

**From:** Jermaine Ruan <[REDACTED]>  
**To:** Ann Rodriquez <[REDACTED]>  
**Cc:** Rich Kahn <[REDACTED]>, "jeffrey E." <jeevacation@gmail.com>  
**Subject:** Re: LSJ Phones  
**Date:** Fri, 17 Jul 2015 00:35:07 +0000

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They have eliminated one possible factor and it is isolated to the network routing. I am trying to get an update on when they will have the issues resolved.

Jruan

Sent from my iPhone

> On Jul 16, 2015, at 8:08 PM, Ann Rodriquez <[REDACTED]> wrote:

>

> So... What does that mean because our phones are still down?

>

> Ann R.

>

>> On Jul 16, 2015, at 8:04 PM, Jermaine Ruan <[REDACTED]> wrote:

>>

>> Good night all

>>

>> The line crew verified no physical damage

>>

>> Jruan

>>

>> Sent from my iPhone

>>

>>> On Jul 16, 2015, at 6:23 PM, Ann Rodriquez <[REDACTED]> wrote:

>>>

>>> Our Innovative route is down. Jermaine called Yvonne at Innovative after he checked the Island and the Phone tower, Ms. Yvonne is still working on it and will call us back in a few.

>>>

>>> Phone lines on Island:

>>> Jermaine came out and checked all the phone lines, He found no issues and no problems on our end.

>>>

>>> STT phone tower at Cabrita Point:

>>> I sent Danny with Jermaine to check the lines and Power Box. They said everything looks great and everything is powered up.

>>>

>>>

>>> Ann R.