

Chris Johnson <chris@kwru.com>

2/26/2018 4:14 PM

FW: Comcast account#8495 60 081 0215535 Confirmation of Credit and payment

To tracey@kwru.com

From: Anderson, Florence [mailto:Florence_Anderson@comcast.com]
Sent: Monday, February 26, 2018 4:13 PM
To: Chris Johnson
Subject: RE: Comcast account#8495 60 081 0215535 Confirmation of Credit and payment

I agree for this is correct for \$20.00 credit and the balance being owed after credits are posted

F. Tamika Anderson

F. TAMIKA ANDERSON | Comcast Credit & Account Services

Monday - Friday

8:00am - 4:00pm

Comcast Central Division

770.559.8042 Desr



Success isn't about how much money you make. It's about the difference you make in people's lives. - Michelle Obama

From: Chris Johnson [chris@kwru.com]
Sent: Monday, February 26, 2018 4:10 PM
To: Anderson, Florence <Florence_Anderson@comcast.com>
Cc: chris@kwru.com; tracey@kwru.com; 'Kaitlin Bianchi' <kaitlin@kwru.com>
Subject: Comcast account#8495 60 081 0215535 Confirmation of Credit and payment

Florence,

Thank you for your great customer service today. I am writing to confirm that you issued a credit of \$20.00 to the KW Resort Utilities Comcast account#8495 60 081 0215535. I am also confirming that the payment was made using a check by phone.

The transaction is as follows:

Balance Due including February Bill	\$925.40
Less Credit REF#CR764629355	\$55.95
Less Credit by Florence Anderson	\$20.00
Total paid check by phone	\$849.45

On 2/26/2018 bring account
Current and in good standing

Please confirm that check by phone went through and that the transaction is accurate as represented. My cell phone direct is 305-522-0052.

Thank you,



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

- image002.jpg (6 KB)
- image003.jpg (11 KB)

Chris Johnson <chris@kwru.com>

2/26/2018 4:10 PM

Comcast account#8495 60 081 0215535 Confirmation of Credit and payment

To florence_anderson@comcast.com Copy chris@kwru.com • tracey@kwru.com • Kaitlin Bianchi <kaitlin@kwru.com>

Florence,

Thank you for your great customer service today. I am writing to confirm that you issued a credit of \$20.00 to the KW Resort Utilities Comcast account#8495 60 081 0215535. I am also confirming that the payment was made using a check by phone.

The transaction is as follows:

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

- image001.jpg (11 KB)

Chris Johnson <chris@kwru.com>

2/26/2018 4:31 PM

FW: Information You Requested from Comcast Business Support

To tracey@kwru.com • Kaitlin Bianchi <kaitlin@kwru.com> Copy chris@kwru.com

Tracey and Kaitlin,

Tracey for COMCAST file and Kaitlin for ACH/check by phone (backup to bank Rec).



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

From: Comcast Online Communications [mailto:online.communications@alerts.comcast.net]
Sent: Monday, February 26, 2018 4:19 PM
To: chris@kwru.com
Subject: Information You Requested from Comcast Business Support

Important Information About Your Comcast Business Account

COMCAST BUSINESS	My Account Help & Support
-----------------------------	---

Dear Valued Customer,

We're confirming that you've authorized Comcast to charge \$849.45 to your card specified below.

Payment Details:

Comcast Account Number	*****15535
Ending In:	
Payment Date:	2/26/2018
Payment Amount:	\$849.45
Name:	Christopher Johnson
Card Type:	MasterCard
Last 4 On Card:	*****1422
Authorization Number:	81973J
Confirmation Number:	3942848891

Please keep in mind that it may take a few days for your payment to process.

For additional information, please [visit us online](#) to manage your account, configure and learn about your services. We appreciate your business and look forward to serving you in the future.

