

**To:** Jeffrey Epstein[jeevacation@gmail.com]  
**From:** Richard Kahn  
**Sent:** Tue 3/18/2014 9:10:49 PM  
**Subject:** Fwd: Zorro satellite

i spoke with brice at 12pm est and he clarified the following for me:

*Speed test last night Average 3mbps - Down .65 Mbps up*

**Brice said that his speed test earlier this morning (before 12pm est) was 4.5 down and 0.75 up however he could not figure out why service was inconsistent It appears based on his email below this has changed for the worse..**

*Phones ok TW circuit issue*

**His statement was not clear. He now says it is a T-1 issue at Sandia Crest. He called me from land line and call was ok yet still had buzzing sound. Brice said Time Warner was aware and currently working on it. Brice gave no time frame on when this would be resolved.**

*Spa will be fixed by tomorrow at latest*

**Vendor was coming today with parts to fix. Brice said spa blew pressure gage and transformer.**

**I told Brice you were very upset and that he should update you every 6 hours on status of phone and internet. Based on your email and his email below he has not done that...**

Richard Kahn  
HBRK Associates Inc.



Begin forwarded message:

**From:** Brice Gordon <[REDACTED]>

**Subject: Zorro satellite**

**Date:** March 18, 2014 5:00:12 PM EDT

**To:** Bob Hershberger [REDACTED]

**Cc:** Rich Kahn [REDACTED], Zorro Ranch  
[REDACTED]

Bob

Can you please call me. 505 934 2809

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**

