

To: Bella Klein [REDACTED]
Cc: Richard Kahn [REDACTED]
From: james ce | personal genius
Sent: Wed 2/4/2015 5:32:56 PM
Subject: Re: 8A Wifi not working

I have Friday available to check the internet in apartments 8A, 10B and 10N. Please let me know what times would work best and who will be available to give me access to the apartments.

Thanks,



James Ce
your Personal Genius

Certified Support Professional 10.6

On Feb 4, 2015, at 11:31 AM, bellaklein [REDACTED] wrote:

James,

[REDACTED] having problems with WIFI, see below details. I am not sure if internet connection is working as well. TWC info for 8A and 10B attached. Also if 10n is finished you can check wifi and internet connection too, but note that i suspended service in 10n for 1 month till February 8th. Please advise when you are available to help.

<NES_TW_8a_4800_012515_129.47.pdf>
<NES_TW_10N_4806_123014_173.10_123014.pdf>
<NES_TW_10B_1562_152.31_120214.pdf>

Thank you,
Bella



Begin forwarded message:

Subject: Re: 8A Wifi not working
From: [REDACTED]
Date: February 4, 2015 at 11:08:50 AM EST
To: Bella Klein [REDACTED]

ok, so contact James and set it up when convenient...then we will let the girls know

when to expect him

On Feb 4, 2015, at 11:07 AM, bellaklein [REDACTED] wrote:

I can call TWC to troubleshoot but need somebody in there to be present and follow instructions. I think James needs to look into. [REDACTED] also is having problems with wifi. She has her settings from apt 10n that is under renovation.

Thank you,
Bella

[REDACTED]

On Feb 4, 2015, at 11:01 AM, Lesley Groff
<lesley.jee@gmail.com> wrote:

HI Bella... [REDACTED] is staying in 8A..she says the wifi in 8A is not working...not sure if you want to get James there or if it is a time warner thing...