

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: SAMSON, RICHARD
Sent: Friday, December 8, 2017 4:36 PM
To: Al Appel; WOOD, BRADLEY D
Cc: 'Jarrell, Larry'; MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

Thank you for taking my call. As we discussed we were able to get the class of service moved from 4 to 2. Now on Monday you indicated that you would work with Larry to get staff move bad to the circuit to see if the issue with completely resolved. Appreciate your time and patience.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Richard Samson

Sent: Friday, December 08, 2017 9:47 AM

To: 'Al Appel' <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Al,

I see that they are starting to work your ticket. I haven't received a call yet, but I wanted to see if you have before I escalate. Please let me know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

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Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Friday, December 08, 2017 6:18 AM
To: 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>
Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481
Importance: High

Brad,

I did not receive any calls.

My cell is 812-725-2434

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, December 7, 2017 11:00 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Al/Rick,

Did this call happen, I did not see any communication from anyone since this email. Please keep me in the loop so I can ensure this is being taken care of as quickly as possible. Let me know if there is anything I can do to assist.

Regards,
Brad

From: SAMSON, RICHARD

Sent: Thursday, December 07, 2017 2:46 PM

To: Al Appel <aappel@associatesin dermatology.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I just got off the phone with our Enco west group and Gina is setting up a tech to call you concerning your issue. I told them that you had taken traffic off the circuit so that they wouldn't see any issues like they are reporting now.

When they do call and start testing please ask them to get me on the phone also so that we can make sure that we don't let them off the phone without getting resolution or steps to get resolution.

My contact infor:

Rick
402-516-1630
rs862n@att.com

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 1:27 PM

To: Richard Samson <rs862n@abs.att-mail.com>; SE TC-Cust Experience <g06861@att.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Team,

It is almost 2:30 and I have not seen any communication on this. Do we have an update on this? Have we checked the COS? I would like hourly updates going forward until this is resolved please? Please advise.

Brad

Sent from my iPhone

On Dec 7, 2017, at 9:36 AM, WOOD, BRADLEY D <bw6258@att.com> wrote:

Looping in SE Customer Experience Team. Please reply all going forward.

Sent from my iPhone

On Dec 7, 2017, at 9:02 AM, SAMSON, RICHARD <rs862n@abs.att-mail.com> wrote:

Good Morning Brad,

I have already reached out to the group this a.m. and am requesting that they check this out. I will let you know what they find.

Thank you,

Rick Samson

Executive Escalation Manager

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After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 7:58 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

Any updates or thoughts based on what Larry and myself replied with last night? Can you look at COS and see if that could be the culprit?

Regards

Brad

Sent from my iPhone

On Dec 6, 2017, at 10:02 PM, Jarrell, Larry <Larry.Jarrell@intermedix.com> wrote:

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good due to the fact we are using cloud based EMR and EHR products. If

there is a loss of connection we will drop the RDP connection or get a timeout when trying to process credit cards. I currently still have the AT&T circuit connected to my firewall but we are not routing traffic through it. I may be able to setup a few desktops to route through that connection and we can test.

Larry Jarrell II

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 06, 2017 6:57 PM
To: Al Appel
Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; David Kring; 'WOOD, BRADLEY D'; Jarrell, Larry; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I worked with the team tonight and they ran test for the bandwidth and it was successful. Circuit or server are not showing any drops or issues. I'm providing a copy of the results. Please see attached. When I come in on Thursday I will call you so we can discuss.

Thank you,

Rick Samson

Executive Escalation Manager
Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

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After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 06, 2017 3:17 PM
To: Richard Samson <rs862n@abs.att-mail.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hi Richard,

Thank you

Al Appel
Chief Administrative Officer
<image001.jpg>

3810 Springhurst Blvd, Suite 200
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Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 4:08 PM
To: Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
[AT&T](#)
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 06, 2017 3:01 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebgarguen

<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

Al

Al Appel
Chief Administrative Officer
<image001.jpg>
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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 12:40 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 06, 2017 9:42 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT

Sent: Tuesday, December 05, 2017 5:45 PM

To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela
Sent: Monday, December 04, 2017 11:59 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio (gr662w@abs.att-mail.com) <gr662w@abs.att-mail.com>; 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring (dk741r@abs.att-mail.com) <dk741r@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't

hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcsAfthrs'; 'Enrique Ebarguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique Ebarguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcsAfthrs (SharedSvcsAfthrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: [ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com](mailto:ENRIQUE_EBARGUEN|424-233-2538|ee248a@abs.att-mail.com)

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique E barguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE'
<jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Friday, December 01, 2017 12:26 PM
To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket ~~7N2901742~~ came back clear indicating that they did not find any issues on the actual circuit: [IUEC732467 ATJ](#), so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742),

where among other things we can focus on the Router Firmware and Shaper Settings.

Brad has now opened **AOTS# 239089927** and Escalate to Tier 2 to check IDC config, look for traffic drops. I will be following up and sending an update early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]
Sent: Thursday, November 30, 2017 4:11 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 7N2901742 | New Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele
Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.
m 813.760.2149 | dustinsteele@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 12:57 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems to be the most unstable.
- *Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with

CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, November 30, 2017 10:10 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,
Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,
Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,
Brad

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 9:04 AM
To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems most unstable.
- *Pings drop packets.

***I spoke with Al and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 9:14 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel'

<aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D'
<bw6258@att.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes
<ch052e@abs.att-mail.com>; SharesSvcsAfthrs
<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN
| #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resotred. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesin dermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX
o 424-233-2585 jcr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique Ebaguen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen |424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 4:33 PM
To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
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From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAftHrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 |
New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Wednesday, November 29, 2017 2:43 PM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS Sapphire | CNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with Geneva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.

IUEC.732467..ATI

Reg internet is not as noticeable.

Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)

should be 80up/80down. speed test range from 1 to 70s.

Uploads seems most unstable.

Pings drop packets.

Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
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CITY/STATE: New Albany, IN
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CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
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AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Wednesday, November 29, 2017 2:34 PM
To: Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNMNB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, November 29, 2017 3:32 PM
To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'
Cc: Jarrell, Larry
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 |
New Albany, IN |

Any updates?

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Monday, December 11, 2017 8:32 AM
To: SAMSON, RICHARD; WOOD, BRADLEY D
Cc: 'Jarrell, Larry'; MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning,

We are now connected this morning and experiencing latency issues.

Larry, what are you seeing when you remoted in?

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [mailto:rs862n@abs.att-mail.com]
Sent: Friday, December 8, 2017 4:36 PM
To: Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

Thank you for taking my call. As we discussed we were able to get the class of service moved from 4 to 2. Now on Monday you indicated that you would work with Larry to get staff move bad to the circuit to see if the issue with completely resolved. Appreciate your time and patience.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Richard Samson

Sent: Friday, December 08, 2017 9:47 AM

To: 'Al Appel' <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Al,

I see that they are starting to work your ticket. I haven't received a call yet, but I wanted to see if you have before I escalate. Please let me know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Friday, December 08, 2017 6:18 AM

To: 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Importance: High

Brad,

I did not receive any calls.

My cell is 812-725-2434

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, December 7, 2017 11:00 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Al/Rick,

Did this call happen, I did not see any communication from anyone since this email. Please keep me in the loop so I can ensure this is being taken care of as quickly as possible. Let me know if there is anything I can do to assist.

Regards,
Brad

From: SAMSON, RICHARD
Sent: Thursday, December 07, 2017 2:46 PM
To: Al Appel <aappel@associatesindermatology.com>
Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I just got off the phone with our Enco west group and Gina is setting up a tech to call you concerning your issue. I told them that you had taken traffic off the circuit so that they wouldn't see any issues like they are reporting now.

When they do call and start testing please ask them to get me on the phone also so that we can make sure that we don't let them off the phone without getting resolution or steps to get resolution.

My contact infor:

Rick
402-516-1630
rs862n@att.com

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, December 07, 2017 1:27 PM
To: Richard Samson <rs862n@abs.att-mail.com>; SE TC-Cust Experience <g06861@att.com>
Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>
Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Team,

It is almost 2:30 and I have not seen any communication on this. Do we have an update on this? Have we checked the COS? I would like hourly updates going forward until this is resolved please? Please advise.

Brad

Sent from my iPhone

On Dec 7, 2017, at 9:36 AM, WOOD, BRADLEY D <bw6258@att.com> wrote:

Looping in SE Customer Experience Team. Please reply all going forward.

Sent from my iPhone

On Dec 7, 2017, at 9:02 AM, SAMSON, RICHARD <rs862n@abs.att-mail.com> wrote:

Good Morning Brad,

I have already reached out to the group this a.m. and am requesting that they check this out. I will let you know what they find.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 7:58 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

Any updates or thoughts based on what Larry and myself replied with last night? Can you look at COS and see if that could be the culprit?

Regards

Brad

Sent from my iPhone

On Dec 6, 2017, at 10:02 PM, Jarrell, Larry <Larry.Jarrell@intermedix.com> wrote:

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good due to the fact we are using cloud based EMR and EHR products. If there is a loss of connection we will drop the RDP connection or get a timeout when trying to process credit cards. I currently still have the AT&T circuit connected to my firewall but we are not routing traffic through it. I may be able to setup a few desktops to route through that connection and we can test.

Larry Jarrell II

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Wednesday, December 06, 2017 6:57 PM

To: Al Appel

Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; David Kring; 'WOOD, BRADLEY D'; Jarrell, Larry; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I worked with the team tonight and they ran test for the bandwidth and it was successful. Circuit or server are not showing any drops or issues. I'm providing a copy of the results. Please see attached. When I come in on Thursday I will call you so we can discuss.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Wednesday, December 06, 2017 3:17 PM

To: Richard Samson <rs862n@abs.att-mail.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hi Richard,

Thank you

Al Appel

Chief Administrative Officer

<image001.jpg>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Wednesday, December 6, 2017 4:08 PM

To: Al Appel <aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>;

David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Wednesday, December 06, 2017 3:01 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Earguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Earguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

AI

AI Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 12:40 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; AI Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 06, 2017 9:42 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT
Sent: Tuesday, December 05, 2017 5:45 PM
To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela

Sent: Monday, December 04, 2017 11:59 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio (gr662w@abs.att-mail.com) <gr662w@abs.att-mail.com>; 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring (dk741r@abs.att-mail.com) <dk741r@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager

Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcsAfthrs'; 'Enrique Ebarguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique Ebarguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcsAfthrs (SharedSvcsAfthrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcAftHrs; Enrique Ebarguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen
Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Friday, December 01, 2017 12:26 PM

To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket ~~7N2901742~~ came back clear indicating that they did not find any issues on the actual circuit: [IUEC732467 ATI](#), so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

Brad has now opened **AOTS# 239089927** and Escalate to Tier 2 to check IDC config, look for traffic drops. I will be following up and sending an update early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]
Sent: Thursday, November 30, 2017 4:11 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteele@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT

Sent: Thursday, November 30, 2017 12:57 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems to be the most unstable.
- *Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, November 30, 2017 10:10 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,
Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,
Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,
Brad

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 9:04 AM
To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems most unstable.
- *Pings drop packets.

***I spoke with AI and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 9:14 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfthrs <SharedSvcAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: OWENLG | NB-SBS S | CNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resotred. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to

contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas

Sent: Wednesday, November 29, 2017 6:39 PM

To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique Ebarquen;
Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany,
IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 4:33 PM
To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfhtrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with Geneiva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneiva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.
IUEC.732467..ATI
Reg internet is not as noticeable.
Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing) should be 80up/80down. speed test range from 1 to 70s.
Uploads seems most unstable.
Pings drop packets.
Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes

Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216v@att.com
(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Wednesday, November 29, 2017 2:34 PM
To: Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, November 29, 2017 3:32 PM
To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'
Cc: Jarrell, Larry
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: Jarrell, Larry <Larry.Jarrell@intermedix.com>
Sent: Monday, December 11, 2017 9:00 AM
To: Al Appel; SAMSON, RICHARD; WOOD, BRADLEY D
Cc: MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

We have good speed and only a couple complaints about getting disconnected. The issue we are seeing is that when we use RDP we are getting some latency when switching between the screens. We are not seeing this when we are on our other connection with Spectrum or the old MPLS circuit.

Larry Jarrell II

From: Al Appel [mailto:aappel@associatesin dermatology.com]
Sent: Monday, December 11, 2017 8:32 AM
To: 'Richard Samson'; 'WOOD, BRADLEY D'
Cc: Jarrell, Larry; 'Mary Matthies'; 'Christy Hayes'; 'MARROQUIN, JOSE'; 'David Kring'; 'BLACK, PAUL E'; 'GUADAGNO, KEITH'; 'JEFFRIES, DERRICK A'; 'SE TC-PostSales'; 'SE TC-Cust Experience'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning,

We are now connected this morning and experiencing latency issues.

Larry, what are you seeing when you remoted in?

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [mailto:rs862n@abs.att-mail.com]
Sent: Friday, December 8, 2017 4:36 PM

To: Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

Thank you for taking my call. As we discussed we were able to get the class of service moved from 4 to 2. Now on Monday you indicated that you would work with Larry to get staff move bad to the circuit to see if the issue with completely resolved. Appreciate your time and patience.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Richard Samson

Sent: Friday, December 08, 2017 9:47 AM

To: 'Al Appel' <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Al,

I see that they are starting to work your ticket. I haven't received a call yet, but I wanted to see if you have before I escalate. Please let me know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Friday, December 08, 2017 6:18 AM

To: 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>;

'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Importance: High

Brad,

I did not receive any calls.

