

**From:** "jeffrey E." <jeevacation@gmail.com>  
**To:** Jermaine Ruan <[REDACTED]>  
**Subject:** Re: GSJ Internet update  
**Date:** Tue, 23 Aug 2016 11:36:06 +0000

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if the computer is not on, how can they tell if it will work when turned on?

On Tue, Aug 23, 2016 at 7:34 AM, Jermaine Ruan <[REDACTED]> wrote:  
Good day boss

They have the ability to see Internet packets as far as the switches they installed on gsj (Chris cottage and the gsj compound).

Regards

Sent from my iPhone

On Aug 23, 2016, at 7:21 AM, jeffrey E. <jeevacation@gmail.com> wrote:

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](mailto:jeevacation@gmail.com)> wrote:

my internet connections need to be checked before I arrive , each and every time. when was the last time gsj was checked, ??? it is unacceptable for me to arrive again, and find a problem 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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