

**From:** Jermaine Ruan <[REDACTED]>  
**To:** Jeffrey Epstein <jeevacation@gmail.com>  
**Subject:** Re:  
**Date:** Thu, 13 Dec 2018 21:15:53 +0000

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Good day boss

I have open another ticket with VIYA. They stated they will have begin to look into and monitor ASAP. I followed up with an email to our VIYA representatives Abigail and Sheraz to stay on them.

Also boss, Yesterday I have also strongly requested a technician to go out to the island to inspect their equipment and resolve the issue with the phone lines. VIYA has replied today that they have scheduled that onsite visit on Monday 17th.

Regards  
JRuan

Sent from my iPhone

On Dec 13, 2018, at 3:03 PM, J <jeevacation@gmail.com> wrote:

phones not working well.

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please note

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