My cell is 812-725-2434

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 7, 2017 11:00 PM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Al/Rick,

Did this call happen, I did not see any communication from anyone since this email. Please keep me in the loop so I can ensure this is being taken care of as quickly as possible. Let me know if there is anything I can do to assist.

Regards,
Brad

From: SAMSON, RICHARD

Sent: Thursday, December 07, 2017 2:46 PM

To: Al Appel <aappel@associatesindermatology.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE

TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I just got off the phone with our Enco west group and Gina is setting up a tech to call you concerning your issue. I told them that you had taken traffic off the circuit so that they wouldn't see any issues like they are reporting now.

When they do call and start testing please ask them to get me on the phone also so that we can make sure that we don't let them off the phone without getting resolution or steps to get resolution.

My contact info:

Rick
402-516-1630
rs862n@att.com

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 1:27 PM

To: Richard Samson <rs862n@abs.att-mail.com>; SE TC-Cust Experience <g06861@att.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New Albany, IN | #190481

Team,

It is almost 2:30 and I have not seen any communication on this. Do we have an update on this? Have we checked the COS? I would like hourly updates going forward until this is resolved please? Please advise.

Brad

Sent from my iPhone

On Dec 7, 2017, at 9:36 AM, WOOD, BRADLEY D <bw6258@att.com> wrote:

Looping in SE Customer Experience Team. Please reply all going forward.

Sent from my iPhone

On Dec 7, 2017, at 9:02 AM, SAMSON, RICHARD <rs862n@abs.att-mail.com> wrote:

Good Morning Brad,

I have already reached out to the group this a.m. and am requesting that they check this out. I will let you know what they find.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 7:58 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

Any updates or thoughts based on what Larry and myself replied with last night? Can you look at COS and see if that could be the culprit?

Regards

Brad

Sent from my iPhone

On Dec 6, 2017, at 10:02 PM, Jarrell, Larry <Larry.Jarrell@intermedix.com> wrote:

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good due to the fact we are using cloud based EMR and EHR products. If there is a loss of connection we will drop the RDP connection or get a timeout when trying to process credit cards. I currently still have the AT&T circuit connected to my firewall but we are not routing traffic through it. I may be able to setup a few desktops to route through that connection and we can test.

Larry Jarrell II

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 06, 2017 6:57 PM
To: Al Appel
Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; David Kring; 'WOOD, BRADLEY D'; Jarrell, Larry; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I worked with the team tonight and they ran test for the bandwidth and it was successful. Circuit or server are not showing any drops or issues. I'm providing a copy of the results. Please see attached. When I come in on Thursday I will call you so we can discuss.

Thank you,

Rick Samson

Executive Escalation Manager
Client Solutions & Operations
AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 06, 2017 3:17 PM
To: Richard Samson <rs862n@abs.att-mail.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hi Richard,

Thank you

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 4:08 PM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, December 06, 2017 3:01 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

Al

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 12:40 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>;

SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Wednesday, December 06, 2017 9:42 AM

To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT

Sent: Tuesday, December 05, 2017 5:45 PM

To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Karen Varela

Sent: Monday, December 04, 2017 11:59 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio (<gr662w@abs.att-mail.com>) <gr662w@abs.att-mail.com>; 'SharesSvcAfhtrs (<SharedSvcAfhtrs@abs.att-mail.com>)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring (<dk741r@abs.att-mail.com>) <dk741r@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcsAfthrs'; 'Enrique Ebarquen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique Ebarquen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcsAfthrs (SharedSvcsAfthrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service

partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique E barguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen
Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Friday, December 01, 2017 12:26 PM

To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket **7N2901742** came back clear indicating that they did not find any issues on the actual circuit: IUEC732467 ATJ, so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

Brad has now opened **AOTS# 239089927** and Escalate to Tier 2 to check IDC config, look for traffic drops. I will be following up and sending an update early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]
Sent: Thursday, November 30, 2017 4:11 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 7N2901742 | New Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteale@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT

Sent: Thursday, November 30, 2017 12:57 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems to be the most unstable.
- *Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to

Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, November 30, 2017 10:10 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,
Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,
Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,
Brad

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 9:04 AM
To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems most unstable.
- *Pings drop packets.

***I spoke with Al and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 9:14 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resotred. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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receive this message in error or you otherwise are not an authorized recipient, please immediately delete the message and any attachments and notify the sender.

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfhtrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas

Sent: Wednesday, November 29, 2017 4:33 PM

To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'

Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Enrique E barguen;
Gloria Rubio

Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany,
IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 |

aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen |424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with Geneva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.
IUEC.732467..ATI
Reg internet is not as noticeable.
Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
should be 80up/80down. speed test range from 1 to 70s.
Uploads seems most unstable.
Pings drop packets.
Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
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Access Hours: 08:00 - 17:00 M-F
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CCON: Al Appel | 812-725-2434 |
aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Wednesday, November 29, 2017 2:34 PM
To: Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, November 29, 2017 3:32 PM
To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'
Cc: Jarrell, Larry
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Monday, December 11, 2017 9:14 AM
To: Jarrell, Larry; Al Appel; SAMSON, RICHARD
Cc: MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Glad to hear things are a little better but we still need to find out the reason for the Latency when using RDP.

From: Jarrell, Larry [mailto:Larry.Jarrell@intermedix.com]
Sent: Monday, December 11, 2017 9:00 AM
To: Al Appel <aappel@associatesin dermatology.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

We have good speed and only a couple complaints about getting disconnected. The issue we are seeing is that when we use RDP we are getting some latency when switching between the screens. We are not seeing this when we are on our other connection with Spectrum or the old MPLS circuit.

Larry Jarrell II

From: Al Appel [mailto:aappel@associatesin dermatology.com]
Sent: Monday, December 11, 2017 8:32 AM
To: 'Richard Samson'; 'WOOD, BRADLEY D'
Cc: Jarrell, Larry; 'Mary Matthies'; 'Christy Hayes'; 'MARROQUIN, JOSE'; 'David Kring'; 'BLACK, PAUL E'; 'GUADAGNO, KEITH'; 'JEFFRIES, DERRICK A'; 'SE TC-PostSales'; 'SE TC-Cust Experience'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning,

We are now connected this morning and experiencing latency issues.

Larry, what are you seeing when you remoted in?

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Friday, December 8, 2017 4:36 PM
To: Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

Thank you for taking my call. As we discussed we were able to get the class of service moved from 4 to 2. Now on Monday you indicated that you would work with Larry to get staff move bad to the circuit to see if the issue with completely resolved. Appreciate your time and patience.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Richard Samson
Sent: Friday, December 08, 2017 9:47 AM
To: 'Al Appel' <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Good morning Al,

I see that they are starting to work your ticket. I haven't received a call yet, but I wanted to see if you have before I escalate. Please let me know.

Thank you,
Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Friday, December 08, 2017 6:18 AM

To: 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>;

'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A'

<dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Importance: High

Brad,

I did not receive any calls.

My cell is 812-725-2434

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 7, 2017 11:00 PM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>;

BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Al/Rick,

Did this call happen, I did not see any communication from anyone since this email. Please keep me in the loop so I can ensure this is being taken care of as quickly as possible. Let me know if there is anything I can do to assist.

Regards,
Brad

From: SAMSON, RICHARD
Sent: Thursday, December 07, 2017 2:46 PM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I just got off the phone with our Enco west group and Gina is setting up a tech to call you concerning your issue. I told them that you had taken traffic off the circuit so that they wouldn't see any issues like they are reporting now.

When they do call and start testing please ask them to get me on the phone also so that we can make sure that we don't let them off the phone without getting resolution or steps to get resolution.

My contact infor:

Rick
402-516-1630
rs862n@att.com

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, December 07, 2017 1:27 PM
To: Richard Samson <rs862n@abs.att-mail.com>; SE TC-Cust Experience <g06861@att.com>
Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>
Subject: Re: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New Albany, IN | #190481

Team,

It is almost 2:30 and I have not seen any communication on this. Do we have an update on this? Have we checked the COS? I would like hourly updates going forward until this is resolved please? Please advise.

Brad

Sent from my iPhone

On Dec 7, 2017, at 9:36 AM, WOOD, BRADLEY D <bw6258@att.com> wrote:

Looping in SE Customer Experience Team. Please reply all going forward.

Sent from my iPhone

On Dec 7, 2017, at 9:02 AM, SAMSON, RICHARD <rs862n@abs.att-mail.com> wrote:

Good Morning Brad,

I have already reached out to the group this a.m. and am requesting that they check this out. I will let you know what they find.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 7:58 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

Any updates or thoughts based on what Larry and myself replied with last night? Can you look at COS and see if that could be the culprit?

Regards

Brad

Sent from my iPhone

On Dec 6, 2017, at 10:02 PM, Jarrell, Larry <Larry.Jarrell@intermedix.com> wrote:

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good due to the fact we are using cloud based EMR and EHR products. If there is a loss of connection we will drop the RDP connection or get a timeout when trying to process credit cards. I currently still have the AT&T circuit connected to my firewall but we are not routing traffic through it. I may be able to setup a few desktops to route through that connection and we can test.

Larry Jarrell II

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 06, 2017 6:57 PM
To: Al Appel
Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; David Kring; 'WOOD, BRADLEY D'; Jarrell, Larry; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I worked with the team tonight and they ran test for the bandwidth and it was successful. Circuit or server are not showing any drops or issues. I'm providing a copy of the results. Please see attached. When I come in on Thursday I will call you so we can discuss.

Thank you,

Rick Samson

Executive Escalation Manager
Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 06, 2017 3:17 PM
To: Richard Samson <rs862n@abs.att-mail.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hi Richard,

Thank you

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 4:08 PM
To: Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, December 06, 2017 3:01 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

Al

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 12:40 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 06, 2017 9:42 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT
Sent: Tuesday, December 05, 2017 5:45 PM
To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela
Sent: Monday, December 04, 2017 11:59 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio (<gr662w@abs.att-mail.com>) <gr662w@abs.att-mail.com>; 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring (<dk741r@abs.att-mail.com>) <dk741r@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcAfhtrs'; 'Enrique E barguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique E barguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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prohibited and may be unlawful. If you receive this message in error or you otherwise are not an authorized recipient, please immediately delete the message and any attachments and notify the sender.

From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique E barguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Friday, December 01, 2017 12:26 PM
To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket ~~7N2901742~~ came back clear indicating that they did not find any issues on the actual circuit: [IUEC732467 ATJ](#), so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

Brad has now opened **AOTS# 239089927** and Escalate to Tier 2 to check IDC config, look for traffic drops. I will be following up and sending an update early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]
Sent: Thursday, November 30, 2017 4:11 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteel@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 12:57 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

*Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)

*should be 80up/80down. speed test range from 1 to 70s.

*Uploads seems to be the most unstable.

*Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, November 30, 2017 10:10 AM

To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,

Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,

Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,
Brad

From: PETERSEN, SCOTT

Sent: Thursday, November 30, 2017 9:04 AM

To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems most unstable.
- *Pings drop packets.

***I spoke with Al and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies
mm216y@att.com
(402) 516-1455

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 9:14 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resotred. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen |424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesin dermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 4:33 PM
To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfhtrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as

escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
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CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM

To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 |
New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 |
New Albany, IN | #189626

We conferenced a call with Geneva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.
IUEC.732467..ATI

Reg internet is not as noticeable.
Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
should be 80up/80down. speed test range from 1 to 70s.
Uploads seems most unstable.
Pings drop packets.
Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
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Access Hours: 08:00 - 17:00 M-F
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CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Wednesday, November 29, 2017 2:34 PM
To: Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, November 29, 2017 3:32 PM
To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'
Cc: Jarrell, Larry
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: SAMSON, RICHARD
Sent: Monday, December 11, 2017 9:22 AM
To: Jarrell, Larry; Al Appel
Cc: MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience; WOOD, BRADLEY D
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good Morning Al & Larry,

I have provided your feed back to GT3. They are engaging and should be reaching out shortly. I will stay engaged and help get this issue resolved.

Thank you,

[Rick Samson](#)

Executive Escalation Manager

Client Solutions & Operations

[AT&T](#)

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Monday, December 11, 2017 8:14 AM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; Richard Samson <rs862n@abs.att-mail.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Glad to hear things are a little better but we still need to find out the reason for the Latency when using RDP.

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Monday, December 11, 2017 9:00 AM
To: Al Appel <aappel@associatesindermatology.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

We have good speed and only a couple complaints about getting disconnected. The issue we are seeing is that when we use RDP we are getting some latency when switching between the screens. We are not seeing this when we are on our other connection with Spectrum or the old MPLS circuit.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Monday, December 11, 2017 8:32 AM
To: 'Richard Samson'; 'WOOD, BRADLEY D'
Cc: Jarrell, Larry; 'Mary Matthies'; 'Christy Hayes'; 'MARROQUIN, JOSE'; 'David Kring'; 'BLACK, PAUL E'; 'GUADAGNO, KEITH'; 'JEFFRIES, DERRICK A'; 'SE TC-PostSales'; 'SE TC-Cust Experience'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning,

We are now connected this morning and experiencing latency issues.

Larry, what are you seeing when you remoted in?

