

## Chris Johnson

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**From:** RUIZ, CARLOS E <CR744W@att.com>  
**Sent:** Friday, March 02, 2018 12:25 PM  
**To:** Chris Johnson; GONZALEZ, ROBERTO; AIELLO, KENNETH M; COFFEY, ANGELA M  
**Cc:** 'Information Technology Solutions, LLC.'; bart@kwru.com; tracey@kwru.com  
**Subject:** RE: KW Resort Utilities - AT&T FIBER

Pricing for 50mbps fiber is \$745.00 with 10 analog lines. Below is a quick overview of what it comes with the service.

- 1) Managed and Dedicated FIBER circuit
- 2) Up to 10 phone lines (ANALOG, PRI or SIP phone systems are compatible)
- 3) 2 year contract
- 4) 30 - 60 day implementation process.
- 5) Symmetrical Speeds

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](mailto:cr744w@att.com)

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**From:** Chris Johnson [mailto:[chris@kwru.com](mailto:chris@kwru.com)]  
**Sent:** Friday, March 02, 2018 12:14 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; tracey@kwru.com  
**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.



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>  
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**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,



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**From:** RUIZ, CARLOS E [<mailto:CR744W@att.com>]  
**Sent:** Wednesday, January 31, 2018 9:35 AM  
**To:** Chris Johnson <[chris@kwru.com](mailto:chris@kwru.com)>  
**Cc:** AIELLO, KENNETH M <[ka7999@att.com](mailto:ka7999@att.com)>; COFFEY, ANGELA M <[ac1006@att.com](mailto:ac1006@att.com)>; 'Information Technology Solutions, LLC.' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>; GONZALEZ, ROBERTO <[rg0035@att.com](mailto:rg0035@att.com)>; [greg@kwru.com](mailto:greg@kwru.com); [bart@kwru.com](mailto: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  
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Small Business Solutions - Southeast

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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.



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

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**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**

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Small Business Solutions - Southeast

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

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 14<sup>th</sup>.

I never received answers to my questions in the email of December 13<sup>th</sup>. 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>

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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](mailto:CR744W@att.com)>

**Cc:** KENNETH M <[AIELLO\(ka7999@att.com\)](mailto:AIELLO(ka7999@att.com))> <[ka7999@att.com](mailto:ka7999@att.com)>; COFFEY, ANGELA M <[ac1006@att.com](mailto:ac1006@att.com)>; 'Information Technology Solutions, LLC.' <[itskeywest@outlook.com](mailto:itskeywest@outlook.com)>; [chris@kwru.com](mailto:chris@kwru.com); roberto gonzales ([rg0035@att.com](mailto:rg0035@att.com)) <[rg0035@att.com](mailto: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](mailto: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 (844-288-6633)

Enter option 2 and then option 3.

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

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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>

## Chris Johnson

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**From:** RUIZ, CARLOS E <CR744W@att.com>  
**Sent:** Friday, March 02, 2018 12:22 PM  
**To:** Chris Johnson; GONZALEZ, ROBERTO; AIELLO, KENNETH M; COFFEY, ANGELA M  
**Cc:** 'Information Technology Solutions, LLC.'; bart@kwru.com; tracey@kwru.com  
**Subject:** RE: KW Resort Utilities - AT&T FIBER

Chris,

I have requested the new contracts from my support team already. You will be receiving them soon. Voice and Data over a 50Mbps fiber line. Please note the credit dispute is still progress. To answer your questions.

- 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.  
AT&T will be able to port these lines over. What we require is the port list and the Comcast CSR (Customer Service Records)
- b. Please confirm that AT&T will provide the digital to analog conversion box for the 10 phone lines at no additional charge.  
AT&T will include the BIB Router which will provides an analog handoff.
- 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.  
Chris, we provide this service but the original contract signed was for 50Mbps and we submitted a disconnect in order to send you the BIB analog router.

The contract that will be sent to you is for 24 months with a 50Mbps FIBER circuit which includes the BIB Analog router and 10 concurrent channels. The monthly service will be

Regards

Carlos Ruiz  
Account Executive  
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To All,

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[chris@kwru.com](mailto:chris@kwru.com); roberto gonzales ([rg0035@att.com](mailto:rg0035@att.com)) <[rg0035@att.com](mailto:rg0035@att.com)>

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Carlos,

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