

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

To: [RUIZ, CARLOS E](#)

Page 1

CC: [KENNETH M <AIELLO](#)

[COFFEY, ANGELA M](#)

[roberto gonzales](#)

['Information Technology Solutions, LLC.'](#)

chris@kwru.com

Date: 12/13/2017 1:04:37 PM

Subject: Email chain relating to sorting out billing

Carlos,

Per your request, below is the email where the account and billing was to get straightened out. Prior to this email chain, I sent a formal letter on company letter head requesting the account be closed. I will send that email chain next. Please excuse me as I have to sift through 91 email messages in my inbox that all relate to this fiber 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: Wednesday, November 15, 2017 3:33 AM

To: Chris Johnson <chris@kwru.com>; 'Information Technology Solutions, LLC.'
<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

KW RU 017131

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

From: Chris Johnson <chris@kwru.com> Page 2

Date: 11/14/17 8:42 PM (GMT-05:00)

To: "COFFEY, ANGELA M" <ac1006@att.com>, "Information Technology Solutions, LLC." <itskeywest@outlook.com>

Cc: chris@kwru.com

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

Angela,

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?



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From: COFFEY, ANGELA M [<mailto:ac1006@att.com>]
Sent: Friday, November 10, 2017 11:14 AM
To: Chris Johnson <chris@kwru.com>; Information Technology Solutions, LLC. <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

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