

From: [misinbox <misinbox@rdsmail.ims.att.com>](mailto:misinbox@rdsmail.ims.att.com)

To: CR744W@ATT.COMCR744W@ATT.COM
RG0035@ATT.COMRG0035@ATT.COM
KA7999@ATT.COMKA7999@ATT.COM
AC1006@ATT.COMAC1006@ATT.COM
ITSKEYWEST@OUTLOOK.COMITSKEYWEST@OUTLOOK.COM
BART@KWRU.COMBART@KWRU.COM
TRACEY@KWRU.COMTRACEY@KWRU.COM
CHRIS@KWRU.COMCHRIS@KWRU.COM

Date: 3/6/2018 11:36:56 AM

Subject: AT&T Request for Service-RE: 022218XE387921KO,KW RESORT UTILITIES,, 022218XE387921KO, KW RESORT UTILITIES

Please include the following line in all replies.
Tracking Number: 022218XE387921KOE1

This is an automated response from AT&T.

Thank you for allowing us to serve you!

Your email message has been received by our AT&T Customer Care Center. If you have requested a response, one will be provided within 5 business days.

This message contains a tracking number that should be used for all correspondence regarding this request. A new question on any email with an existing tracking number may result in a delay in answering your inquiry.

Please reply to this e-mail only if you are continuing dialog with the same question. This will ensure that your reply or request is received and worked in a timely manner.

If you wish to ask a new question, please send an email to attbill@att.com and include your name, account number, and the name of your company.

AT&T offers many services and solutions for your growing business. Find out more information at <http://www.business.att.com>.

Announcing new tool available online for submitting total disconnect requests for products Managed Internet Service (MIS), AVTS , AGNS Services to include BIS, Dialed Services, Netgate, RAS (Remote Access Service), Secure Dial, DSL including Netgates/SOHO, Hosting or ICDS, Managed Security Services including Internet Protect, Network Based Firewall, Nokia/PIX, Secure Email Gateway (SEG), Secure Network Gateway (SNG), Other Security Services such as IDPS (Intrusion Detection Protection Service)/MIDS (Managed Intrusion Detection Service), and AntiVirus.

As of 8/15/2011, AT&T now accepts Disconnect requests for these products using electronic submission through <http://www.att.com/disconnectdesk> The benefits to you through this enhancement include:

- * Convenient - You will be able to place your order 24 hours a day, 7 days a week.
- * Saves Time - Your disconnect request will process faster.
- * Enhanced Accuracy - With less hand offs, your request will be more accurate.
- * Easy to Use - You'll find this user friendly web tool to be intuitive and easy to navigate.
- * More Secure - Use of this latest technology ensures that your requests will be handled with a high security.

We are confident that you will find this new process to be an easier, efficient and effective way to process your disconnect requests.

Should you have any billing inquiries, please continue to contact us via our web portal, <http://www.BusinessDirect.att.com> or feel free to call us at the number on listed on your bill.

Thank you for using AT&T.

<---- Begin Process Information For EMS USE ONLY ---->
TrackingNumber: 022218XE387921KOE1
<---- End Process Information For EMS USE ONLY ---->

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From: RUIZ, CARLOS E <CR744W@att.com>
To: misinboxmisinbox@rdsml.ims.att.com
Date: 3/6/2018 11:35:09 AM
Subject: RE: 022218XE387921KO,KW RESORT UTILITIES,,
022218XE387921KO, KW RESORT UTILITIES

Please see email from client. We need this circuit disconnected because it was ordered without voice we are adding voice to the circuit.

From: misinbox@rdsml.ims.att.com [mailto:misinbox@rdsml.ims.att.com]
Sent: Tuesday, March 06, 2018 11:32 AM
To: RUIZ, CARLOS E <CR744W@att.com>
Subject: 022218XE387921KO,KW RESORT UTILITIES,, 022218XE387921KO, KW RESORT UTILITIES

Date: 3/6/2018

Service: MANAGED INTERNET SERVICE

Re Account Number: N/A
KW RESORT UTILITIES

Dear Carlos:

Your Disconnect Request, Tracking Number 022218XE387921KO
Is pending receipt of Completed Customer Authorization Notice for Discontinuance
We cannot accept requests sent from ATT representatives without the approval of the
customer, please provide us with your communication with the customer (please note
that it must include their corporate domain) that would eventually serve as a proof of
your authorization, or a contact on the customer, so that we can approach them
directly.

We must receive this additional information BY: 03/08/2018. If we do not receive this
additional information, the disconnect request will be considered cancelled.

Please click reply and include the additional information requested in your email. The
response will be forwarded to the Disconnect Desk and your Disconnect request will
continue to be processed.

Thank you for choosing AT&T.

For further information please contact:

Name: Zuzana Flekacova Phone: 9999999999 Ext.:

KWRU 017436

<---- Begin Process Information For EMS USE ONLY ---->
TrackingNumber: 022218XE387921KO
<---- End Process Information For EMS USE ONLY ---->

From: [Chris Johnson <chris@kwru.com>](mailto:chris@kwru.com)
To: [RUIZ, CARLOS ECR744W@att.com](mailto:RUIZ,CARLOS ECR744W@att.com)
[GONZALEZ, ROBERTOrg0035@att.com](mailto:GONZALEZ,ROBERTOrg0035@att.com)
[AIELLO, KENNETH Mka7999@att.com](mailto:AIELLO,KENNETH Mka7999@att.com)
[COFFEY, ANGELA Mac1006@att.com](mailto:COFFEY,ANGELA Mac1006@att.com)
CC: Information Technology Solutions, LLC.itskeywest@outlook.com
bart@kwru.com
tracey@kwru.com
Date: 3/2/2018 12:14:04 PM
Subject: RE: KW Resort Utilities - AT&T FIBER

To All,

Utility staff contacted AT&T today and the AT&T representative told staff that the account (**#8310007134897**) will be closed in mid-March. The Utility would like to move forward on the voice and data circuit. I was told, by Carlos Ruiz, that once the 50Mbps (data only) account is closed we can then open an account for the service that was desired from the beginning (voice and data circuit).

