw away talking to 5 different people, telling them all the same thing until I get to a decision maker hours later. I need this escalated to an actual decision maker straight away. Otherwise please put me in touch with the President's office and I will let them know all the ways in which their company is failing. I will tell them how they are failing miserably to capture customers who are jumping through hoops trying to leave COMCAST but the hurdles created by AT&T are too great to overcome. I will tell them they are failing because they can't hook up a customer who installed 540 linear feet of 2" conduit, traffic rated pull boxes, etc. to make this connection happen. I will tell them they are failing because their sales people are more concerned about commissions than they are about actually serving the needs of their customers.

I don't feel like AT&T appreciates or cares that my company went above and beyond to install the conduit. If my company had not done this, AT&T would have had to pay their contractor (Mas Tec) at a minimum, \$16,000 to install this conduit in a high conflict utility corridor. In this case it cost AT&T nothing... my company installed the conduit for zero cost to AT&T.

Nothing about this connection process has been easy. I would have thought that in the aftermath of a natural disaster AT&T would be more responsive, especially in light of the AT&T Hurricane Irma promotional ad. I guess "dedicated to rebuilding the communities we serve and live in" doesn't apply to my company. The eye of Category 4 Hurricane Irma passed 18 miles from my office the same office we are trying to get service to. I would have thought from seeing the ads that my company is the epitome of "the community" AT&T spoke of in their ads and that AT&T would be committed to helping us. My company is a wastewater utility that serves a population of 6,000 to 8,000 residents who were directly impacted by the same Hurricane Irma used by AT&T for promotional purposes.

This leaves me to wonder who is "the community" if we are not?



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

KWRU 017099



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From: COFFEY, ANGELA M [<mailto:ac1006@att.com>]  
Sent: Friday, November 10, 2017 11:14 AM Page 9  
To: Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>; Information Technology Solutions, LLC. <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>  
Subject: CREDIT FOR PREMATURE BILLING OF CURRENT 50M CIRCUIT?

Happy Friday Team

If that is the case than probably the fastest fix will be for your to call the billing number on your bill. Request them to open up your case and request a credit due to the premature billing? Provide the date when the billing first began and when you were actually able to use the circuit. **Don't let them give you push back** insist they open the case and send you the case number so we can call for updates. This just worked for another customer of mine. This cuts out all the red tape. Also any updates on the contracts?

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](mailto:AC1006@att.com)

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