Sincerely,

Comcast Business Support
business.comcast.com



Our Promise to You

We know you depend on Comcast Business for the success of your business, and we take that trust seriously. If your service is interrupted, we promise to resolve it **as quickly as possible**. If you report a service interruption that was our issue, **you will receive a bill credit**. It's that simple. **That's Comcast — we back our service with this promise.**



4

This is a service-related email. Comcast will occasionally send you service-related emails to provide you with information about your service, including information about service upgrades and new benefits.

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Comcast respects your privacy. For a complete description of our privacy policy, click [here](#).

Comcast
One Comcast Center
1701 JFK Blvd. Philadelphia, PA 19103-2638
Attn: Business Services

- image001.jpg (29 KB)
- image003.png (8 KB)

Chris Johnson

From: Chris Johnson <chris@kwru.com>
Sent: Wednesday, January 31, 2018 8:46 AM
To: 'Martin S. Friedman'; 'Bart Smith'
Cc: 'chrisk@kwru.com'
Subject: RE: KWRU Rate Case
Attachments: SKM_30818013107310.pdf

Resending in case you didn't receive we are having intermittent problems with COMCAST internet. Notarized doc attached.



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

From: Martin S. Friedman [mailto:mfriedman@ff-attorneys.com]
Sent: Tuesday, January 30, 2018 4:52 PM
To: Bart Smith <bart@smithhawks.com>
Cc: Chris Johnson <chris@kwru.com>
Subject: RE: KWRU Rate Case

Email copy will be fine.

MARTIN S. FRIEDMAN, ESQ.
Shareholder



766 North Sun Drive
Suite 4030
Lake Mary, FL 32746
T: 407.830.6331
F: 407.878.2178
C: 407.310.2077
mfriedman@ff-attorneys.com
[Facebook | ff-attorneys.com](https://www.facebook.com/ff-attorneys.com)

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Sheri Lovering

From: Byard, Edward <Edward_Byard@comcast.com>
Sent: Wednesday, October 11, 2017 12:50 PM
To: sheri@kwru.com
Subject: RE: Comcast in Key West

Thank you Sheri for the info.

I do regret to inform you, the outage that was in your area has been updated again. I will send another request to the field for your location to be top priority for resolution. However, as long as the outage is in place I cannot say for sure when they will reach out to you and get you squared away. Below is what I pulled straight from the outage report and as stated it appears the NODE is still having issues and the outage info was recently updated to reflect what you see here. All times of repair are estimations and can only be determined or updated by the local folks. As stated I will send a request for your location to be placed as priority.

Node/Element

KW012B

Type

Unplanned

Product

Video; Voice; Internet;

Level

Degraded

Reason

Degraded Area Service

Reported

10/04/2017 03:27 PM EDT

Estimated End

10/11/2017 12:57 PM EDT

Ed

Edward J. Byard

Supervisor, Customer Service & Technical Support
Comcast Business Class | Miramar, FL
(800) 391-3000

COMCAST BUSINESS **B4B** BUILT FOR BUSINESS

From: Sheri Lovering [mailto:sheri@kwru.com]
Sent: Wednesday, October 11, 2017 10:29 AM
To: Byard, Edward <Edward_Byard@comcast.com>
Subject: RE: Comcast in Key West

My apologies, as I'm sure you feel the same way, it was a very long day yesterday – account # 8495600810215535 for KW Resort Utilities – Sewer utility for Key West, FL, 6630 Front St.

From: Byard, Edward [mailto:Edward_Byard@comcast.com]
Sent: Wednesday, October 11, 2017 9:46 AM
To: sheri@kwru.com
Subject: RE: Comcast in Key West

Thank you for the email.

AS I handle hundreds of accts weekly I request your acct number which makes it easier for me to research issues for a faster response.

