

From: "Jermaine" <[REDACTED]>
To: "Ann Rodriquez" <[REDACTED]>, "[REDACTED]" <[REDACTED]>
Cc: "jeffrey E." <jeevacation@gmail.com>
Subject: RE: LSJ Phones
Date: Thu, 16 Jul 2015 22:56:25 +0000

Good Day All,

[REDACTED] has escalated our trouble ticket and the network team can work on it. The line crew will verify that all is well with the Dmark about 9:00 PM, but it appears to be a routing issue not a physical problem. I will continue to pass updates as I get them.

Regards
Jruan

-----Original Message-----

From: Ann Rodriquez [mailto:[REDACTED]]
Sent: Thursday, July 16, 2015 6:24 PM
To: [REDACTED], Jermaine Ruan
Cc: jeffrey E.
Subject: LSJ Phones

Our Innovative route is down. Jermaine called [REDACTED] at Innovative after he checked the Island and the Phone tower, Ms. [REDACTED] is still working on it and will call us back in a few.

Phone lines on Island:

Jermaine came out and checked all the phone lines, He found no issues and no problems on our end.

STT phone tower at Cabrita Point:

I sent Danny with Jermaine to check the lines and Power Box. They said everything looks great and everything is powered up.

Ann R.