

To: James Ce [REDACTED]
Cc: Bella Klein [REDACTED] Richard Kahn [REDACTED]
From: [REDACTED]
Sent: Fri 1/16/2015 7:37:33 PM
Subject: Re: Internet not working in Apt 11B/Jeffrey not coming

Fabulous! We recently had new furniture brought in and floors refinished...so I think everything was unplugged from that! Really appreciate your help...
I will let our guest know they are back up and running...all he needs to do is log in to "bemyguest" correct?

On Jan 16, 2015, at 2:29 PM, james ce | personal genius <[REDACTED]> wrote:

11B is back up and running. Someone had removed the COAX cable running from the modem into the wall (and unplugged all the devices); oddly, cable internet works much better when it's actually plugged into something.
I bought a replacement cable from RadioShack and brought everything back on line. The guest should be happy now.

Have a great weekend!!



James Ce
your Personal Genius
 Certified Support Professional 10.6
[REDACTED]
<http://personalgenius.us>

On Jan 16, 2015, at 10:45 AM, bellaklein [REDACTED] wrote:

Hi James,
I call Time Warner to troubleshoot 11B. It indicates internet is of line. May be a problem on the actual modem or connection. Bill for 11B attached.
Please call tech support when you are in the apartment.

<NES_TW_11B_0947_110314_166.66_110314.pdf>
Thank you,
Bella



On Jan 16, 2015, at 10:28 AM, [REDACTED]

[REDACTED] wrote:

Hi James :) will I be seeing you soon?

Sent from my iPhone

On Jan 15, 2015, at 12:25 PM, james ce | personal genius

[REDACTED] wrote:

I'm booked into the late evening tonight, but I will see you at 71st at 10AM tomorrow and can go to 11B after.

I need to check the drive on Jeffrey's laptop, so I'll have to do that later. It's not critical, just a "just in case" checkup.



James Ce
your Personal Genius

Certified Support Professional 10.6

<http://personalgenius.us>

On Jan 15, 2015, at 6:55 AM, [REDACTED]

[REDACTED] wrote:

HI James...It looks like Jeffrey will not be coming to NY after all...I still need you to transfer my phone data to the new Iphone 6 and can still meet you at the house at 10am...not sure if you still need to work on Jeffrey's issue or if you need him there at the house for this...but we are also in need of internet help in apt 11B...Jena went to the apt last night and

says the wiring is strange. We have a guest staying in 11B who needs access ...I know you said you were booked today...might you be able to get over there tomorrow afternoon?