

From: Jermaine Ruan <[REDACTED]>
To: Ann Rodriquez <[REDACTED]>
Cc: "jeffrey E." <jeevacation@gmail.com>, Richard Kahn <[REDACTED]>
Subject: Re: update phones
Date: Sat, 18 Jul 2015 16:42:18 +0000

Good day all

Update:

Innovative now states they are seeing errors when we ran the loop back test at cabrita point.

(Terrence under the instruction of innovative networks support perform the test for them) they will "try" to get a line person out to address the issue. Terrence and I are on standby.

Regards

Juan

Sent from my iPhone

On Jul 18, 2015, at 11:46 AM, Ann Rodriquez <[REDACTED]> wrote:

Sorry, I spoke to soon :(

You can call out from LSJ but no one can call in to LSJ.

Ann R.

On Jul 18, 2015, at 11:27 AM, Ann Rodriquez <[REDACTED]> wrote:

Phones are back up again.

Ann R.

On Jul 18, 2015, at 10:28 AM, Jermaine Ruan <[REDACTED]> wrote:

Good day all

Terrence and I are on site in the two locations. I am at Lsj and Terrence at cabrita point at the pole. Innovative has yet to show we called the main office for them to have the network division mobilize their crew.

Regards

Juan

Sent from my iPhone

Begin forwarded message:

From: Jermaine Ruan <[REDACTED]>
Date: July 17, 2015 at 8:50:36 PM AST
To: Ann Rodriguez <[REDACTED]>, Richard Kahn <[REDACTED]>
Cc: "jeffrey E." <jeevacation@gmail.com>
Subject: Re:

Good Night All

Terrence and I along with the techs from TC Communication got the Fiber Extenders communicating with each other and the phone switch synced with the extender on LSJ. The network support (Mr. Warner) for innovative stated he is seeing a hard loop (the signal from Innovative is bouncing back at them and not being received by the extenders). They will send someone in the line department in the morning to check the DMark drop (it is in a locked case) and their equipment in the fiber cabinet at Cabrita Point. Terrence agreed to work the St. Thomas side and I will work the LSJ side to handle any changes if needed.

Regards

Jruan

On Fri, Jul 17, 2015 at 12:44 PM, Ann Rodriguez <[REDACTED]> wrote:

I'm calling them right now.

They may have messed with something in the process of fixing the phones.

Ann R.

On Jul 17, 2015, at 12:42 PM, jeffrey E. <jeevacation@gmail.com> wrote:

No internet either

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please note

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