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Friday, December 8, 2017 4:36 PM
To: Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

Thank you for taking my call. As we discussed we were able to get the class of service moved from 4 to 2. Now on Monday you indicated that you would work with Larry to get staff move bad to the circuit to see if the issue with completely resolved. Appreciate your time and patience.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Richard Samson

Sent: Friday, December 08, 2017 9:47 AM

To: 'Al Appel' <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Al,

I see that they are starting to work your ticket. I haven't received a call yet, but I wanted to see if you have before I escalate. Please let me know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Friday, December 08, 2017 6:18 AM

To: 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Importance: High

Brad,

I did not receive any calls.

My cell is 812-725-2434

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, December 7, 2017 11:00 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Al/Rick,

Did this call happen, I did not see any communication from anyone since this email. Please keep me in the loop so I can ensure this is being taken care of as quickly as possible. Let me know if there is anything I can do to assist.

Regards,
Brad

From: SAMSON, RICHARD
Sent: Thursday, December 07, 2017 2:46 PM
To: Al Appel <aappel@associatesindermatology.com>
Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I just got off the phone with our Enco west group and Gina is setting up a tech to call you concerning your issue. I told them that you had taken traffic off the circuit so that they wouldn't see any issues like they are reporting now.

When they do call and start testing please ask them to get me on the phone also so that we can make sure that we don't let them off the phone without getting resolution or steps to get resolution.

My contact infor:

Rick
402-516-1630
rs862n@att.com

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, December 07, 2017 1:27 PM
To: Richard Samson <rs862n@abs.att-mail.com>; SE TC-Cust Experience <g06861@att.com>
Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>
Subject: Re: OWENLG | NB-SBS 5 | CNMB2 | 239172542 | New Albany, IN | #190481

Team,

It is almost 2:30 and I have not seen any communication on this. Do we have an update on this? Have we checked the COS? I would like hourly updates going forward until this is resolved please? Please advise.

Brad

Sent from my iPhone

On Dec 7, 2017, at 9:36 AM, WOOD, BRADLEY D <bw6258@att.com> wrote:

Looping in SE Customer Experience Team. Please reply all going forward.

Sent from my iPhone

On Dec 7, 2017, at 9:02 AM, SAMSON, RICHARD <rs862n@abs.att-mail.com> wrote:

Good Morning Brad,

I have already reached out to the group this a.m. and am requesting that they check this out. I will let you know what they find.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE

Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, December 07, 2017 7:58 AM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>
Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>
Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

Any updates or thoughts based on what Larry and myself replied with last night? Can you look at COS and see if that could be the culprit?

Regards
Brad

Sent from my iPhone

On Dec 6, 2017, at 10:02 PM, Jarrell, Larry <Larry.Jarrell@intermedix.com> wrote:

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good due to the fact we are using cloud based EMR and EHR products. If there is a loss of connection we will drop the RDP connection or get a timeout when trying to process credit cards. I currently still have the AT&T circuit connected to my firewall but we are not routing traffic through it. I may be able to setup a few desktops to route through that connection and we can test.

Larry Jarrell II

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 06, 2017 6:57 PM
To: Al Appel
Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; David Kring; 'WOOD, BRADLEY D'; Jarrell, Larry; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I worked with the team tonight and they ran test for the bandwidth and it was successful. Circuit or server are not showing any drops or issues. I'm providing a copy of the results. Please see attached. When I come in on Thursday I will call you so we can discuss.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Wednesday, December 06, 2017 3:17 PM

To: Richard Samson <rs862n@abs.att-mail.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>;

David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D'

<bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hi Richard,

Thank you

Al Appel

Chief Administrative Officer

<image001.jpg>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Wednesday, December 6, 2017 4:08 PM

To: Al Appel <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>;

David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D'

<bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Wednesday, December 06, 2017 3:01 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the

New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

AI

AI Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 12:40 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; AI Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Earguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Earguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Wednesday, December 06, 2017 9:42 AM

To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT

Sent: Tuesday, December 05, 2017 5:45 PM

To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE
<jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs
<SharedSvcsAfthrs@abs.att-mail.com>; KRING, DAVID
<dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>;
PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela
Sent: Monday, December 04, 2017 11:59 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio (<gr662w@abs.att-mail.com> <gr662w@abs.att-mail.com>); 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring (<dk741r@abs.att-mail.com> <dk741r@abs.att-mail.com>)
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX

o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcsAfthrs'; 'Enrique Ebarquen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique Ebarquen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcsAfthrs (SharedSvcsAfthrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcAftHrs; Enrique Ebarguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Friday, December 01, 2017 12:26 PM
To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket **7N2901742** came back clear indicating that they did not find any issues on the actual circuit: [IUEC732467 ATI](#), so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

Brad has now opened **AOTS# 239089927** and Escalate to Tier 2 to check IDC config, look for traffic drops. I will be following up and sending an update early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
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AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]
Sent: Thursday, November 30, 2017 4:11 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteale@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 12:57 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems to be the most unstable.
- *Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, November 30, 2017 10:10 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvc sAft hrs <SharedSvc sAft hrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,
Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,
Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,
Brad

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 9:04 AM
To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvc sAft hrs <SharedSvc sAft hrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

*Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)

*should be 80up/80down. speed test range from 1 to 70s.

*Uploads seems most unstable.

*Pings drop packets.

***I spoke with Al and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Christoban Ruedas

Sent: Wednesday, November 29, 2017 9:14 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfthrs <SharedSvcAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resotred. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting
business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesin dermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My
supervisor's information is below should you require additional
assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique Ebarquen;
Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany,
IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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unauthorized use, dissemination, or duplication is strictly prohibited and may be unlawful. If you receive this message in error or you otherwise are not an authorized recipient, please immediately delete the message and any attachments and notify the sender.

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 4:33 PM
To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
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CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas

**Service Assurance Manager
Client Solutions & Operations**

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen

Sent: Wednesday, November 29, 2017 2:24 PM

To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'

Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Scott Petersen

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 |
New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Wednesday, November 29, 2017 2:43 PM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with Geneva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.

IUEC.732467..ATI

Reg internet is not as noticeable.

Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)

should be 80up/80down. speed test range from 1 to 70s.

Uploads seems most unstable.

Pings drop packets.

Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 |

aappel@associatesin dermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Wednesday, November 29, 2017 2:34 PM

To: Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Wednesday, November 29, 2017 3:32 PM

To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'

Cc: Jarrell, Larry

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel

Chief Administrative Officer

<image001.jpg>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: SAMSON, RICHARD
Sent: Monday, December 11, 2017 12:02 PM
To: Jarrell, Larry; Al Appel
Cc: MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience; WOOD, BRADLEY D
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Larry & Al,

I see that GT3 is asking for the source IP and destination IP. Could you please provide this to me?

Below are their comments:

Looks like to access to the internet, they go through NFW in DC.. Please provide source IP and destination IP

```
[root @ USASIGNEWIN02R/]# traceroute 4.2.2.2
traceroute to 4.2.2.2 (4.2.2.2), 30 hops max, 60 byte packets
 1  32.6.140.229 (32.6.140.229)  7.733 ms  7.666 ms  7.628 ms
 2  32.6.175.73 (32.6.175.73)  30.032 ms  30.051 ms  30.022 ms
 3  32.6.175.74 (32.6.175.74)  43.830 ms  43.800 ms  43.768 ms  --] NFW (DC)
 4  * * *
 5  * * *
```

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Richard Samson

Sent: Monday, December 11, 2017 8:22 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good Morning Al & Larry,

I have provided your feed back to GT3. They are engaging and should be reaching out shortly. I will stay engaged and help get this issue resolved.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Monday, December 11, 2017 8:14 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; Richard Samson <rs862n@abs.att-mail.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Glad to hear things are a little better but we still need to find out the reason for the Latency when using RDP.

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Monday, December 11, 2017 9:00 AM

To: Al Appel <aappel@associatesin dermatology.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

We have good speed and only a couple complaints about getting disconnected. The issue we are seeing is that when we use RDP we are getting some latency when switching between the screens. We are not seeing this when we are on our other connection with Spectrum or the old MPLS circuit.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Monday, December 11, 2017 8:32 AM

To: 'Richard Samson'; 'WOOD, BRADLEY D'

Cc: Jarrell, Larry; 'Mary Matthies'; 'Christy Hayes'; 'MARROQUIN, JOSE'; 'David Kring'; 'BLACK, PAUL E'; 'GUADAGNO, KEITH'; 'JEFFRIES, DERRICK A'; 'SE TC-PostSales'; 'SE TC-Cust Experience'

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning,

We are now connected this morning and experiencing latency issues.

Larry, what are you seeing when you remoted in?

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Friday, December 8, 2017 4:36 PM
To: Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

Thank you for taking my call. As we discussed we were able to get the class of service moved from 4 to 2. Now on Monday you indicated that you would work with Larry to get staff move bad to the circuit to see if the issue with completely resolved. Appreciate your time and patience.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Richard Samson
Sent: Friday, December 08, 2017 9:47 AM
To: 'Al Appel' <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes

<ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Al,

I see that they are starting to work your ticket. I haven't received a call yet, but I wanted to see if you have before I escalate. Please let me know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Friday, December 08, 2017 6:18 AM

To: 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Importance: High

Brad,

I did not receive any calls.

My cell is 812-725-2434

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 7, 2017 11:00 PM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>;

BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Al/Rick,

Did this call happen, I did not see any communication from anyone since this email. Please keep me in the loop so I can ensure this is being taken care of as quickly as possible. Let me know if there is anything I can do to assist.

Regards,

Brad

From: SAMSON, RICHARD

Sent: Thursday, December 07, 2017 2:46 PM

To: Al Appel <aappel@associatesindermatology.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>;

BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I just got off the phone with our Enco west group and Gina is setting up a tech to call you concerning your issue. I told them that you had taken traffic off the circuit so that they wouldn't see any issues like they are reporting now.

When they do call and start testing please ask them to get me on the phone also so that we can make sure that we don't let them off the phone without getting resolution or steps to get resolution.

My contact infor:

Rick

402-516-1630

rs862n@att.com

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 1:27 PM

To: Richard Samson <rs862n@abs.att-mail.com>; SE TC-Cust Experience <g06861@att.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Team,

It is almost 2:30 and I have not seen any communication on this. Do we have an update on this? Have we checked the COS? I would like hourly updates going forward until this is resolved please? Please advise.

Brad

Sent from my iPhone

On Dec 7, 2017, at 9:36 AM, WOOD, BRADLEY D <bw6258@att.com> wrote:

Looping in SE Customer Experience Team. Please reply all going forward.

Sent from my iPhone

On Dec 7, 2017, at 9:02 AM, SAMSON, RICHARD <rs862n@abs.att-mail.com> wrote:

Good Morning Brad,

I have already reached out to the group this a.m. and am requesting that they check this out. I will let you know what they find.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 7:58 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

Any updates or thoughts based on what Larry and myself replied with last night? Can you look at COS and see if that could be the culprit?

Regards

Brad

Sent from my iPhone

On Dec 6, 2017, at 10:02 PM, Jarrell, Larry <Larry.Jarrell@intermedix.com> wrote:

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good due to the fact we are using cloud based EMR and EHR products. If there is a loss of connection we will drop the RDP connection or get a timeout when trying to process credit cards. I currently still have the AT&T circuit connected to my firewall but we are not routing traffic through it. I may be able to setup a few desktops to route through that connection and we can test.

Larry Jarrell II

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Wednesday, December 06, 2017 6:57 PM

To: Al Appel

Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; David Kring; 'WOOD, BRADLEY D'; Jarrell, Larry; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I worked with the team tonight and they ran test for the bandwidth and it was successful. Circuit or server are not showing any drops or issues. I'm providing a copy of the results. Please see attached. When I come in on Thursday I will call you so we can discuss.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 06, 2017 3:17 PM
To: Richard Samson <rs862n@abs.att-mail.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hi Richard,

Thank you

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 4:08 PM
To: Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Wednesday, December 06, 2017 3:01 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

Al

Al Appel

Chief Administrative Officer

<image001.jpg>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]

Sent: Wednesday, December 6, 2017 12:40 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 06, 2017 9:42 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT
Sent: Tuesday, December 05, 2017 5:45 PM
To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela
Sent: Monday, December 04, 2017 11:59 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; Enrique Ebarquen

<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio (gr662w@abs.att-mail.com) <gr662w@abs.att-mail.com>; 'SharesSvc sAfthrs (SharedSvc sAfthrs@abs.att-mail.com)' <SharedSvc sAfthrs@abs.att-mail.com>; David Kring (dk741r@abs.att-mail.com) <dk741r@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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please immediately delete the message and any attachments and notify the sender.

From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcsAfthrs'; 'Enrique E barguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique E barguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcsAfthrs (SharedSvcsAfthrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique Ebarquen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
[Critical Incident Resolution Manager](#)
Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Monday, December 04, 2017 8:45 AM

To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Friday, December 01, 2017 12:26 PM

To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket ~~7N2901742~~ came back clear indicating that they did not find any issues on the actual circuit: IUEC732467 ATJ, so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

Brad has now opened **AOTS# 239089927** and Escalate to Tier 2 to check IDC config, look for traffic drops. I will be following up and sending an update early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]
Sent: Thursday, November 30, 2017 4:11 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New
Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteel@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New
Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 12:57 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New
Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems to be the most unstable.
- *Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, November 30, 2017 10:10 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel

<aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,

Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,

Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,
Brad

From: PETERSEN, SCOTT

Sent: Thursday, November 30, 2017 9:04 AM

To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems most unstable.
- *Pings drop packets.

