

From: [Chris Johnson <chris@kwru.com>](mailto:chris@kwru.com)
To: ['RUIZ, CARLOS E'](mailto:RUIZ_CARLOS_E@att.com) Page 1
CC: [KENNETH M <AIELLO \(ka7999@att.com\)>](mailto:KENNETH_M_AIELLO@att.com)
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chris@kwru.com
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'bart@kwru.com'
Date: 12/27/2017 10:36:44 AM
Subject: RE: KW Resort Utilities - AT&T FIBER

Carlos Et al.,

Can I please get a status on this.

The last I heard I was told by Carlos to cancel the original fiber circuit order which I promptly did and sent an email informing you all of this action on December 14th.

I never received answers to my questions in the email of December 13th. For your convenience I have included the questions below.

- a. Please confirm that the KW Resort Utilities existing COMCAST phone lines will be ported over/converted to AT&T phone lines at no additional charge.
- b. Please confirm that AT&T will provide the digital to analog conversion box for the 10 phone lines at no additional charge.

1. A new order will be placed by Carlos. This order will be 50Mbps (up and down) fiber circuit. I asked if we could place a new order for a 20Mbps fiber circuit and the answer I received (from Carlos) was no. Why is this answer no? Do you provide 20Mbps circuits to other customers and if so how is it that I can't get one and others can?

I know it is the holidays but it has been 15 days since my inquiry.



Christopher A. Johnson
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From: Chris Johnson [mailto:chris@kwru.com]
Sent: Thursday, December 21, 2017 3:38 PM
To: 'RUIZ, CARLOS E' <CR744W@att.com>
Cc: KENNETH M <ka7999@att.com> <ka7999@att.com>; COFFEY, ANGELA M <ac1006@att.com>; 'Information Technology Solutions, LLC.' <itskeywest@outlook.com>; chris@kwru.com; roberto gonzales (rg0035@att.com) <rg0035@att.com>
Subject: RE: KW Resort Utilities - AT&T FIBER

Carlos,

What is the status of moving forward with the new service?

Also would you kindly answer/respond to the questions and concerns that I presented in my previous email. -Chris



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From: RUIZ, CARLOS E [mailto:CR744W@att.com]
Sent: Wednesday, December 13, 2017 12:34 PM
To: Chris Johnson <chris@kwru.com>
Subject: KW Resort Utilities - AT&T FIBER

Chris,

Please follow the information below. I received it from my Technical Consultant Wade. We need you to cancel the order first so then I can go to billing with the claim.

please call

[1-844-ATT-NOD3](tel:1-844-ATT-NOD3) (844-288-6633)

Enter option 2 and then option 3.

Carlos Ruiz

Account Executive

Business Solutions - National Business

Small Business Solutions - Southeast

AT&T

13450 W Sunrise Blvd

6th Floor

Sunrise, FL 33323

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Carlos Et al.,

To summarize the conversation from yesterday this is what you laid out for me:

2. AT&T will cancel the original order (AT&T Account#8003-109-4370 AT&T Billing# CQ TF8564 01 001) and no monies will be owed by KW Resort Utilities Corp. The original contract shall be null and void and the account shall be closed in good standing.
3. A new order will be placed by Carlos. This order will be 50Mbps (up and down) fiber circuit. I asked if we could place a new order for a 20Mbps fiber circuit and the answer I received (from Carlos) was no.
 - c. The 50Mbps fiber circuit shall cost \$799.00 per month for the service (2 year contract)
 - d. The 50Mbps fiber circuit shall provide up to 10 phone lines (analog) at no additional charge.
 - e. Please confirm that the KW Resort Utilities existing COMCAST phone lines will be ported over/converted to AT&T phone lines at no additional charge.
 - f. Please confirm that AT&T will provide the digital to analog conversion box for the 10 phone lines at no additional charge.

Additional Options:

4. AT&T will provide an option for Voice over IP system (9 Channel) for \$220.00/month for the service. Page 4
5. AT&T can also provide pricing for telephone equipment. The cost per telephone is somewhere between \$150 and \$200 per telephone depending on the model.

Please confirm 2c and 2d and let me know if anything above is not as we discussed.



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