From: "jeffrey E." <jeevacation@gmail.com>
To: Jermaine Ruan <[redacted]>
Subject: Re: GSJ Internet update
Date: Tue, 23 Aug 2016 11:21:57 +0000

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they cant tell if the system works or not. remotely , only that internet is being received at the box. , isnt that right?

On Tue, Aug 23, 2016 at 7:21 AM, Jermaine Ruan <[redacted]> wrote:

> I was on the island Thursday and choice monitored the Internet and Dragonwaves remotely.
>
> Regards
> Jruan
>
> Sent from my iPhone
>
> On Aug 23, 2016, at 7:19 AM, jeffrey E. <jeevacation@gmail.com> wrote:
>
> they were on the island?
>
> On Tue, Aug 23, 2016 at 7:18 AM, Jermaine Ruan <[redacted]> wrote:
>
> > Good morning boss
> >
> > I checked it out Thursday and checking did on Friday to prep for your arrival on Sunday. They confirmed that it was running stable and Internet was up.
> >
> > Regards
> > Jruan
> >
> > Sent from my iPhone
> >
> > On Aug 23, 2016, at 7:15 AM, Ann Rodriquez <[redacted]> wrote:
> >
> > Jermaine told me that he checked it on Thursday & Choice Checked it on Friday.
> >
> > Ann R.
> >
> > On Aug 23, 2016, at 7:07 AM, jeffrey E. <jeevacation@gmail.com> wrote:
> >
> > my interenet connections need to be checked before I arrive , each and every time. when was the last time gsj was checked, ???? it is uncaccpetbale for me to arrive again, and find a probelm after being gone for so long, .
> >
> > On Mon, Aug 22, 2016 at 8:01 PM, Jermaine <[redacted]> wrote:
> >
> > > Good Night Boss

I just finished my conference call with Omar of Choice (Manager) He reports:

When the technician that was on site ran diagnostics on the main cable between Chris cottage and the Complex. He found that it compromised in several spots (a major point was a spot half way up the stairs to the pool in the old conduit that was inherited from the old owners), and the cable is no longer holding the integrity of the signal. Their network team is in St.Croix tomorrow and will not be available to correct the situation.

In an effort to be proactive (Only with your approval), I proposed that I run separate cable (shallow burial across any driveways) along the existing conduit route and match their termination protocol on both sides of the cable. I asked if that would work to restore communication and internet until their crew can properly handle the problem. Omar said that it was acceptable if you approve.

Regards

JRuan

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