***I spoke with Al and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 9:14 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: OWENLG | NB-SBS S | CNMNB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resotred. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcSfthrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting
business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My
supervisor's information is below should you require additional
assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

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Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 4:33 PM
To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfhtrs; Enrique Ebarquen;
Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany,
IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesin dermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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receive this message in error or you otherwise are not an authorized recipient, please immediately delete the message and any attachments and notify the sender.

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with Geneva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I

will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.

IUEC.732467..ATI

Reg internet is not as noticeable.

Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)

should be 80up/80down. speed test range from 1 to 70s.

Uploads seems most unstable.

Pings drop packets.

Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 |

aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies
mm216y@att.com
(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Wednesday, November 29, 2017 2:34 PM
To: Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, November 29, 2017 3:32 PM
To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'
Cc: Jarrell, Larry
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: SAMSON, RICHARD
Sent: Monday, December 11, 2017 12:14 PM
To: Jarrell, Larry; 'Al Appel'
Cc: MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience; WOOD, BRADLEY D
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

thanks

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Jarrell, Larry [mailto:Larry.Jarrell@intermedix.com]

Sent: Monday, December 11, 2017 11:05 AM

To: Richard Samson <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

We will need to get that give me some time.

Sent from my iPhone

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

From: Richard Samson [rs862n@abs.att-mail.com]

Sent: Monday, December 11, 2017 11:02 AM Central Standard Time

To: Jarrell, Larry; Al Appel

Cc: Mary Matthies; Christy Hayes; MARROQUIN, JOSE; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience; WOOD, BRADLEY D

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Larry & Al,

I see that GT3 is asking for the source IP and destination IP. Could you please provide this to me?

Below are their comments:

Looks like to access to the internet, they go through NBFW in DC.. Please provide source IP and destination IP

```
[root @ USASIGNEWIN02R/]# traceroute 4.2.2.2
traceroute to 4.2.2.2 (4.2.2.2), 30 hops max, 60 byte packets
 1  32.6.140.229 (32.6.140.229)  7.733 ms  7.666 ms  7.628 ms
 2  32.6.175.73 (32.6.175.73)  30.032 ms  30.051 ms  30.022 ms
 3  32.6.175.74 (32.6.175.74)  43.830 ms  43.800 ms  43.768 ms  --] NBFW (DC)
 4  * * *
 5  * * *
```

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Richard Samson

Sent: Monday, December 11, 2017 8:22 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good Morning Al & Larry,

I have provided your feed back to GT3. They are engaging and should be reaching out shortly. I will stay engaged and help get this issue resolved.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Monday, December 11, 2017 8:14 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; Richard Samson <rs862n@abs.att-mail.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Glad to hear things are a little better but we still need to find out the reason for the Latency when using RDP.

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Monday, December 11, 2017 9:00 AM

To: Al Appel <aappel@associatesin dermatology.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

We have good speed and only a couple complaints about getting disconnected. The issue we are seeing is that when we use RDP we are getting some latency when switching between the screens. We are not seeing this when we are on our other connection with Spectrum or the old MPLS circuit.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Monday, December 11, 2017 8:32 AM

To: 'Richard Samson'; 'WOOD, BRADLEY D'

Cc: Jarrell, Larry; 'Mary Matthies'; 'Christy Hayes'; 'MARROQUIN, JOSE'; 'David Kring'; 'BLACK, PAUL E'; 'GUADAGNO, KEITH'; 'JEFFRIES, DERRICK A'; 'SE TC-PostSales'; 'SE TC-Cust Experience'

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Good morning,

We are now connected this morning and experiencing latency issues.

Larry, what are you seeing when you remoted in?

Al

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Friday, December 8, 2017 4:36 PM
To: Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

Thank you for taking my call. As we discussed we were able to get the class of service moved from 4 to 2. Now on Monday you indicated that you would work with Larry to get staff move bad to the circuit to see if the issue with completely resolved. Appreciate your time and patience.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Richard Samson
Sent: Friday, December 08, 2017 9:47 AM
To: 'Al Appel' <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Al,

I see that they are starting to work your ticket. I haven't received a call yet, but I wanted to see if you have before I escalate. Please let me know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Friday, December 08, 2017 6:18 AM

To: 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Importance: High

Brad,

I did not receive any calls.

My cell is 812-725-2434

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 7, 2017 11:00 PM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>;

BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Al/Rick,

Did this call happen, I did not see any communication from anyone since this email. Please keep me in the loop so I can ensure this is being taken care of as quickly as possible. Let me know if there is anything I can do to assist.

Regards,
Brad

From: SAMSON, RICHARD

Sent: Thursday, December 07, 2017 2:46 PM

To: Al Appel <aappel@associatesin dermatology.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I just got off the phone with our Enco west group and Gina is setting up a tech to call you concerning your issue. I told them that you had taken traffic off the circuit so that they wouldn't see any issues like they are reporting now.

When they do call and start testing please ask them to get me on the phone also so that we can make sure that we don't let them off the phone without getting resolution or steps to get resolution.

My contact info:

Rick
402-516-1630
rs862n@att.com

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 1:27 PM

To: Richard Samson <rs862n@abs.att-mail.com>; SE TC-Cust Experience <g06861@att.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>;

JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Team,

It is almost 2:30 and I have not seen any communication on this. Do we have an update on this? Have we checked the COS? I would like hourly updates going forward until this is resolved please? Please advise.

Brad

Sent from my iPhone

On Dec 7, 2017, at 9:36 AM, WOOD, BRADLEY D <bw6258@att.com> wrote:

Looping in SE Customer Experience Team. Please reply all going forward.

Sent from my iPhone

On Dec 7, 2017, at 9:02 AM, SAMSON, RICHARD <rs862n@abs.att-mail.com> wrote:

Good Morning Brad,

I have already reached out to the group this a.m. and am requesting that they check this out. I will let you know what they find.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 7:58 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

Any updates or thoughts based on what Larry and myself replied with last night? Can you look at COS and see if that could be the culprit?

Regards

Brad

Sent from my iPhone

On Dec 6, 2017, at 10:02 PM, Jarrell, Larry <Larry.Jarrell@intermedix.com> wrote:

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good due to the fact we are using cloud based EMR and EHR products. If there is a loss of connection we will drop the RDP connection or get a timeout when trying to process credit cards. I currently still have the AT&T circuit connected to my firewall but we are not routing traffic through it. I may be able to setup a few desktops to route through that connection and we can test.

Larry Jarrell II

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 06, 2017 6:57 PM
To: Al Appel
Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; David Kring; 'WOOD, BRADLEY D'; Jarrell, Larry; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I worked with the team tonight and they ran test for the bandwidth and it was successful. Circuit or server are not showing any drops or issues. I'm providing a copy of the results. Please see attached. When I come in on Thursday I will call you so we can discuss.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 06, 2017 3:17 PM
To: Richard Samson <rs862n@abs.att-mail.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell,

Larry' <Larry.Jarrell@intermedix.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hi Richard,

Thank you

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Wednesday, December 6, 2017 4:08 PM

To: Al Appel <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 06, 2017 3:01 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

Al

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 12:40 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 06, 2017 9:42 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT
Sent: Tuesday, December 05, 2017 5:45 PM
To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela
Sent: Monday, December 04, 2017 11:59 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio (<gr662w@abs.att-mail.com> <gr662w@abs.att-mail.com>); 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring (<dk741r@abs.att-mail.com> <dk741r@abs.att-mail.com>)
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcsAfthrs'; 'Enrique E barguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique E barguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcsAfthrs (SharedSvcsAfthrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique Ebarquen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Friday, December 01, 2017 12:26 PM
To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket ~~7N2901742~~ came back clear indicating that they did not find any issues on the actual circuit: [IUEC732467 ATJ](#), so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

Brad has now opened **AOTS# 239089927** and Escalate to Tier 2 to check IDC config, look for traffic drops. I will be following up and sending an update early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]
Sent: Thursday, November 30, 2017 4:11 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteale@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 12:57 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

*Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)

*should be 80up/80down. speed test range from 1 to 70s.

*Uploads seems to be the most unstable.

*Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, November 30, 2017 10:10 AM

To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,

Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,

Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,
Brad

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 9:04 AM
To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems most unstable.
- *Pings drop packets.

***I spoke with Al and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies
mm216y@att.com
(402) 516-1455

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 9:14 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfthrs <SharedSvcAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resotred. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesin dermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen |424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 4:33 PM
To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAftHrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as

escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 |

aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen

Sent: Wednesday, November 29, 2017 2:24 PM

To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 |
New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 |
New Albany, IN | #189626

We conferenced a call with Geneva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.
IUEC.732467..ATI

Reg internet is not as noticeable.
Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing) should be 80up/80down. speed test range from 1 to 70s. Uploads seems most unstable. Pings drop packets. Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216v@att.com
(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Wednesday, November 29, 2017 2:34 PM
To: Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, November 29, 2017 3:32 PM
To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'
Cc: Jarrell, Larry
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Monday, December 11, 2017 4:31 PM
To: SAMSON, RICHARD; Jarrell, Larry; 'Al Appel'
Cc: MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Larry,

Did you get that info for Rick, are there any updates on performance or are you still experiencing latency?

Regards,

Brad

From: SAMSON, RICHARD
Sent: Monday, December 11, 2017 12:14 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

thanks

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Monday, December 11, 2017 11:05 AM
To: Richard Samson <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

We will need to get that give me some time.

Sent from my iPhone

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

From: Richard Samson [rs862n@abs.att-mail.com]

Sent: Monday, December 11, 2017 11:02 AM Central Standard Time

To: Jarrell, Larry; Al Appel

Cc: Mary Matthies; Christy Hayes; MARROQUIN, JOSE; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience; WOOD, BRADLEY D

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Larry & Al,

I see that GT3 is asking for the source IP and destination IP. Could you please provide this to me?

Below are their comments:

Looks like to access to the internet, they go through NBFW in DC.. Please provide source IP and destination IP

```
[root @ USASIGNEWIN02R/]# traceroute 4.2.2.2
traceroute to 4.2.2.2 (4.2.2.2), 30 hops max, 60 byte packets
 1  32.6.140.229 (32.6.140.229)  7.733 ms  7.666 ms  7.628 ms
 2  32.6.175.73 (32.6.175.73)  30.032 ms  30.051 ms  30.022 ms
 3  32.6.175.74 (32.6.175.74)  43.830 ms  43.800 ms  43.768 ms  --] NBFW (DC)
 4  * * *
 5  * * *
```

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Richard Samson

Sent: Monday, December 11, 2017 8:22 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good Morning Al & Larry,

I have provided your feed back to GT3. They are engaging and should be reaching out shortly. I will stay engaged and help get this issue resolved.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Monday, December 11, 2017 8:14 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; Richard Samson <rs862n@abs.att-mail.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Glad to hear things are a little better but we still need to find out the reason for the Latency when using RDP.

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Monday, December 11, 2017 9:00 AM

To: Al Appel <aappel@associatesin dermatology.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

We have good speed and only a couple complaints about getting disconnected. The issue we are seeing is that when we use RDP we are getting some latency when switching between the screens. We are not seeing this when we are on our other connection with Spectrum or the old MPLS circuit.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Monday, December 11, 2017 8:32 AM

To: 'Richard Samson'; 'WOOD, BRADLEY D'

Cc: Jarrell, Larry; 'Mary Matthies'; 'Christy Hayes'; 'MARROQUIN, JOSE'; 'David Kring'; 'BLACK, PAUL E'; 'GUADAGNO, KEITH'; 'JEFFRIES, DERRICK A'; 'SE TC-PostSales'; 'SE TC-Cust Experience'

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning,

We are now connected this morning and experiencing latency issues.

Larry, what are you seeing when you remoted in?

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Friday, December 8, 2017 4:36 PM

To: Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

Thank you for taking my call. As we discussed we were able to get the class of service moved from 4 to 2. Now on Monday you indicated that you would work with Larry to get staff move bad to the circuit to see if the issue with completely resolved. Appreciate your time and patience.

Thank you,

Rick Samson

Executive Escalation Manager
Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Richard Samson

Sent: Friday, December 08, 2017 9:47 AM

To: 'Al Appel' <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New Albany, IN | #190481

Good morning Al,

I see that they are starting to work your ticket. I haven't received a call yet, but I wanted to see if you have before I escalate. Please let me know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Friday, December 08, 2017 6:18 AM

To: 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New Albany, IN | #190481

Importance: High

Brad,

I did not receive any calls.

My cell is 812-725-2434

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 7, 2017 11:00 PM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Al/Rick,

Did this call happen, I did not see any communication from anyone since this email. Please keep me in the loop so I can ensure this is being taken care of as quickly as possible. Let me know if there is anything I can do to assist.

Regards,

Brad

From: SAMSON, RICHARD

Sent: Thursday, December 07, 2017 2:46 PM

To: Al Appel <aappel@associatesin dermatology.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I just got off the phone with our Enco west group and Gina is setting up a tech to call you concerning your issue. I told them that you had taken traffic off the circuit so that they wouldn't see any issues like they are reporting now.

When they do call and start testing please ask them to get me on the phone also so that we can make sure that we don't let them off the phone without getting resolution or steps to get resolution.

My contact infor:

Rick

402-516-1630

rs862n@att.com

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 1:27 PM

To: Richard Samson <rs862n@abs.att-mail.com>; SE TC-Cust Experience <g06861@att.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies

<mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>;

David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>;

JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Team,

It is almost 2:30 and I have not seen any communication on this. Do we have an update on this? Have we checked the COS? I would like hourly updates going forward until this is resolved please? Please advise.

