

**From:** Richard Kahn <[REDACTED]>  
**To:** Jermaine Ruan <[REDACTED]>  
**Cc:** Cecile deJongh <[REDACTED]>  
**Subject:** Re: LSJ PHONE VIYA Visit  
**Date:** Tue, 29 Jan 2019 14:02:55 +0000

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jermaine please advise on quote as it is now 11 days since i sent this email..  
please advise  
thank you

Richard Kahn  
HBRK Associates Inc.  
[REDACTED]  
New York, NY 10022  
tel [REDACTED]  
fax [REDACTED]  
cell [REDACTED]

> On Jan 18, 2019, at 4:44 PM, Richard Kahn <[REDACTED]> wrote:  
>  
> please obtain quotes to change the nec card and upgrade the pbx  
> thank you

> Richard Kahn  
> HBRK Associates Inc.  
> [REDACTED]  
> New York, NY 10022  
> tel [REDACTED]  
> fax [REDACTED]  
> cell [REDACTED]

>> On Jan 18, 2019, at 4:10 PM, Jermaine Ruan <[REDACTED]> wrote:  
>>  
>> Good afternoon all

>> The VIYA tech was on site and ran the necessary testing on the phone lines. He didn't detected any drop lines or difficulty in receiving or sending calls.

>> Further monitoring is recommended. The tech also recommends that changing the NEC interface card may corrects the issue. If not we may need to upgrade the PBX to a newer version.  
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>> I will begin researching and I will ask VIYA for recommendations on a new PBX.

>>

>> Regards

>> Jruan

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