

**To:** [REDACTED]  
**Cc:** james ce | personal genius [james@personalgenius.us]; Lesley Groff [REDACTED]; Richard Kahn [richardkahn12@[REDACTED]]; Bella Klein [bklein575@gmail.com]  
**From:** [REDACTED]  
**Sent:** Fri 2/20/2015 11:28:08 PM  
**Subject:** Re: TWC apt 10B

Please I need the Internet connection asap . Now I even can't reach neither [REDACTED] signal . So I'm completely off .  
Thank you

Sent from my iPhone  
On Feb 20, 2015, at 12:01 PM, [REDACTED] <[REDACTED]> wrote:

The modem now is in [REDACTED] apartment.

Thanks

Merwin Dela Cruz  
212-249-1122  
917-607-0626

On Feb 18, 2015, at 8:21 PM, james ce | personal genius <jame[REDACTED]@personalgenius.us> wrote:

So the good news is that I found the modem from 10B, I've connected it and it is working great (no need to buy a replacement).

The bad news is that the new modem for 10N is still at 71st Street, so I couldn't hook up [REDACTED] internet tonight.

Merwin, could you please ask [REDACTED] to take the modem back to her apartment tomorrow? I'll coordinate with her based on her travel schedule a time for me to install it.

Thanks!



**James Ce**  
your Personal Genius

□ Certified Support Professional 10.6  
+1 (347) 827-0622  
<http://personalgenius.us>

On Feb 10, 2015, at 10:12 AM, bellaklein  
<[REDACTED]> wrote:

it is very old and has to be exchanged.  
Thank you,  
Bella

[REDACTED]  
Tel: 212-971-1307

On Feb 10, 2015, at 10:11 AM,  
<[REDACTED]> wrote:

James  
Why do we need to exchange the modem when we can just put it back  
to 10N since [REDACTED] where it belongs?

Merwin Dela Cruz  
212-249-1122  
917-607-0626

On Feb 9, 2015, at 11:48 AM, bellaklein <[REDACTED]>  
wrote:

Merwin,  
Please ask Jojo to replace the  
box by Wed and have it in a safe  
place, as it might be misplaced  
with [REDACTED] move.

Thank you,  
Bella

[REDACTED]  
Tel: 212-971-1307

On Feb 9, 2015, at  
11:44 AM, Lesley

Groff  
<lesley.jee@gmail.com> wrote:

Gregory hopes her apt will be finished by this Wed.  
On Feb 9, 2015, at 11:36 AM, bellaklein

<bklein575@gmail.com> wrote:

■/M  
erwin  
Please  
help to  
find  
modem  
from  
11B as  
it is not  
efficient  
for  
James  
to visit  
301 for  
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apartm  
ent  
only.  
Do we  
know  
when  
■ is  
moving  
back to  
10n?

Thank you,  
Bella

■  
Tel: 212-971-1307

On Feb 9, 2015, at 11:11 AM, james ce |  
personal genius <james@personalgenius.us>  
wrote:

The modem from 10N that is currently in 10B is not working. [REDACTED] provisioned to the 10N account and won't work anywhere else.

[REDACTED] is using the signal from 11B.

I'd like to get the modem exchanged and set up in 10N as soon as we can since she won't be able to use 11B when [REDACTED] back in 10N.

*Anyone else hungry for Alphabits cereal now?*



James Ce  
your Personal Genius

Certified Support  
Professional 10.6  
[+1 \(347\) 827-0622](tel:+13478270622)  
<http://personalgenius.us>

On Feb 9, 2015, at 10:15 AM, bellaklein <[REDACTED]> wrote:

As i understand [REDACTED] currently has access to internet. I would not make any changes before she moves back in to 10N. After she moves Jojo will help exchange the old modem from 10N (that is currently in 10B) for the new one at TWC office. Hopefully [REDACTED] can find modem from 10B, that was installed in November during the move. If we have no success on finding it, Jojo will need to purchase new modem. After will coordinate with James to set up both apartments.