Brad

Sent from my iPhone

On Dec 7, 2017, at 9:36 AM, WOOD, BRADLEY D <bw6258@att.com> wrote:

Looping in SE Customer Experience Team. Please reply all going forward.

Sent from my iPhone

On Dec 7, 2017, at 9:02 AM, SAMSON, RICHARD <rs862n@abs.att-mail.com> wrote:

Good Morning Brad,

I have already reached out to the group this a.m. and am requesting that they check this out. I will let you know what they find.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 7:58 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>
Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>
Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

Any updates or thoughts based on what Larry and myself replied with last night? Can you look at COS and see if that could be the culprit?

Regards
Brad

Sent from my iPhone

On Dec 6, 2017, at 10:02 PM, Jarrell, Larry <Larry.Jarrell@intermedix.com> wrote:

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good due to the fact we are using cloud based EMR and EHR products. If there is a loss of connection we will drop the RDP connection or get a timeout when trying to process credit cards. I currently still have the AT&T circuit connected to my firewall but we are not routing traffic through it. I may be able to setup a few desktops to route through that connection and we can test.

Larry Jarrell II

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 06, 2017 6:57 PM
To: Al Appel
Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; David Kring; 'WOOD, BRADLEY D'; Jarrell, Larry; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I worked with the team tonight and they ran test for the bandwidth and it was successful. Circuit or server are not showing any drops or issues. I'm providing a copy of the results. Please see attached. When I come in on Thursday I will call you so we can discuss.

Thank you,
Rick Samson
Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Wednesday, December 06, 2017 3:17 PM

To: Richard Samson <rs862n@abs.att-mail.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hi Richard,

Thank you

Al Appel

Chief Administrative Officer

<image001.jpg>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Wednesday, December 6, 2017 4:08 PM

To: Al Appel <aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Wednesday, December 06, 2017 3:01 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

Al

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 12:40 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 06, 2017 9:42 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT
Sent: Tuesday, December 05, 2017 5:45 PM
To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>

PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Karen Varela

Sent: Monday, December 04, 2017 11:59 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>;

Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio (gr662w@abs.att-mail.com) <gr662w@abs.att-mail.com>; 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring (dk741r@abs.att-mail.com) <dk741r@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcsAfthrs'; 'Enrique Ebarguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique Ebarguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcsAfthrs (SharedSvcsAfthrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela

Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcAftHrs; Enrique E barguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies

mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Friday, December 01, 2017 12:26 PM
To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Earguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket ~~7N2901742~~ came back clear indicating that they did not find any issues on the actual circuit: [IUEC732467](#) ATI, so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

Brad has now opened **AOTS# 239089927** and Escalate to Tier 2 to check IDC config, look for traffic drops. I will be following up and sending an update early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]
Sent: Thursday, November 30, 2017 4:11 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen

<sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteel@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 12:57 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems to be the most unstable.
- *Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, November 30, 2017 10:10 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,
Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,
Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,
Brad

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 9:04 AM
To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems most unstable.
- *Pings drop packets.

***I spoke with Al and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 9:14 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resotred. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfhtrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been

resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas

Sent: Wednesday, November 29, 2017 4:33 PM

To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'

Cc: Mary Matthies; Christy Hayes; SharesSvcsAfhtrs; Enrique Ebarquen; Gloria Rubio

Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 |

aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfhtrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with Geneiva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneiva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.

IUEC.732467..ATI

Reg internet is not as noticeable.

Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)

should be 80up/80down. speed test range from 1 to 70s.

Uploads seems most unstable.

Pings drop packets.

Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

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Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 |

aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Wednesday, November 29, 2017 2:34 PM
To: Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, November 29, 2017 3:32 PM
To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'
Cc: Jarrell, Larry
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: SAMSON, RICHARD
Sent: Thursday, December 14, 2017 11:50 AM
To: Jarrell, Larry; 'Al Appel'
Cc: MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience; WOOD, BRADLEY D
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Larry & Al,

I understand that you are seeing the issue on the RDP again. Our team would like to set up a conference call ASAP while you're still on the ATT circuit.

Please let me know when you will be available so we can continue to resolve this issue.

Also is there someone at the site that can help us?

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Tuesday, December 12, 2017 8:20 AM

To: Richard Samson <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

The IP address we are going to for our RDP connection is 198.36.12.30

Cse-gateway00.intermedix.com

Larry Jarrell II

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Monday, December 11, 2017 12:14 PM

To: Jarrell, Larry; 'Al Appel'

Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; 'BLACK, PAUL E'; 'GUADAGNO, KEITH'; 'JEFFRIES, DERRICK A'; 'SE TC-PostSales'; 'SE TC-Cust Experience'; 'WOOD, BRADLEY D'

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

thanks

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Monday, December 11, 2017 11:05 AM

To: Richard Samson <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

We will need to get that give me some time.

Sent from my iPhone

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

From: Richard Samson [rs862n@abs.att-mail.com]

Sent: Monday, December 11, 2017 11:02 AM Central Standard Time

To: Jarrell, Larry; Al Appel

Cc: Mary Matthies; Christy Hayes; MARROQUIN, JOSE; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience; WOOD, BRADLEY D

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Larry & Al,

I see that GT3 is asking for the source IP and destination IP. Could you please provide this to me?

Below are their comments:

Looks like to access to the internet, they go through NBFW in DC.. Please provide source IP and destination IP

```
[root @ USASIGNEWIN02R/]# traceroute 4.2.2.2
traceroute to 4.2.2.2 (4.2.2.2), 30 hops max, 60 byte packets
 1  32.6.140.229 (32.6.140.229)  7.733 ms  7.666 ms  7.628 ms
 2  32.6.175.73 (32.6.175.73)  30.032 ms  30.051 ms  30.022 ms
 3  32.6.175.74 (32.6.175.74)  43.830 ms  43.800 ms  43.768 ms  --] NBFW (DC)
 4  * * *
 5  * * *
```

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Richard Samson

Sent: Monday, December 11, 2017 8:22 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New Albany, IN | #190481

Good Morning Al & Larry,

I have provided your feed back to GT3. They are engaging and should be reaching out shortly. I will stay engaged and help get this issue resolved.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Monday, December 11, 2017 8:14 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; Richard Samson <rs862n@abs.att-mail.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH

<kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Glad to hear things are a little better but we still need to find out the reason for the Latency when using RDP.

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Monday, December 11, 2017 9:00 AM

To: Al Appel <aappel@associatesindermatology.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

We have good speed and only a couple complaints about getting disconnected. The issue we are seeing is that when we use RDP we are getting some latency when switching between the screens. We are not seeing this when we are on our other connection with Spectrum or the old MPLS circuit.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Monday, December 11, 2017 8:32 AM

To: 'Richard Samson'; 'WOOD, BRADLEY D'

Cc: Jarrell, Larry; 'Mary Matthies'; 'Christy Hayes'; 'MARROQUIN, JOSE'; 'David Kring'; 'BLACK, PAUL E'; 'GUADAGNO, KEITH'; 'JEFFRIES, DERRICK A'; 'SE TC-PostSales'; 'SE TC-Cust Experience'

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning,

We are now connected this morning and experiencing latency issues.

Larry, what are you seeing when you remoted in?

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Friday, December 8, 2017 4:36 PM

To: Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New Albany, IN | #190481

Hello Al,

Thank you for taking my call. As we discussed we were able to get the class of service moved from 4 to 2. Now on Monday you indicated that you would work with Larry to get staff move bad to the circuit to see if the issue with completely resolved. Appreciate your time and patience.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Richard Samson

Sent: Friday, December 08, 2017 9:47 AM

To: 'Al Appel' <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New Albany, IN | #190481

Good morning Al,

I see that they are starting to work your ticket. I haven't received a call yet, but I wanted to see if you have before I escalate. Please let me know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Friday, December 08, 2017 6:18 AM

To: 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>;

'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Importance: High

Brad,

I did not receive any calls.

My cell is 812-725-2434

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 7, 2017 11:00 PM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>;

BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Al/Rick,

Did this call happen, I did not see any communication from anyone since this email. Please keep me in the loop so I can ensure this is being taken care of as quickly as possible. Let me know if there is anything I can do to assist.

Regards,

Brad

From: SAMSON, RICHARD

Sent: Thursday, December 07, 2017 2:46 PM

To: Al Appel <aappel@associatesin dermatology.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I just got off the phone with our Enco west group and Gina is setting up a tech to call you concerning your issue. I told them that you had taken traffic off the circuit so that they wouldn't see any issues like they are reporting now.

When they do call and start testing please ask them to get me on the phone also so that we can make sure that we don't let them off the phone without getting resolution or steps to get resolution.

My contact infor:

Rick
402-516-1630
rs862n@att.com

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 1:27 PM

To: Richard Samson <rs862n@abs.att-mail.com>; SE TC-Cust Experience <g06861@att.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Team,

It is almost 2:30 and I have not seen any communication on this. Do we have an update on this? Have we checked the COS? I would like hourly updates going forward until this is resolved please? Please advise.

Brad

Sent from my iPhone

On Dec 7, 2017, at 9:36 AM, WOOD, BRADLEY D <bw6258@att.com> wrote:

Looping in SE Customer Experience Team. Please reply all going forward.

Sent from my iPhone

On Dec 7, 2017, at 9:02 AM, SAMSON, RICHARD <rs862n@abs.att-mail.com> wrote:

Good Morning Brad,

I have already reached out to the group this a.m. and am requesting that they check this out. I will let you know what they find.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 7:58 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

Any updates or thoughts based on what Larry and myself replied with last night? Can you look at COS and see if that could be the culprit?

Regards

Brad

Sent from my iPhone

On Dec 6, 2017, at 10:02 PM, Jarrell, Larry <Larry.Jarrell@intermedix.com> wrote:

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good due to the fact we are using cloud based EMR and EHR products. If

there is a loss of connection we will drop the RDP connection or get a timeout when trying to process credit cards. I currently still have the AT&T circuit connected to my firewall but we are not routing traffic through it. I may be able to setup a few desktops to route through that connection and we can test.

Larry Jarrell II

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 06, 2017 6:57 PM
To: Al Appel
Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; David Kring; 'WOOD, BRADLEY D'; Jarrell, Larry; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I worked with the team tonight and they ran test for the bandwidth and it was successful. Circuit or server are not showing any drops or issues. I'm providing a copy of the results. Please see attached. When I come in on Thursday I will call you so we can discuss.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 06, 2017 3:17 PM
To: Richard Samson <rs862n@abs.att-mail.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hi Richard,

Thank you

Al Appel

Chief Administrative Officer

<image001.jpg>

3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 4:08 PM
To: Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
[AT&T](#)
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 06, 2017 3:01 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen

<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

Al

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Scott Petersen [mailto:sp3846@abs.att-mail.com]
Sent: Wednesday, December 6, 2017 12:40 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE
<jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>;
Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs
<SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>;
Richard Samson <rs862n@abs.att-mail.com>;
SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New
Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 06, 2017 9:42 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela
<kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>;
Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry
<Larry.Jarrell@intermedix.com>; Al Appel
<aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes
<ch052e@abs.att-mail.com>; SharesSvcsAfthrs
<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>;
STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE
<jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>;
Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs
<SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>;
Richard Samson <rs862n@abs.att-mail.com>;
SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New
Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT

Sent: Tuesday, December 05, 2017 5:45 PM

To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 |

aappel@associatesin dermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela
Sent: Monday, December 04, 2017 11:59 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio (<gr662w@abs.att-mail.com> <gr662w@abs.att-mail.com>); 'SharesSvcAfhtrs (<SharedSvcAfhtrs@abs.att-mail.com>)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring (<dk741r@abs.att-mail.com> <dk741r@abs.att-mail.com>)
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't

hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcAfhtrs'; 'Enrique E barguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique E barguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique Ebarguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE'
<jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Friday, December 01, 2017 12:26 PM

To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D
<bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>;
Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel
<aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes
<ch052e@abs.att-mail.com>; SharesSvcsAfthrs
<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE'
<jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket **7N2901742** came back clear indicating that they did not find any issues on the actual circuit: [IU732467 ATJ](#), so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742),

where among other things we can focus on the Router Firmware and Shaper Settings.

Brad has now opened **AOTS# 239089927** and Escalate to Tier 2 to check IDC config, look for traffic drops. I will be following up and sending an update early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]
Sent: Thursday, November 30, 2017 4:11 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele
Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.
m 813.760.2149 | dustinsteele@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 12:57 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems to be the most unstable.
- *Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with

CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, November 30, 2017 10:10 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,
Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,
Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,
Brad

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 9:04 AM
To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems most unstable.
- *Pings drop packets.

***I spoke with Al and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 9:14 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel'

<aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D'
<bw6258@att.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes
<ch052e@abs.att-mail.com>; SharesSvcsAfthrs
<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN
| #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resotred. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesin dermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Enrique E barguen;
Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany,
IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen |424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 4:33 PM
To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

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AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with Geneiva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneiva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.
IUEC.732467..ATI
Reg internet is not as noticeable.
Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
should be 80up/80down. speed test range from 1 to 70s.
Uploads seems most unstable.
Pings drop packets.
Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
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ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Wednesday, November 29, 2017 2:34 PM
To: Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, November 29, 2017 3:32 PM
To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'
Cc: Jarrell, Larry
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 |
New Albany, IN |

Any updates?

