

From: "jeffrey E." <jeevacation@gmail.com>
To: Richard Kahn <[REDACTED]>
Subject: Re: GYM Link Equipment Needed
Date: Mon, 31 Aug 2015 18:27:33 +0000

ask germain

On Mon, Aug 31, 2015 at 1:34 PM, Richard Kahn <[REDACTED]> wrote:

attached is invoice from Terrence for new gym link
i believe we paid 2516 for this unit on original quote yet he says it was 3996
none of his descriptions match and when questioned terrence begins to say that he changed this into a main
unit and we cannot go by original pricing
his story for price discrepancy keeps changing

terrance says that gym link is now main hub as it initially takes all bandwidth from dragon wave

per terrance the original unit was taken down when gym roof replacement was done (without any care or
regard) and placed on its side causing attena signal to weaken
when i questioned warranty terrance states that it will not qualify as it still works occasionally but for 1000 and
shipping we can refurbish
i have a hard time believing anything he says as story changes each time we speak yet unfortunately we
probably do not have many other options

please advise if we should proceed with attached quote of 4,050 (note his original quote for same items 1 week
earlier was 4,796)
thank you

Begin forwarded message:

From: Terrence Rabsatt <[REDACTED]>
Subject: Re: Invoice #2 from T's Computer Services
Date: August 31, 2015 at 1:25:17 PM EDT
To: Richard Kahn <[REDACTED]>
Cc: ann rodriguez <[REDACTED]>

Not sure but we don't use b/g anymore. That is the same unit. If it's a issue I can have here redo it sir.

Regards,
Terrence Rabsatt
T's Computer Services
The Smarhome Guys
"We put the Brains in your Home"
[REDACTED]

On Aug 31, 2015, at 1:18 PM, Richard Kahn <[REDACTED]> wrote:

Terrence if we are purchasing repeater CPE and it reads as 802.11 a / b / g / n on original invoice why does your attached invoice read

Ruckus 7731 802.11 a/n bridge (where is /b/g) or was that left off deliberately

please advise
thank you

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022



On Aug 31, 2015, at 1:09 PM, Terrence Rabsatt <[REDACTED]> wrote:

Hi Rich,

Looking at the invoice you are choosing the wrong item. The repeater cpe was \$3996.00 and I changed 2 of them making a pair into your main link. I had to upgrade the firmware and add premium support to allow them to handle 100 megs directly from the dragonwave radio at the tower to the gym. This allowed us to use the service since we lowered the tower height and didn't have any fiber to the tower. I hope this clarifies everything. Yes I am in business to make money but I am very fair, with my prices and labor.

Regards,
Terrence Rabsatt
T's Computer Services
The Smarthome Guys
"We put the Brains in your Home"



On Aug 31, 2015, at 12:46 PM, Richard Kahn <[REDACTED]> wrote:

please call me when you are free so we can review invoice together
thank you

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022



On Aug 31, 2015, at 12:43 PM, Terrence Rabsatt <[REDACTED]> wrote:

Not so you paid more I got a volume discount. I am ordering one unit now sir.

Regards,
Terrence Rabsatt
T's Computer Services
The Smarthome Guys
"We put the Brains in your Home"
[REDACTED]

On Aug 31, 2015, at 12:35 PM, Richard Kahn <[REDACTED]> wrote:

it appears that we paid 2516 for this same unit on original purchase which included mounting hardware and H-POE supply
pricing on your attached quote is 3250 + 350 or 3600
1084 price increase (43%) or am i misreading
please advise
thank you

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022
[REDACTED]

Begin forwarded message:

From: Terrence Rabsatt <[REDACTED]>

Subject: Lsj Service

Date: August 30, 2015 at 2:14:34 PM EDT

To: Richard Kahn <[REDACTED]>, Jermaine Ruan <[REDACTED]>, Jeanne Brennan <[REDACTED]>, Cecile deJongh <[REDACTED]>, Ann Rodriquez <[REDACTED]>

Emergency situation at LSJ, the gym link is going up and down. I requested to change this from Monday, or at least order one and run new cables. This is the main inlet for the internet into LSJ wifi.

I'm trying my best to circumvent the issues but there's only so much I can do with s damaged radio. Please advise and I would have it fedex.

I sent out a revised invoice on the request of Leighton, which forwarded to Anna and I believe Rich has a copy.

Regards,
Terrence Rabsatt
T's Computer Services

The Smarhome Guys
"We put the Brains in your Home"

[REDACTED]

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022

[REDACTED]

Begin forwarded message:

From: Terrence Rabsatt <[REDACTED]>
Subject: Invoice #2 from T's Computer Services
Date: August 29, 2015 at 1:16:55 PM EDT
To: Richard Kahn <[REDACTED]>, Ann Rodriquez <[REDACTED]>

Hi,
Here's the revised invoice for the replacement radio on the gym on LSJ.

Thank you for your business.

Your Invoice is attached to this email.





Terrence Rabsatt
T's Computer Services
The Smarhome Guys
"We put the Brains in your Home"

[REDACTED]

please note

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