

To: Richard Kahn [REDACTED]
From: Jeffrey Epstein
Sent: Wed 3/19/2014 1:08:00 PM
Subject: Re: Zorro satellite

yes, satelite does not work for my primary purpose, it was supposed to be back up to an improved more reliaboe delivery , and distrubution systemm at a signifant cost.

On Wed, Mar 19, 2014 at 5:50 AM, Richard Kahn <[REDACTED]> wrote:

please confirm brice changing back to T1 service is what you want

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue, 4th Floor,
New York, New York 10022
[REDACTED]

Begin forwarded message:

From: BMG <[REDACTED]>
Subject: Re: Zorro satellite
Date: March 18, 2014 11:44:51 PM EDT
To: Bob Hershberger <[REDACTED]>
Cc: Richard Kahn <[REDACTED]>

Bob

The Owner has directed me to have Advance communication reinstate the T1 service from Sandia crest so he can have reliable service for is visit
At this time we can not even upload small files

Brice

Sent from my iPhone

On Mar 18, 2014, at 4:43 PM, "Bob Hershberger" <[REDACTED]> wrote:

OK, I have opened a ticket with top priority.

Thanks,

Bob Hershberger

Engineer

<image001.jpg>

Home Office Located At:

9859 Blue Stone Circle

Fort Myers, FL 33913

Field Offices Loacated In:

Albuquerque, NM - Bakersfield, CA - Midland, TX



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From: BMG [mailto:

Sent: Tuesday, March 18, 2014 6:28 PM

To: Bob Hershberger

Subject: Re: Zorro satellite

The listed listed speeds where to your router

Sent from my iPhone

On Mar 18, 2014, at 4:25 PM, "Bob Hershberger" <[REDACTED]>
wrote:

I have opened a ticket with Spacenet, However Jim
Cloud Should Check Dish Alignment with our NMC.

He is copied on this email.

As I discussed with your networking guy, the speed
must be checked with our server directly from our
router, he has the program to do this.

I will keep you informed,

Bob Hershberger

Engineer

<image001.jpg><image002.png><image003.png><image004
.jpg>

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[REDACTED]

[REDACTED]

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From: Brice Gordon [mailto:[REDACTED]]
Sent: Tuesday, March 18, 2014 5:00 PM
To: Bob Hershberger
Cc: Rich Kahn; Zorro Ranch
Subject: Zorro satellite

Bob

Can you please call me [REDACTED]

The owner is not very happy with service to say the least.

Speed prior to dish re alignment 3 mbps down - .3 up and not constant

After dish alignment, 3.5 down and .3 up, this test was performed directly thru your router

I am of the understanding your engineering department are looking to improve this.

and probably will not be able to resolve this until Thursday

The owner is on the West coast and would like to stop in for several days with some very important guest.

Can delivery issue be resolved before then, I need to give owner update tonight

Brice Gordon

49 Zorro Ranch Rd

Stanley, NM 87056



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