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Friday, November 17, 2017 8:57 AM
To: MARTINEZ, NIDIA; MEZA, ALEXA
Cc: HERNANDEZ, HERLINDA; JEFFRIES, DERRICK A; BECKLEY, STEPHEN; BLACK, PAUL E
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

Nidia,

I think the customer opened the ticket under the wrong asset ID and there was some confusion around that. The customer does have new orders for both Springhurst and New Albany to migrate and upgrade from PNT to AVPN but those are not the ones in question. The circuit he was trying to connect to was the existing PNT circuit in New Albany but I believe he is good for now and the ticket can be closed. Thanks for all of your help.

Regards,
Brad

From: MARTINEZ, NIDIA
Sent: Thursday, November 16, 2017 5:30 PM
To: WOOD, BRADLEY D <bw6258@att.com>; MEZA, ALEXA <am4233@abs.att-mail.com>
Cc: HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; JEFFRIES, DERRICK A <dj8959@att.com>; BECKLEY, STEPHEN <sb209t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; MARTINEZ, NIDIA <nm187x@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

Brad,

I have yet to hear back from you in regards to the email I sent. We are pending verification which site the customer is experiencing the current issues. As there are pending orders to be completed, I will have my SM hold this ticket until EOD tomorrow pending your response.

Nidia Martinez

Area Manager
Client Solutions & Operations

AT&T
El Paso, TX
O (424) 233-2853 | nm187x@att.com
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378



From: Nidia Martinez
Sent: Thursday, November 16, 2017 9:04 AM
To: WOOD, BRADLEY D; Alexa Meza
Cc: Herlinda Hernandez; JEFFRIES, DERRICK A; Stephen Beckley; Nidia Martinez
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 00000238517005 | Louisville, KY | Customer Service Degraded

Brad,

Ticket 238517005 is opened for **USASSOLUIKY02R** 3810 SPRINGHURST BLVD LOUISVILLE KY 40241 US. Upon further review, we are showing an active order for the Albany location. The order needs to be completed prior to SM engagement. If after the order is completed and our customer is still having issues, a ticket will be needed for that location(MLEC.521671..ATI A)

Order Number	Details	Age	Engagement	Ordering	Design Circuit	Design Equip	Design Services	Testing Activation	Lifecycle Maintenance	Lifecycle Billing
ISR17110314754 RESCHED	ASSOCIATES IN DERMATOLOGY EaAVPN TSD	Age 30		O S C	S:05/DEC/17 C:				S:05/DEC/17 C:	R:16/NOV/17 C:16/NOV/17
Address: 2241 Green Valley Road 1 Teico, New Albany, IN, US										

Nidia Martinez

Area Manager
Client Solutions & Operations

AT&T
El Paso, TX
O (424) 233-2853 | nm187x@att.com
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378



From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, November 16, 2017 8:39 AM
To: Al Appel; Alexa Meza; 'Jarrell, Larry'; Nidia Martinez; Claudia Lujan
Cc: Herlinda Hernandez; Jessica Garcia; Mike Norris; SharesSvcsAfthrs; Enrique Ebarguen; JEFFRIES, DERRICK A; Gloria Rubio; Brandon Rush; Stephen Beckley
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 00000238517005 | Louisville, KY | Customer Service Degraded

All,

I spoke with Larry just now and there seems to be some confusion on what circuit is the problem. Larry advised it is not the Internet circuit that is the issue it is the 10MB MPLS connection in New Albany ASSOCIATES IN DERMATOLOGY | NEW ALBANY | IN | MLEC.521671..ATI.

Regards,
Brad

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Thursday, November 16, 2017 9:49 AM

To: MEZA, ALEXA <am4233@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; MARTINEZ, NIDIA <nm187x@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; LUJAN, CLAUDIA <cl890h@abs.att-mail.com>
Cc: HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; GARCIA, JESSICA <jg583p@abs.att-mail.com>; NORRIS, MIKE <mn407d@abs.att-mail.com>; 'SharesSvcsAfthrs' <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; 'Gloria Rubio' <gr662w@abs.att-mail.com>; RUSH, BRANDON <br5325@abs.att-mail.com>; BECKLEY, STEPHEN <sb209t@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded
Importance: High

Our internet is running very slow and will not even register a speed test. Are you testing now?

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Alexa Meza [<mailto:am4233@abs.att-mail.com>]

Sent: Thursday, November 16, 2017 9:45 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesin dermatology.com>; Nidia Martinez <nm187x@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Claudia Lujan <cl890h@abs.att-mail.com>
Cc: Herlinda Hernandez <hh558d@abs.att-mail.com>; Jessica Garcia <jg583p@abs.att-mail.com>; Mike Norris <mn407d@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; Brandon Rush <br5325@abs.att-mail.com>; Stephen Beckley <sb209t@abs.att-mail.com>
Subject: OWENLG | NB-SBS S | CNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

Good Morning Team,

Per the conversation yesterday that Larry had with our AT&T Technician, the technician advised that the AT&T Router on site doesn't have the DHCP configuration on it. He sent Larry the IP address and the sonic wall information, and advised to plug the laptop directly into the router. Our technicians are holding the ticket, pending your response after plugging in the laptop. At this time I will be placing your ticket in a 24-hour monitor, if you should have any questions or need assistance please don't hesitate to reach out to me.

Thank you.

Alexa Meza

AT&T Service Assurance, Service Manager
Client Solutions & Operations

El Paso, TX

424.233.2738 | am4233@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424.233.2853 | nm187x@att.com

From: Alexa Meza

Sent: Wednesday, November 15, 2017 4:03 PM

To: 'Jarrell, Larry'; 'Al Appel'; Nidia Martinez; 'WOOD, BRADLEY D'; Claudia Lujan

Cc: Herlinda Hernandez; Jessica Garcia; Mike Norris; SharesSvcsAfthrs; Enrique Ebarguen; Gloria Rubio; Brandon Rush; Stephen Beckley

Subject: OWENLG | NB-SBS S | CNNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

Hello Team,

I was reviewing the ticket log, and I can see that our technician reached out to Larry today. Our technician informed him that the AT&T router on site doesn't have the DHCP configuration on it, Larry agreed to do the direct connecting of the laptop and Larry asked him to send the IP addresses, as well as the sonic wall issue. The technician advised he will be hold the ticket for 48 hours, and will be closing in no updates or feedback. At this time I am adding our Afterhours team as an FYI only to the email trail. If you should need assistance this evening, please reach out to them by either replying all to this email or calling 844-288-7378. An Evening Service Manager will be assigned to assist at that time. Otherwise, I will personally follow up with you in the morning.

Alexa Meza

AT&T Service Assurance, Service Manager
Client Solutions & Operations

El Paso, TX

424.233.2738 | am4233@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424.233.2853 | nm187x@att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Wednesday, November 15, 2017 11:42 AM

To: Alexa Meza; 'Al Appel'; Nidia Martinez; 'WOOD, BRADLEY D'; Claudia Lujan

Cc: Herlinda Hernandez; Jessica Garcia; Mike Norris; SharesSvcsAfthrs; Enrique Ebarguen; Gloria Rubio; Brandon Rush; Stephen Beckley

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

I am not able to go back today and I am Doug security audits tomorrow. Let me get back with you on a different time.

Sent from my iPhone

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

From: Alexa Meza [am4233@abs.att-mail.com]
Sent: Wednesday, November 15, 2017 12:12 PM Central Standard Time
To: Jarrell, Larry; Al Appel; Nidia Martinez; 'WOOD, BRADLEY D'; Claudia Lujan
Cc: Herlinda Hernandez; Jessica Garcia; Mike Norris; SharesSvcsAfthrs; Enrique E barguen; Gloria Rubio; Brandon Rush; Stephen Beckley
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

Hello Larry,

I apologize for the long wait, our tier 2 team tends to have a long wait time. A technician just picked up my call, and I will be reaching out to you shortly.

Alexa Meza

AT&T Service Assurance, Service Manager
Client Solutions & Operations

El Paso, TX

424.233.2738 | am4233@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424.233.2853 | nm187x@att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Wednesday, November 15, 2017 10:58 AM

To: Al Appel; Alexa Meza; Nidia Martinez; 'WOOD, BRADLEY D'; Claudia Lujan

Cc: Herlinda Hernandez; Jessica Garcia; Mike Norris; SharesSvcsAfthrs; Enrique E barguen; Gloria Rubio; Brandon Rush; Stephen Beckley

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

We are having to stop we have patients waiting now. I configured my PC to the below information I received and was not able to get out. I am not sure if MAC address filtering is one but I tried 3 different devices and was not able to get out. I was using the current port which is port one. I also tried 3 because that was what I was originally given and it did not work either. I was not expecting it to work.

IP: 12.247.188.130

Subnet: 255.255.255.252

Gateway: 12.247.188.129

DNS: 12.127.16.67

Secondary DNS: 12.127.16.68

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Wednesday, November 15, 2017 12:37 PM

To: 'Alexa Meza'; 'Nidia Martinez'; 'WOOD, BRADLEY D'; Jarrell, Larry; 'Claudia Lujan'

Cc: 'Herlinda Hernandez'; 'Jessica Garcia'; 'Mike Norris'; 'SharesSvcsAfthrs'; 'Enrique E barguen'; 'Gloria Rubio'; 'Brandon Rush'; 'Stephen Beckley'

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

Is there someone who can call Larry on 502-599-3007?

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Alexa Meza [<mailto:am4233@abs.att-mail.com>]

Sent: Wednesday, November 15, 2017 10:48 AM

To: Nidia Martinez <nm187x@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Claudia Lujan <cl890h@abs.att-mail.com>

Cc: Herlinda Hernandez <hh558d@abs.att-mail.com>; Jessica Garcia <jg583p@abs.att-mail.com>; Mike Norris <mn407d@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; Brandon Rush <br5325@abs.att-mail.com>; Stephen Beckley <sb209t@abs.att-mail.com>

Subject: OWENLG | NB-SBS S | CNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

Hello Al,

I'm sorry I missed you when I called, but I was just wanting to check that you still wanted to troubleshoot with our Tier 2 technicians, and your onsite IT. It's to my understanding that this will take place today at 11:30am EST. I'll be reaching out to our technicians 30 minutes prior, as it can be a long wait sometimes. If you any questions or concerns regarding this information please don't hesitate to contact me.
Thank you.

Alexa Meza

AT&T Service Assurance, Service Manager
Client Solutions & Operations

El Paso, TX

424.233.2738 | am4233@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424.233.2853 | nm187x@att.com

From: Nidia Martinez

Sent: Tuesday, November 14, 2017 9:34 AM

To: Al Appel; 'WOOD, BRADLEY D'; Michael Dalton-Martin; 'Jarrell, Larry'; Claudia Lujan

Cc: Herlinda Hernandez; Jessica Garcia; Brian Mook; Mike Norris; SharesSvcAfthrs; Enrique Ebarquen; Gloria Rubio; Brandon Rush; Stephen Beckley; Alexa Meza; Nidia Martinez

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Al,

Thank you for your response. We will be following up with you on Wednesday 11/15 to continue the testing.

Ticket number: 238318941

Description of the Trouble: Latency issues

Engagement received: Fri 11/10/2017 6:01 AM MST

Issue Opened: 11/09/2017 09:12 AM CST

Type of Service: BVOIP | USUSDEWBYNY02R

Address: 3810 SPRINGHURST BLVD LOUISVILLE KY

Access Hours: Mon – Fri, 8am – 5pm

CCON: Al Appel | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

LCON: Al Appel | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

Dispatch: Yes

Intrusive Test: Yes

Power To CPE: Yes

Nidia Martinez

Area Manager

Client Solutions & Operations

AT&T

El Paso, TX

O (424) 233-2853 | nm187x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F



From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Tuesday, November 14, 2017 9:18 AM

To: Nidia Martinez; 'WOOD, BRADLEY D'; Michael Dalton-Martin; 'Jarrell, Larry'; Claudia Lujan

Cc: Herlinda Hernandez; Jessica Garcia; Brian Mook; Mike Norris; SharesSvcsAfthrs; Enrique Ebarquen; Gloria Rubio; Brandon Rush; Stephen Beckley; Alexa Meza

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hi Nidia,

Our IT team will test this on Wednesday at 11:30 am.

Thank you,

Al

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Nidia Martinez [<mailto:nm187x@abs.att-mail.com>]

Sent: Tuesday, November 14, 2017 11:14 AM

To: WOOD, BRADLEY D <bw6258@att.com>; Michael Dalton-Martin <md649b@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Claudia Lujan <cl890h@abs.att-mail.com>; 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>

Cc: Herlinda Hernandez <hh558d@abs.att-mail.com>; Jessica Garcia <jg583p@abs.att-mail.com>; Brian Mook <bm648d@abs.att-mail.com>; Mike Norris <mn407d@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; Brandon Rush <br5325@abs.att-mail.com>; Stephen Beckley <sb209t@abs.att-mail.com>; Nidia Martinez <nm187x@abs.att-mail.com>; Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Al,

Thank you for joining the call with our T2 technician. As confirmed on our call you are supposed to be getting 50meg up and down. Our technicians would like to test your current speeds you are receiving by bypassing all equipment. Please provide a time and date your IT will be able to perform the test.