Thank you

Ed

Edward J. Byard

Supervisor, Customer Service & Technical Support
Comcast Business Class | Miramar, FL
(800) 391-3000

COMCAST **B4B** BUILT FOR
BUSINESS BUSINESS

From: Sheri Lovering [<mailto:sheri@kwru.com>]
Sent: Tuesday, October 10, 2017 2:25 PM
To: Byard, Edward <Edward_Byard@comcast.com>
Subject: Comcast in Key West

Good Afternoon,

I am requesting an update, if possible. I just received a fax, first time in a long time. If you could provide an update, I would very much appreciate it

Sheri Lovering

Admin/Customer Service
KW Resort Utilities Corp
6630 Front Street
Key West, Florida 33040
sheri@kwru.com

Sheri Lovering <sheri@kwru.com>

7/11/2017 1:18 PM

HELP please! KW Resort Utilities, 6630 Front Street, Key West, FL 33040 / Account # 8495600810215535

To michael_mcardle@cable.comcast.com • tom_karinshak@cable.comcast.com Copy ecare@comcast.com

Mr. McArdle, Senior VP, Customer Care
Mr. Karinshak, Senior VP, Customer Experience
Customer Care,

RE: KW Resort Utilities, 6630 Front Street, Key West, FL 33040 / Account # 8495600810215535

I am emailing to have a refund of our last month's bill applied to our Comcast account as we have not had fax service since before June 15, 2017.

We are a wastewater utility in Key West, FL and we are mandated by the state of Florida to have a working phone and fax line. Our phone lines are intermittent, but our fax line has been non-existent for the past 30 days. If you would like to follow along on our service requests, please read the notes on the following Comcast ticket numbers for account # 8495600810215535:

CR712261837

CR712271196

CR713763238

CR714036796

To give you a summary, since before June 15, we have had our modem rebooted several times within your customer service center - nothing happened. We asked for a service tech to come out and were told it was our equipment. We asked for an onsite visit and a tech came. The tech, Will, told us the problem was not with our equipment, it's with the outside line. The aerial drop was replaced. It worked for a day. Finally, Lily in the CSC escalated our problem and had Furqan call. He stated it's an issue in the lines. He could hear it while talking on the phone with us. He explained that the signal quality, which should be a color, was white and only half the streams/packets (whatever they are called) made their way upstream or downstream. He sent the tech back out again. The tech, Will again, told us the same thing, he escalated it on his end giving me a JB# 18131047 and stated someone above him would have to come and evaluate to fix it. As far as we and your customer service are concerned, no one has been here. I called today, spoke to Collins and he said he'd escalate it (again).

I can honestly say, your customer service reps (Bernard, Anthony, Jason, Lily, Furqan, Greg and Collins) have been GREAT! All have been helpful, but they can not solve the problem. The problem being - we are STILL without fax service, which is a problem when it's mandated. Our customers and vendors are getting annoyed and we are extremely frustrated!!! Please help us fix this and in the meantime, please credit the last month's bill!

Thank you and have a great day!

Sincerely,

Sheri Lovering
Admin/Customer Service
KW Resort Utilities Corp.
6630 Front St.
Key West, FL 33040
(305) 295-3301
FAX (305) 295-0143
[Sheri@kwru.com](mailto:sheri@kwru.com)
www.kwru.com

Comcast ECARE <ecare@comcast.com>

7/11/2017 1:20 PM

Thank You! Your Comments For Tom Karinshak Have Been Received (KMM43960025V93631L0KM)

To Sheri Lovering <sheri@kwru.com>

Your feedback has been received

[Help & Support](#) | [My Account](#)

Dear Customer,

Thank you for contacting the office of Tom Karinshak. We value your feedback. Please know that we are actively investigating your concern. A representative from Tom Karinshak's office will contact you within one business day.

In the meantime, if you have additional questions, please visit www.comcast.com/help, to view FAQs, video tutorials, and other support tools. You may also find our support forums helpful.

Thanks for choosing XFINITY,
Comcast Team

Manage your alerts
and pay your bill online

[Learn more](#) ►



All backed by the Comcast

Eugene Khavinson <eugene_khavinson@comcast.com>

7/11/2017 3:34 PM

Comcast Business Corporate Escalation ESL03002743

To sheri@kwru.com <sheri@kwru.com>

Good afternoon Sheri

The case # that I am working for you is ESL03002743.

