

**From:** Jermaine Ruan <[REDACTED]>  
**To:** Ann Rodriquez <[REDACTED]>  
**Cc:** "jeffrey E." <jeevacation@gmail.com>, Richard Kahn <[REDACTED]>  
**Subject:** Re: update phones  
**Date:** Sat, 18 Jul 2015 15:53:03 +0000

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Good day all

The in-coming call are still an issue, but out-going call are back online. Innovative network office has been alerted to the issue.

(Note: they did not send a line crew Terrence found the problem on the DMark (innovative equipment) and fixed it.)

Terrence also states the A/C unit that cools the box is malfunctioning.

Regards  
Jruan

On Sat, Jul 18, 2015 at 11:27 AM, Ann Rodriquez <[REDACTED]> wrote:  
Phones are back up again.

Ann R.

On Jul 18, 2015, at 10:28 AM, Jermaine Ruan <[REDACTED]> wrote:

Good day all

Terrence and I are on site in the two locations. I am at Lsj and Terrence at cabrita point at the pole. Innovative has yet to show we called the main office for them to have the network division mobilize their crew.

Regards  
Jruan

Sent from my iPhone

Begin forwarded message:

**From:** Jermaine Ruan <[REDACTED]>  
**Date:** July 17, 2015 at 8:50:36 PM AST  
**To:** Ann Rodriquez <[REDACTED]>, Richard Kahn <[REDACTED]>  
**Cc:** "jeffrey E." <jeevacation@gmail.com>  
**Subject:** Re:

Good Night All

Terrence and I along with the techs from TC Communication got the Fiber Extenders communicating with each other and the phone switch synced with the extender on LSJ. The network support (Mr. Warner) for

innovative stated he is seeing a hard loop (the signal from Innovative is bouncing back at them and not being received by the extenders). They will send someone in the line department in the morning to check the DMark drop (it is in a locked case) and their equipment in the fiber cabinet at Cabrita Point. Terrence agreed to work the St. Thomas side and I will work the LSJ side to handle any changes if needed.

Regards  
Juan

On Fri, Jul 17, 2015 at 12:44 PM, Ann Rodriquez <[REDACTED]> wrote:

I'm calling them right now.

They may have messed with something in the process of fixing the phones.

Ann R.

On Jul 17, 2015, at 12:42 PM, jeffrey E. <[jeevacation@gmail.com](mailto:jeevacation@gmail.com)> wrote:

No internet either

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please note

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