Ticket number: 238318941

Description of the Trouble: Latency issues

Engagement received: Fri 11/10/2017 6:01 AM MST

Issue Opened: 11/09/2017 09:12 AM CST

Type of Service: BVOIP | USUSDEWBYNY02R

Address: 3810 SPRINGHURST BLVD LOUISVILLE KY

Access Hours: Mon – Fri, 8am – 5pm

CCON: Al Appel | (502) 583-1749 Ext3133 | aappel@associatesindermatology.com

LCON: Al Appel | (502) 583-1749 Ext3133 | aappel@associatesindermatology.com

Dispatch: Yes

Intrusive Test: Yes

Power To CPE: Yes

Nidia Martinez

Area Manager

Client Solutions & Operations

AT&T

El Paso, TX

O (424) 233-2853 | nm187x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378



at&t

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Tuesday, November 14, 2017 7:28 AM

To: Michael Dalton-Martin; Jarrell, Larry; Claudia Lujan; 'aappel@associatesindermatology.com'; Montell Rose

Cc: Nidia Martinez; Herlinda Hernandez; Jessica Garcia; Brian Mook; Mike Norris; SharesSvcsAfthrs; Enrique Ebarguen; Gloria Rubio; Brandon Rush; Stephen Beckley

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

All,

We need to get to the bottom of this ASAP, What speed is expected and what is being delivered are the 2 questions that need to be answered right now. Please advise.

Regards,
Brad

From: DALTON, MICHAEL

Sent: Tuesday, November 14, 2017 7:31 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; LUJAN, CLAUDIA <cl890h@abs.att-mail.com>; 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>; ROSE, MONTELL <mr728m@abs.att-mail.com>

Cc: MARTINEZ, NIDIA <nm187x@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; GARCIA, JESSICA <jg583p@abs.att-mail.com>; MOOK, BRIAN <bm648d@abs.att-mail.com>; NORRIS, MIKE <mn407d@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; RUSH, BRANDON <br5325@abs.att-mail.com>

Subject: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Good morning team,

We are pending an answer from our service partners on if they are seeing anything that is causing latency on your circuit, or if they believe it is an overutilization problem. A daytime service manager will follow up with you shortly.

Thank you,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Sun-Wed Brandon Rush, br5325@att.com, (402) 516-1734
Wed-Sat Paul Lewis, pl6325@att.com, (402) 516-1691

Michael Dalton-Martin
Universal Service Manager
Client Solutions & Operations

AT&T
Omaha, NE
o 402-516-1457 | md649b@abs.att-mail.com
Office Hours: 11:00 P.M. to 8:00 A.M., CST, Sun-Thur
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Tuesday, November 14, 2017 6:06 AM

To: Claudia Lujan <cl890h@abs.att-mail.com>; 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>; Montell Rose <mr728m@abs.att-mail.com>

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Jessica Garcia <jg583p@abs.att-mail.com>; Brian Mook <bm648d@abs.att-mail.com>; Mike Norris <mn407d@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'bw6258@att.com' <bw6258@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

The question we are wanting to know is what is the speed we are suppose to be seeing. I am not sure why we cannot get this question answered.

Sent from my iPhone

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

From: Claudia Lujan [cl890h@abs.att-mail.com]

Sent: Monday, November 13, 2017 05:24 PM Central Standard Time

To: Al Appel; Montell Rose

Cc: Nidia Martinez; Herlinda Hernandez; Jessica Garcia; Brian Mook; Mike Norris; Jarrell, Larry; SharesSvcsAfthrs; Enrique Ebarquen; Gloria Rubio; WOOD, BRADLEY D

Subject: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello Al,

I have reached out to my service partners and have been advised that your ticket is still in queue to be reviewed by the next available Tier 2 technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please hit reply all to this email and I will address your question or concern at that time.

Continuous efforts to resolve your concern will go forth. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2599 or by hitting reply all to this email.

My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen, O: 424-233-2538, ee248a@abs.att-mail.com

Claudia Lujan

Critical Issues Resolution Manager

Client Solutions and Operations

AT&T

El Paso, TX

o 424-233-2599 | cl890h@abs.att-mail.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Monday, November 13, 2017 3:42 PM

To: Claudia Lujan; Montell Rose

Cc: Nidia Martinez; Herlinda Hernandez; Jessica Garcia; Brian Mook; Mike Norris; 'Jarrell, Larry'; SharesSvcsAfthrs; Enrique Ebarquen; Gloria Rubio; WOOD, BRADLEY D

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hi Claudia,

Can you tell me when our speeds will be at 25meg down and 25meg up?

Brad,

Our speeds should be 25 both ways, correct?

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Claudia Lujan [<mailto:cl890h@abs.att-mail.com>]
Sent: Monday, November 13, 2017 5:23 PM
To: Montell Rose <mr728m@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Jessica Garcia <jg583p@abs.att-mail.com>; Brian Mook <bm648d@abs.att-mail.com>; Mike Norris <mn407d@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello team,

My name is Claudia Lujan with the AT&T Service Assurance team. I am currently engaged on your issue. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I will review your ticket for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. Below I will provide you with my contact information, please don't hesitate to email me or call me if you have any questions or concerns.

Continuous efforts to resolve your concern will go forth. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2599 or by hitting reply all to this email.

My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen, O: 424-233-2538, ee248a@abs.att-mail.com

Claudia Lujan

Critical Issues Resolution Manager

Client Solutions and Operations

AT&T

El Paso, TX

o 424-233-2599 | cl890h@abs.att-mail.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Montell Rose

Sent: Monday, November 13, 2017 3:03 PM

To: Al Appel

Cc: Nidia Martinez; Herlinda Hernandez; Jessica Garcia; Brian Mook; Mike Norris; 'Jarrell, Larry'; Claudia Lujan; SharesSvcAfthrs

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello Abraham,

I have engaged my afterhours colleague Claudia Lujan to continue assisting on this issue. She will be providing you updates on our technicians progress. I have attached her to this thread and she will be reaching out to you soon. If during this process you have any questions or needs, please feel free to contact us directly by replying all to this email thread.

Ticket number: 238318941

Description of the Trouble: Latency issues

Engagement received: Fri 11/10/2017 6:01 AM MST

Issue Opened: 11/09/2017 09:12 AM CST

Type of Service: BVOIP | USUSDEWBVNYO2R

Address: 3810 SPRINGHURST BLVD LOUISVILLE KY

Access Hours: Mon – Fri, 8am – 5pm

CCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

LCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

Dispatch: Yes

Intrusive Test: Yes

Power To CPE: Yes

Thank you,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | (424) 233-2853 | nm187x@abs.att-mail.com

Montell Rose

Service Assurance Service Manager

Client Solutions & Operations

AT&T

El Paso, TX

(424)-233-2430 | mr728m@abs.att-mail.com

Office Hours: 6:00 A.M. to 3:00 P.M. | MDT | M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Montell Rose

Sent: Monday, November 13, 2017 1:46 PM

To: 'Al Appel'

Cc: Nidia Martinez; Herlinda Hernandez; 'Jarrell, Larry'

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello Abraham,

For an update, I have resubmitted for tier 2 escalation callback at (502) 583-1749 Ext3133 for further isolation testing. I will provide you their update as soon as I receive it. If you have any questions or concerns regarding this information, please don't hesitate to contact me.

Ticket number: 238318941

Description of the Trouble: Latency issues

Engagement received: Fri 11/10/2017 6:01 AM MST

Issue Opened: 11/09/2017 09:12 AM CST

Type of Service: BVOIP | USUSDEWBYNY02R

Address: 3810 SPRINGHURST BLVD LOUISVILLE KY

Access Hours: Mon – Fri, 8am – 5pm

CCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

LCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

Dispatch: Yes

Intrusive Test: Yes

Power To CPE: Yes

Thank you,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | (424) 233-2853 | nm187x@abs.att-mail.com

Montell Rose

Service Assurance Service Manager

Client Solutions & Operations

AT&T

El Paso, TX

(424)-233-2430 | mr728m@abs.att-mail.com

Office Hours: 6:00 A.M. to 3:00 P.M. | MDT | M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Monday, November 13, 2017 1:31 PM

To: Montell Rose

Cc: Nidia Martinez; Herlinda Hernandez; 'Jarrell, Larry'

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hi Montell,

Any updates?

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Montell Rose [<mailto:mr728m@abs.att-mail.com>]

Sent: Monday, November 13, 2017 1:18 PM

To: aappel@associatesin dermatology.com

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello Abraham,

Sorry that I missed you, I was calling to verify if your services had been restored; due to activity log showing the trouble was cleared. If you have any questions or concerns regarding this information, please don't hesitate to contact me.

Ticket number: 238318941
Description of the Trouble: Latency issues
Engagement received: Fri 11/10/2017 6:01 AM MST
Issue Opened: 11/09/2017 09:12 AM CST
Type of Service: BVOIP | USUSDEWBYNY02R
Address: 3810 SPRINGHURST BLVD LOUISVILLE KY
Access Hours: Mon – Fri, 8am – 5pm
CCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com
LCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com
Dispatch: Yes
Intrusive Test: Yes
Power To CPE: Yes

Thank you,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | (424) 233-2853 | nm187x@abs.att-mail.com

Montell Rose

Service Assurance Service Manager
Client Solutions & Operations

AT&T
El Paso, TX
(424)-233-2430 | mr728m@abs.att-mail.com
Office Hours: 6:00 A.M. to 3:00 P.M. | MDT | M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Montell Rose
Sent: Monday, November 13, 2017 7:24 AM
To: 'aappel@associatesin dermatology.com'
Cc: Nidia Martinez; Herlinda Hernandez
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello Abraham,

For an update, our BVOIP team has confirmed Live testing will be needed; I have submitted to our tier 2 for escalation and you should receive a call at (502) 583-1749 Ext3133 from our technicians regarding the process. If you have any questions or concerns regarding this information, please don't hesitate to contact me.

Ticket number: 238318941
Description of the Trouble: Latency issues
Engagement received: Fri 11/10/2017 6:01 AM MST

Issue Opened: 11/09/2017 09:12 AM CST
Type of Service: BVOIP | USUSDEWBYNY02R
Address: 3810 SPRINGHURST BLVD LOUISVILLE KY
Access Hours: Mon – Fri, 8am – 5pm
CCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com
LCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com
Dispatch: Yes
Intrusive Test: Yes
Power To CPE: Yes

Thank you,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | (424) 233-2853 | nm187x@abs.att-mail.com

Montell Rose

Service Assurance Service Manager

Client Solutions & Operations

AT&T

El Paso, TX

(424)-233-2430 | mr728m@abs.att-mail.com

Office Hours: 6:00 A.M. to 3:00 P.M. | MDT | M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Montell Rose

Sent: Friday, November 10, 2017 2:41 PM

To: 'aappel@associatesin dermatology.com'

Cc: Nidia Martinez; Herlinda Hernandez; SharesSvcsAfthrs

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello Abraham,

For an update, I have continued to escalate your callback from our Tier 2 technicians; no ETC has been presently provided but I will update when it is available. I will be leaving for day and adding our Afterhours team as an FYI only to the email trail. If you should need assistance this evening, please reach out to them by either replying all to this email or calling 844-288-7378. Otherwise, I will follow up with you Monday morning.

Ticket number: 238318941

Description of the Trouble: Latency issues

Engagement received: Fri 11/10/2017 6:01 AM MST

Issue Opened: 11/09/2017 09:12 AM CST

Type of Service: BVOIP | USUSDEWBYNY02R

Address: 3810 SPRINGHURST BLVD LOUISVILLE KY

Access Hours: Mon – Fri, 8am – 5pm

CCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

LCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

Dispatch: Yes

Intrusive Test: Yes

Power To CPE: Yes

Thank you,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | (424) 233-2853 | nm187x@abs.att-mail.com

Montell Rose

Service Assurance Service Manager

Client Solutions & Operations

AT&T

El Paso, TX

(424)-233-2430 | mr728m@abs.att-mail.com

Office Hours: 6:00 A.M. to 3:00 P.M. | MDT | M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Montell Rose

Sent: Friday, November 10, 2017 8:34 AM

To: 'aappel@associatesin dermatology.com'

Cc: Nidia Martinez; Herlinda Hernandez

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello Abraham,

For an update, I have submitted an escalation for your ticket and have advised our BVOIP team to reach out to you with during your access hours; I will provide a more specific time as that information becomes available to me. If you have any questions or concerns regarding this information, please don't hesitate to contact me.

Ticket number: 238318941

Description of the Trouble: Latency issues

Engagement received: Fri 11/10/2017 6:01 AM MST

Issue Opened: 11/09/2017 09:12 AM CST

Type of Service: BVOIP | USUSDEWBYNY02R

Address: 3810 SPRINGHURST BLVD LOUISVILLE KY

Access Hours: Mon – Fri, 8am – 5pm

CCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

LCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

Dispatch: Yes

Intrusive Test: Yes

Power To CPE: Yes

Thank you,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | (424) 233-2853 | nm187x@abs.att-mail.com

Montell Rose

Service Assurance Service Manager

Client Solutions & Operations

AT&T

El Paso, TX

(424)-233-2430 | mr728m@abs.att-mail.com

Office Hours: 6:00 A.M. to 3:00 P.M. | MDT | M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Montell Rose

Sent: Friday, November 10, 2017 6:43 AM

To: 'aappel@associatesin dermatology.com'

Cc: Nidia Martinez; Herlinda Hernandez

Subject: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello Abraham,

My name is Montell Rose with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me at 424-233-2622 or hit reply all to this email.