I am asking for your help now so that we may begin working on laying the ground work for the voice and data circuit now. I ask you kindly to please answer the following questions so that the Utility may understand the service AT&T is providing and the manner in which it is being provided. The answers you provide will help utility management and the utility's IT consultant with planning for the Utility's future needs.

Please answer the following questions as they relate to a new AT&T voice plus data fiber circuit.

- 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.

- c. Can AT&T provide a 20Mbps fiber circuit for voice plus data? If AT&T can't please explain why as the Utility is aware of other AT&T customers that have a 20Mbps fiber voice and data service.

I thank you in advance for your assistance in this matter.

KWRU 017438



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

From: Chris Johnson [mailto:chris@kwru.com]
Sent: Wednesday, February 21, 2018 4:29 PM
To: 'RUIZ, CARLOS E' <CR744W@att.com>; 'GONZALEZ, ROBERTO' <rg0035@att.com>; 'AIELLO, KENNETH M' <ka7999@att.com>; 'COFFEY, ANGELA M' <ac1006@att.com>
Cc: 'Information Technology Solutions, LLC.' <itskeywest@outlook.com>; 'bart@kwru.com' <bart@kwru.com>; chris@kwru.com; 'tracey@kwru.com' <tracey@kwru.com>
Subject: RE: KW Resort Utilities - AT&T FIBER

Carlos and Roberto and Kenneth and Angela,

AT&T has still not closed the account #8310007134897!!!!

AT&T told me in December (via email on December 27, 2017 at 12:07PM) that this account is closed and zeroed out. What is happening? I can't understand why this is taking this long, especially when I was informed by Carlos Ruiz that AT&T policy requires that this account be closed before a new service with BOTH voice and data can be set up. The voice and data service is needed right now.

Please help resolve this matter so we can move forward with the new voice and data circuit.

Sincerely,



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

From: RUIZ, CARLOS E [mailto:CR744W@att.com]

KWRU 017439

Sent: Wednesday, January 31, 2018 9:35 AM

To: Chris Johnson <chris@kwru.com>

Cc: AIELLO, KENNETH M <ka7999@att.com>; COFFEY, ANGELA M <ac1006@att.com>; 'Information Technology Solutions, LLC.' <itskeywest@outlook.com>; GONZALEZ, ROBERTO <rg0035@att.com>; greg@kwru.com; bart@kwru.com

Subject: RE: KW Resort Utilities - AT&T FIBER

Chris,

I will look into this now. The last update I got was that the account was canceled. Please standby.

Regards

Carlos Ruiz

Account Executive

Business Solutions - National Business

Small Business Solutions - Southeast

AT&T

13450 W Sunrise Blvd

6th Floor

Sunrise, FL 33323

m 305.934.8914 | cr744w@att.com

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

Sent: Tuesday, January 30, 2018 9:26 AM

To: RUIZ, CARLOS E <CR744W@att.com>

Cc: AIELLO, KENNETH M <ka7999@att.com>; COFFEY, ANGELA M <ac1006@att.com>; 'Information Technology Solutions, LLC.' <itskeywest@outlook.com>; GONZALEZ, ROBERTO <rg0035@att.com>; greg@kwru.com; bart@kwru.com

Subject: RE: KW Resort Utilities - AT&T FIBER

Carlos,

The account doesn't appear to be closed. There is a new bill dated January 19, 2018. Please see attached and advise.

KWRU 017440



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

From: RUIZ, CARLOS E [<mailto:CR744W@att.com>]
Sent: Wednesday, December 27, 2017 12:07 PM
To: Chris Johnson <chris@kwru.com>
Cc: AIELLO, KENNETH M <ka7999@att.com>; COFFEY, ANGELA M <ac1006@att.com>; Information Technology Solutions, LLC. <itskeywest@outlook.com>; GONZALEZ, ROBERTO <rg0035@att.com>; greg@kwru.com; bart@kwru.com
Subject: Re: KW Resort Utilities - AT&T FIBER

Chris,

Happy Holidays. We have already canceled the 2 accounts which were previously billing. I have provided our finance department the account information so that they may remove these collection holds on your account. After these collections holds are removed I will be able to replace the orders.

Warm Regards

Carlos Ruiz
Account Executive
Business Solutions - National Business
Small Business Solutions - Southeast

AT&T
[13450 W Sunrise Blvd](#)
[6th Floor](#)
[Sunrise, FL 33323](#)
m [305.934.8914](tel:305.934.8914) | cr744w@att.com

MOBILIZING **YOUR** WORLD

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On Dec 27, 2017, at 10:37 AM, Chris Johnson <chris@kwru.com> wrote:

Carlos Et al.,

Can I please get a status on this.

KWRU 017441

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.

<image001.jpg>

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 <[AIELLO\(ka7999@att.com\)](mailto:AIELLO(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
<image002.jpg>

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

m 305.934.8914 | cr744w@att.com

MOBILIZING YOUR WORLD

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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.
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.

<image004.jpg>