Thank you,  
Bella

[REDACTED]  
Tel: 212-971-1307

On Feb 6, 2015, at 10:12 PM,  
james ce | personal genius  
<james@personalgenius.us>  
wrote:

Since [REDACTED] is going to move out of 10B and back into 10N sometime next week, I think we should hold off on buying a replacement modem for 10B quite yet — in may turn up in the move.

In the meantime, we should exchange the black Arris modem that is in currently unplugged in 10B for a modern modem. The bill (with Account #, etc) for 10N is attached (the modem in 10B belongs to that account). Once the toxic work in 10N has completed, I'll set up the new modem in there so [REDACTED] up and running for when [REDACTED] moves back.

<NES\_TW\_10N\_4806\_123014\_173.10\_123014.pdf>



**James Ce**  
your Personal Genius

☐ Certified Support  
Professional 10.6  
+1 (347) 827-0622  
<http://personalgenius.us>

On Feb 6, 2015, at 4:21 PM,  
[M\\_delacruz68@yahoo.co](mailto:M_delacruz68@yahoo.com)  
[m](mailto:m_delacruz68@yahoo.com)  
<[m\\_delacruz68@yahoo.co](mailto:m_delacruz68@yahoo.com)  
[m](mailto:m)> wrote:

Bella,  
I will ask him to purchase a  
new modem. Please  
provide acct number.

Thanks

Merwin Dela Cruz  
212-249-1122  
917-607-0626

On Feb 6, 2015, at 4:09  
PM, bellaklein

<[REDACTED]>

wrote:

On Nov 3rd  
technician from  
TWC installed new  
modem in apt 10B.  
[REDACTED], please confirm  
with the super that  
building doesn't have  
it. To order new  
modem from TWC is  
\$150. If we are sure  
the modem worked  
away i would ask  
Merwin to purchase  
new one - will cost  
less. Apt 10N will  
be active tomorrow.  
Merwin, please ask  
Jojo to exchange  
modem at TWC  
office. Please update  
when we have new  
equipment and James  
will assist to install.  
Thank you,  
Bella

[bklein575@gmail.co](mailto:bklein575@gmail.com)  
[m](mailto:bklein575@gmail.com)  
Tel: 212-971-1307

On Feb 6,  
2015, at 11:44  
AM, james ce |  
personal  
genius  
<james@perso  
nalgenius.us>  
wrote:

Wifi in 8A is  
working now.  
The TWC  
modem/wifi  
was replaced,  
[REDACTED] no  
AirPort  
Basestations at  
all. I changed  
the network  
name and  
password on  
the wifi to 8A  
/ bemyguest.  
[REDACTED] connecting  
fast & furious  
now.

**The modem  
for the TWC  
account in  
10B is  
missing. [REDACTED]**  
says it wasn't  
there when she  
was moved in --  
the power  
supply for the  
old modem is  
on her  
windowsill.  
*Any idea who  
would know  
what*

*happened to  
it?*

The modem &  
AirPort  
Extreme there  
are from 10N  
(I called TWC  
and  
confirmed).

That account  
is on seasonal  
hold until  
tomorrow so  
that modem  
can't be used  
right now.

█ is using  
the signal for  
11B so █  
okay until she  
moves back  
into 10N next  
week.

The 10N  
modem is old  
and will likely  
be disabled by  
TWC soon  
after we  
reactivate it in  
10N. **We  
should see if  
we can get  
them to send  
us the  
upgraded  
modem now,**  
so as soon as  
the work is  
done in the  
apartment I  
can install it  
and have it up  
and running

before [REDACTED]  
moves back  
in.



James Ce  
your Perso

Certified  
Professional  
+1 (347) 8  
<http://pers>

On Feb 4, 2015, at 12:50 PM, Lesley Groff <[REDACTED]> wrote:

James  
you may  
meet up  
with  
[REDACTED]  
in 8A at  
10am on  
Friday  
and  
from  
there go  
on to  
see [REDACTED]  
in 10B  
(I said it  
would  
be  
around  
10:45am  
or  
so...but  
you can  
keep in  
touch  
with  
them)  
OK?

On Feb  
4, 2015,  
at 12:32  
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james ce  
|  
personal  
genius  
<james  
@perso  
nalgeniu  
[REDACTED]>  
wrote:

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