

**From:** james ce | personal genius <[REDACTED]>  
**To:** bellaklein <[REDACTED]>  
**Cc:** Merwin Dela Cruz <[REDACTED]>, [REDACTED], Richard Kahn <[REDACTED]>  
**Subject:** Re: TWC apt 10B  
**Date:** Mon, 09 Feb 2015 16:11:43 +0000

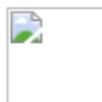
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The modem from 10N that is currently in 10B is not working. It's provisioned to the 10N account and won't work anywhere else.

[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 she's back in 10N.

*Anyone else hungry for Alphabits cereal now?*



James Ce  
your Personal Genius  
 Certified Support Professional 10.6  
<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

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

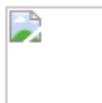
On Feb 6, 2015, at 10:12 PM, james ce | personal genius <[REDACTED]> wrote:

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 it's 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

<http://personalgenius.us>

On Feb 6, 2015, at 4:21 PM, [REDACTED] > wrote:

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

Thanks

Merwin Dela Cruz  
[REDACTED]

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

[REDACTED]  
Tel: [REDACTED]

On Feb 6, 2015, at 11:44 AM, james ce | personal genius <[REDACTED]> wrote:

Wifi in 8A is working now. The TWC modem/wifi was replaced, there's no AirPort Basestations at all. I changed the network name and password on the wifi to 8A / bemyguest. It's 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. [REDACTED] is using the signal for 11B so she's 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 Personal Genius

Certified Support Professional 10.6

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On Feb 4, 2015, at 12:50 PM, [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 PM, james ce | personal genius <[REDACTED]> wrote:

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

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

James,  
[REDACTED] and [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

[REDACTED]  
Tel: [REDACTED]

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]  
Tel: [REDACTED]

On Feb 4, 2015, at 11:01 AM, [REDACTED] > 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...