

From: Jermaine Ruan <[REDACTED]>
To: "jeffrey E." <jeevacation@gmail.com>
Subject: Re: GSJ Internet update
Date: Tue, 23 Aug 2016 14:49:49 +0000

Sorry for the late response boss

The Cisco switches we are using are "smart" switches. Once the switches are active, the switch itself transmit its own data packets. If these data packs are passing correctly the Internet is working. It is these packets that isp's like sprint, att, and choice monitor.

Regards
Jruan
Sent from my iPhone

On Aug 23, 2016, at 7:36 AM, jeffrey E. <jeevacation@gmail.com> wrote:

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> 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

--

please note

The information contained in this communication is confidential, may be attorney-client privileged, may constitute inside information, and is intended only for the use of the addressee. It is the property of JEE

Unauthorized use, disclosure or copying of this communication or any part thereof is strictly prohibited and may be unlawful. If you have received this communication in error, please notify us immediately by return e-mail or by e-mail to jeevacation@gmail.com, and destroy this communication and all copies thereof, including all attachments. copyright -all rights reserved

--

please note

The information contained in this communication is confidential, may be attorney-client privileged, may constitute inside information, and is intended only for the use of the addressee. It is the property of JEE

Unauthorized use, disclosure or copying of this communication or any part thereof is strictly prohibited and may be unlawful. If you have received this communication in error, please notify us immediately by return e-mail or by e-mail to jeevacation@gmail.com, and destroy this communication and all copies thereof, including all attachments. copyright -all rights reserved

--

please note

The information contained in this communication is confidential, may be attorney-client privileged, may constitute inside information, and is intended only for the use of the addressee. It is the property of JEE

Unauthorized use, disclosure or copying of this communication or any part thereof is strictly prohibited and may be unlawful. If you have received this communication in error, please notify us immediately by return e-mail or by e-mail to jeevacation@gmail.com, and destroy this communication and all copies thereof, including all attachments. copyright -all rights reserved

--

please note

The information contained in this communication is confidential, may be attorney-client privileged, may constitute inside information, and is intended only for the use of the addressee. It is the property of JEE

Unauthorized use, disclosure or copying of this communication or any part thereof is strictly prohibited and may be unlawful. If you have received this communication in error, please notify us immediately by return e-mail or by e-mail to jeevacation@gmail.com, and destroy this communication and all copies thereof, including all attachments. copyright -all rights reserved