

**To:** merwin dela cruz [REDACTED]  
**From:** [REDACTED]  
**Sent:** Thur 7/28/2016 7:52:17 PM  
**Subject:** Re: Nili re a 2nd router

ok thanks

On Jul 28, 2016, at 3:51 PM, Merwin Dela cruz <[REDACTED]> wrote:

Let's shoot for 2:30.  
Thanks

On Jul 28, 2016, at 3:46 PM, [REDACTED] wrote:

Merwin, Nili says you can go anytime tomorrow after 11am...what time shall I tell her?

On Jul 28, 2016, at 3:07 PM, Merwin Dela cruz <[REDACTED]> wrote:

It will be replaced tomorrow also.

On Jul 28, 2016, at 3:02 PM, [REDACTED] <[REDACTED]> wrote:

will you also install the new one tomorrow? or will they be without TV over the weekend?

On Jul 28, 2016, at 2:58 PM,  
Merwin Dela cruz  
[REDACTED]  
wrote:

[REDACTED]  
Can you please ask Nili if it's ok for me to come tomorrow and pull out the cable box?

Thanks

On Jul 28, 2016, at  
2:51 PM, bellaklein  
[REDACTED] wrote:

Merwin will exchange the box. He will keep you posted  
<NES\_Amex\_TWC\_11J\_201.09\_020816.pdf>

Thank you,  
Bella

Tel: [REDACTED]

On Jul  
28,  
2016,  
at 2:45  
PM,

[REDACTED]

wrote:

taking Rich and James off...do you have the box  
already  
?  
should  
I set up  
a time  
for  
merwin  
to go  
over  
there?

On Jul 28, 2016, at 2:44 PM, bellaklein  
[REDACTED] wrote:

yes of cause. i just don't know if we want a  
cable technician in the apt..

Thank you,  
Bella

Tel: [REDACTED]

On Jul 28, 2016, at 2:41 PM, [REDACTED] wrote:

actually, lets wait to see what she says...Bella, could you have Merwin exchange out the box for her?

On Jul 28, 2016, at 2:36 PM,  
james | personal genius  
[REDACTED] wrote:

I'm not needed for switching the cable tv box (modem yes; tv no).

If they're not satisfied with the wifi in the bedroom after reboot, then I'll need to install the airports.

Thank you,



On Jul 28, 2016, at 2:25 PM,  
[REDACTED] wrote:

from Nili below...Does James still need to go however to 11J?: it did reset the signal. I saw it on my computer. now I unplugged (I'll do it now whenever I come back) and we shall see if it is satisfactory in the bedroom as well. thanks a lot,  
Nili

On Jul 28, 2016, at  
1:55 PM, bellaklein

[REDACTED]  
[REDACTED] wrote:

On the phone with  
TWC support.  
Modem is working  
continuously for 129  
days w/o unplugging  
the power cord.  
TWC reset signal.  
Suggested once a  
month unplug and  
plug back in the  
modem, as device  
needs to power  
cycle. [REDACTED] please  
communicate to Nill.

Thank you,  
Bella

[REDACTED]  
[REDACTED]  
Tel: [REDACTED]

On Jul 28,  
2016, at 1:44  
PM, bellaklein

[REDACTED]  
wrote:

James,  
i would like to  
exchange the  
existing TW  
cable box, as i  
need to do it in  
order to lower  
bill with high  
speed internet.

Please let me know when you plan to visit and i will coordinate with TWC or send Jojo to exchange it

Bill from  
TWC attached  
<NES\_Amex\_TWC\_11J\_201.09\_020816.pdf>  
Thank you,  
Bella

  
Tel: 

On Jul  
28,  
2016, at  
1:37  
PM,  
Richard  
Kahn



wrote:

can you  
please  
let me  
know  
when  
you can  
go over  
to 11J

in  
addition  
we may  
need to  
purchase  
equipment  
in advance  
or order  
from  
time  
warner  
thank  
you

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

[REDACTED]  
fax [REDACTED]  
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