I will update you once I hear back from maintenance and technician ops.

Thanks and Best Regards!

Eugene K.

Executive Customer Relations

Main Customer Support: (800) 391-3000

Direct Fax: (866) 250-3403

Business Services – Central Division

**COMCAST
BUSINESS**

This communication may contain CONFIDENTIAL and/or otherwise proprietary material and is thus for use only by the intended recipient. If you received this in error, please contact the sender and delete the e-mail and it's attachments from all computers. Thank you

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Eugene Khavinson <eugene_khavinson@comcast.com>

7/13/2017 9:05 AM

RE: Thank you from KW Resort Utilities!

To Sheri Lovering <sheri@kwru.com>

No problem at all Sheri

That's my job and I am certainly glad that issue been resolved for you, also I will apply \$50 to account towards hassles you had it fixed which represents almost 2 months cost for your fax line.

Thanks and Best Regards!

Eugene K.

Executive Customer Relations

Main Customer Support: (800) 391-3000

Direct Fax: (866) 250-3403

Business Services – Central Division

**COMCAST
BUSINESS**

This communication may contain CONFIDENTIAL and/or otherwise proprietary material and is thus for use only by the intended recipient. If you received this in error, please contact the sender and delete the e-mail and it's attachments from all computers. Thank you

From: Sheri Lovering [<mailto:sheri@kwru.com>]
Sent: Wednesday, July 12, 2017 2:28 PM
To: Khavinson, Eugene <Eugene_Khavinson@cable.comcast.com>
Cc: Karinshak, Tom <Thomas_Karinshak@cable.comcast.com>; McArdle, Michael <Michael_McArdle@cable.comcast.com>
Subject: Thank you from KW Resort Utilities!

Mr. Eugene,

Thank you so much for your help! I have fax capability again for the first time in over a month. My understanding from our on-call operator, who received the call, is the Comcast truck showed up after hours last night and he found the problem. It was a bad Comcast splitter at the pedestal (I know that means more to you than it does to me). Chris Johnson, our President, said he happened to be here as well and the person also took the time to test and make sure it was actually working. I truly appreciate that you took the time to call and help me. Thank you and have a wonderful afternoon!

Sincerely,

Sheri Lovering
Admin/Customer Service
KW Resort Utilities Corp.

IMPORTANT INFORMATION ABOUT YOUR
COMCAST BUSINESS SERVICE

box bad 4 Aris - TM804
or working on circuit

Line 1 busy signal
plug direct into port Line 1
Busy signal

0041 *****AUTO**ALL FOR AADC 331
Kw Resort Utility
6630 Front St
Key West, FL 33040-6050



Your Wireless Gateway continues to experience technical issues.

Activate your new equipment today.

Account # 8495600810215535

Dear Kw Resort Utility:

We recently sent you a new Comcast Business Wireless Gateway modem at no cost to you because the manufacturer of your current device identified a technical issue impacting your device. **This issue has resulted in the range and speed of your current device's 2.4 Ghz WiFi to be reduced or no longer operational.**

To restore your business' WiFi performance, simply connect and activate the new Wireless Gateway you received by following the instructions enclosed in the Self-Installation Kit.

If you didn't receive your new Wireless Gateway or prefer to have one of our technicians come to your business to activate it at no cost to you for the visit, please call us at 855-378-7879.

Returning your equipment is free and easy. Here's how:

- **Pack and ship it.** For your convenience, we have included a prepaid UPS shipping label for easy, free returns. You can send from anywhere UPS shipments are accepted.
- **We'll pack and ship it for you.** Just bring your equipment to a UPS Store and they'll take care of the rest — no box required.

Within one or two billing cycles after we receive the equipment, **you will see a \$25 credit** on your statement.

Ensuring that you get the most from your Internet service is part of our commitment to improving your overall experience. Thank you for choosing Comcast Business.

Please disregard this note if you have replaced and activated your Wireless Gateway already.

Sincerely,

Comcast Business



KWRU 017178