

From: Richard Kahn <[REDACTED]>
To: "jeffrey E." <jeevacation@gmail.com>
Subject: Florida WiFi
Date: Mon, 09 May 2016 20:56:36 +0000

not sure if Paris is 100% but i wanted to let you know that the Wifi in Florida house is down
James could not fix over the phone today so Janusz is trying to get ETC to evaluate tomorrow am

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

Begin forwarded message:

From: Richard Kahn <[REDACTED]>
Subject: Re: WiFi
Date: May 9, 2016 at 3:44:35 PM EDT
To: james ce | personal genius <[REDACTED]>
Cc: Janusz Banasiak <[REDACTED]>

ok
thank you
Janusz please have them come ASAP as JEE may show up this week
thanks

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

On May 9, 2016, at 2:27 PM, james ce | personal genius <[REDACTED]> wrote:

Hi Rich,

I've spoken with Janusz. He's done all the easy stuff (rebooting the various network hardware, etc) to no avail.

The next step is to plug a laptop into each network device from the modem down the line to figure out where the signal is blocked. It doesn't sound like his laptop is going to work for that.

We should have ETC come out. I'll be happy to connect with them and give them any configuration details / passwords they may need.

 James Ce, your Personal Genius,
<http://personalgenius.us>

On May 9, 2016, at 9:37 AM, Richard Kahn <[REDACTED]> wrote:

please try to work with James over phone initially today then if it cannot be solved then ETC thanks

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

On May 9, 2016, at 9:32 AM, Janusz Banasiak <[REDACTED]> wrote:

Hi Rich, we do not have internet service in all houses. Comcast check a modem is working. There is problem with WiFi system. Should let ETC work on it or James will be able to come over. advice

Sent from my iPhone