Ticket number: 238318941

Description of the Trouble: Latency issues

Engagement received: Fri 11/10/2017 6:01 AM MST

Issue Opened: 11/09/2017 09:12 AM CST

Type of Service: BVOIP | USUSDEWBYNY02R

Address: 3810 SPRINGHURST BLVD LOUISVILLE KY

Access Hours: Mon – Fri, 8am – 5pm

CCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

LCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

Dispatch: Yes

Intrusive Test: Yes

Power To CPE: Yes

Thank you,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | (424) 233-2853 | nm187x@abs.att-mail.com

Montell Rose

Service Assurance Service Manager

Client Solutions & Operations

AT&T

El Paso, TX

(424)-233-2430 | mr728m@abs.att-mail.com

Office Hours: 6:00 A.M. to 3:00 P.M. | MDT | M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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ENDRES, JAM (Legal)

From: BLACK, PAUL E
Sent: Friday, February 5, 2016 9:38 AM
To: 'Hope Flannery'
Subject: RE: Outstanding issues - Associates in Dermatology

OK. The Office @ Hand Implementation advisor can help us change the 502 number to an 812 number.

Paul Black

AT&T Corporate Business Solutions
Regional Sales Manager
Phone: 502-561-5835
Mobile: 502-553-3788
Fax: 866-398-2530
Email: pb7183@att.com

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

Need help with a personal account? Click here.
www.att.com/help

From: Hope Flannery [mailto:lhf@associatesindermatology.com]
Sent: Friday, February 05, 2016 6:45 AM
To: BLACK, PAUL E <pb7183@att.com>
Subject: RE: Outstanding issues - Associates in Dermatology

The phones were received yesterday and I am sending them over to the NA office today. I think the training is going to be sometime next week.

What are we changing the number for the church?

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Thursday, February 04, 2016 10:09 PM
To: Hope Flannery
Subject: RE: Outstanding issues - Associates in Dermatology

Hope:

The attached email from Office @ Hand was for the setup call that was to take place yesterday 2/3. Did this call take place? If so I can help get the number changed. If it did not take place we need to reach out to Office @ Hand tomorrow and reschedule. Also, have you received the phones?

I checked the order for the alarm line. The new phone number for that line is 502-589-5090. I am not sure why it never completed but I have a request in to get it rescheduled. I should have that tomorrow.

thanks

Paul Black

AT&T Corporate Business Solutions
Regional Sales Manager
Phone: 502-561-5835
Mobile: 502-553-3788
Fax: 866-398-2530
Email: pb7183@att.com

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

Need help with a personal account? Click here.
www.att.com/help

From: Hope Flannery [<mailto:lhf@associatesindermatology.com>]
Sent: Thursday, February 04, 2016 9:36 AM
To: BLACK, PAUL E <pb7183@att.com>
Subject: Outstanding issues - Associates in Dermatology
Importance: High

Paul,

I really need the phone number for the New Albany office that we worked on. You gave me a Ky number but I requested an Indiana number and you have sent me that info. We need this ASAP so that orders can be placed that they want a phone number on.

Also for the line we need for the alarm company, no one has gotten back with me. We need to get corrected ASAP as the alarm company cannot be notified if there is an issue at the building.

Hope Flannery
Chief Financial Officer
Associates in Dermatology, PLLC
3810 Springhurst Blvd., Suite 200
Louisville, KY 40241
Phone - 502-583-1749
Fax - 502-329-8184

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ENDRES, JAM (Legal)

From: Chrisel Daño <chrisel.dano@ringcentral.com>
Sent: Monday, February 1, 2016 4:17 PM
To: aappel@associatesindermatology.com; LHF@associatesindermatology.com
Cc: BLACK, PAUL E
Subject: RingCentral Office@Hand from AT&T Appointment Confirmation | ASSOCIATES IN DERMATOLOGY

Hi Hope and Al,

Office@Hand Phone Number: 5023732849

On behalf of AT&T, we'd like to thank you for choosing RingCentral Office@Hand for your business.

Your appointment is on 2/3/2016 at 10:00 AM Pacific Time.

The advisor will be calling you at: 502-583-1749

Our setup process includes:

- . Overview of the service
- . Walkthrough of the basic features and settings
- . Configuring the system to suit your business needs
- . Onboarding experience with a dedicated advisor

The meeting is designed to really make you more comfortable with the RingCentral Office@Hand service and to answer any questions you may have. You need to have access to a computer during the appointment.

In case you may need to reschedule an appointment, click on the link:

<https://officeathand.att.com/web/scheduler/appointment-new.html?eid=00U3400000i2s52EAA>

or call our Service Implementations Desk Hotline at 866-563-4703 option 1.

For quick answers to common questions, visit our help site: <http://support-officeathand.att.com>

If you are comfortable with the system and no training is required, let us know so we can close the ticket.

Cheers,

Chrisel Daño | Implementation Back Office Support
Service Implementations Desk Hotline: 866-563-4703



ENDRES, JAM (Legal)

From: BLACK, PAUL E
Sent: Thursday, February 4, 2016 10:09 PM
To: 'Hope Flannery'
Subject: RE: Outstanding issues - Associates in Dermatology
Attachments: RingCentral Office@Hand from AT&T Appointment Confirmation | ASSOCIATES IN DERMATOLOGY

Hope:

The attached email from Office @ Hand was for the setup call that was to take place yesterday 2/3. Did this call take place? If so I can help get the number changed. If it did not take place we need to reach out to Office @ Hand tomorrow and reschedule. Also, have you received the phones?

I checked the order for the alarm line. The new phone number for that line is 502-589-5090. I am not sure why it never completed but I have a request in to get it rescheduled. I should have that tomorrow.

thanks

Paul Black

AT&T Corporate Business Solutions
Regional Sales Manager
Phone: 502-561-5835
Mobile: 502-553-3788
Fax: 866-398-2530
Email: pb7183@att.com

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

Need help with a personal account? Click here.
www.att.com/help

From: Hope Flannery [mailto:lhf@associatesindermatology.com]
Sent: Thursday, February 04, 2016 9:36 AM
To: BLACK, PAUL E <pb7183@att.com>
Subject: Outstanding issues - Associates in Dermatology
Importance: High

Paul,

I really need the phone number for the New Albany office that we worked on. You gave me a Ky number but I requested an Indiana number and you have sent me that info. We need this ASAP so that orders can be placed that they want a phone number on.

Also for the line we need for the alarm company, no one has gotten back with me. We need to get corrected ASAP as the alarm company cannot be notified if there is an issue at the building.

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ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Friday, February 5, 2016 6:45 AM
To: BLACK, PAUL E
Subject: RE: Outstanding issues - Associates in Dermatology

The phones were received yesterday and I am sending them over to the NA office today. I think the training is going to be sometime next week.

What are we changing the number for the church?

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Thursday, February 04, 2016 10:09 PM
To: Hope Flannery
Subject: RE: Outstanding issues - Associates in Dermatology

Hope:

The attached email from Office @ Hand was for the setup call that was to take place yesterday 2/3. Did this call take place? If so I can help get the number changed. If it did not take place we need to reach out to Office @ Hand tomorrow and reschedule. Also, have you received the phones?

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Paul Black

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ENDRES, JAM (Legal)

From: BLACK, PAUL E
Sent: Friday, February 5, 2016 9:37 AM
To: 'Hope Flannery'
Subject: RE: Outstanding issues - Associates in Dermatology

The order for the alarm line has been rescheduled for Monday. They will call you when coming out.

thanks

Paul Black

AT&T Corporate Business Solutions
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Email: pb7183@att.com

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ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Thursday, January 28, 2016 12:05 PM
To: BLACK, PAUL E
Subject: RE: Our Meeting Today

Paul,

I did not get a call today. Will they reschedule?

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Wednesday, January 27, 2016 11:25 AM
To: Hope Flannery; 'Al Appel'
Subject: RE: Our Meeting Today

Yes. I can put a note on the order for them to call ahead. What number should they call?

Paul Black

AT&T Corporate Business Solutions
Regional Sales Manager
Phone: 502-561-5835
Mobile: 502-553-3788
Fax: 866-398-2530
Email: pb7183@att.com

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From: Hope Flannery [mailto:lhf@associatesindermatology.com]
Sent: Wednesday, January 27, 2016 11:25 AM
To: BLACK, PAUL E <pb7183@att.com>; 'Al Appel' <aappel@associatesindermatology.com>
Subject: RE: Our Meeting Today

Can they notify me when they are within 30 minutes of installation so that we don't have to sit down there all morning?

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Wednesday, January 27, 2016 11:14 AM
To: Al Appel; 'Hope Flannery'
Subject: RE: Our Meeting Today

It is due for tomorrow 8:00AM – 12:00PM as long as someone can meet the technician there. If it needs to be a later date and time just let me know.

Thanks!

Paul Black

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Email: pb7183@att.com

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From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, January 27, 2016 11:13 AM
To: BLACK, PAUL E <pb7183@att.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>
Subject: RE: Our Meeting Today

Hi Paul,

How long will it take to reactivate the old line?

The \$99.00 line will work for us.

Thank you,

Al

From: BLACK, PAUL E [<mailto:pb7183@att.com>]
Sent: Wednesday, January 27, 2016 10:33 AM
To: Hope Flannery <lhf@associatesin dermatology.com>; aappel@associatesin dermatology.com
Subject: RE: Our Meeting Today

OK. I will get an order placed to reactivate the old line. I will pass the order info over to you as soon as I have it.

Also I can go ahead and order the Office @ Hand phone service we discussed for the New Albany location. It will be a 2 user account for \$60 monthly. I just need to know which IP Phone you would like to order. The first page of the attached pricing sheet shows the basic phones. Just let me know which ones you would like to order and where they should be shipped.

Thanks!

Paul Black

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From: Hope Flannery [<mailto:lhf@associatesindermatology.com>]

Sent: Wednesday, January 27, 2016 8:48 AM

To: BLACK, PAUL E <pb7183@att.com>; aappel@associatesindermatology.com

Subject: RE: Our Meeting Today

Paul,

We tested the alarm yesterday and they did not get any signal whatsoever. So I am not sure that either line is connected.

From: BLACK, PAUL E [<mailto:pb7183@att.com>]

Sent: Thursday, January 21, 2016 3:29 PM

To: aappel@associatesindermatology.com; Hope Flannery

Subject: Our Meeting Today

Thank you for taking time to meet with me today and discuss your AT&T accounts. It was a pleasure to converse with you and I am looking forward to our continued partnership in 2016 and beyond.

Here are my action item takeaways from the meeting today. If further action requires your confirmation it will be noted below.

- I have placed RDS request # 012116OSW56078 to remove the 2 lines 502-420-0115 and 502-426-0144 from account 502-420-0115-001. One of the remaining phone lines on this account will not become the lead account number so the account number on your monthly statement will change. Hope will receive email confirmation of this request once it is assigned to a specialist.
- I issued a credit of \$501.48 to this account to compensate you for some of the time it has taken to complete this request.
- I have placed a disconnect request on Uverse account 146547566 that will complete tomorrow 1/22/16. Order number 2423057988A
- I also issued an adjustment of \$350 for 90 days billing on this account.
- Account 502-587-8322-001 was disconnected back in September. I am concerned that the alarm service at the downtown building is actually now working over the Uverse voice line and when we disconnect you may lose alarm service. **Please call me when you have a moment to discuss.**
- Account 171-795-3422-001 appears to be long distance charges for 812 numbers, I am assuming in the New Albany office. I have attached a detailed bill.

Best Regards,

Paul Black

AT&T Corporate Business Solutions

Strategic Account Manager II

Phone: 502-561-5835

Mobile: 502-553-3788

Fax: 866-398-2530

Email: pb7183@att.com

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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Tuesday, January 26, 2016 4:05 PM
To: BLACK, PAUL E; 'Hope Flannery'
Subject: RE: Our Meeting Today

Paul,

I appreciate your quick response and helping us fix these issues. The church alarm is a big concern and we need to have 1 working phone line.

Thanks,

Al

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Thursday, January 21, 2016 3:29 PM
To: aappel@associatesin dermatology.com; Hope Flannery <lhf@associatesin dermatology.com>
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ENDRES, JAM (Legal)

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Subject: RE: Our Meeting Today

502-625-2221

From: BLACK, PAUL E [mailto:pb7183@att.com]
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To: Hope Flannery; 'Al Appel'
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- I issued a credit of \$501.48 to this account to compensate you for some of the time it has taken to complete this request.
- I have placed a disconnect request on Uverse account 146547566 that will complete tomorrow 1/22/16. Order number 2423057988A
- I also issued an adjustment of \$350 for 90 days billing on this account.
- Account 502-587-8322-001 was disconnected back in September. I am concerned that the alarm service at the downtown building is actually now working over the Uverse voice line and when we disconnect you may lose alarm service. **Please call me when you have a moment to discuss.**
- Account 171-795-3422-001 appears to be long distance charges for 812 numbers, I am assuming in the New Albany office. I have attached a detailed bill.

Best Regards,

Paul Black

AT&T Corporate Business Solutions

Strategic Account Manager II

Phone: 502-561-5835

Mobile: 502-553-3788

Fax: 866-398-2530

Email: pb7183@att.com

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

je747q



je747q

Microsoft Outlook - Memo Style

01/31/20 11:35 AM

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Wednesday, January 27, 2016 11:25 AM
To: BLACK, PAUL E; 'Al Appel'
Subject: RE: Our Meeting Today

Can they notify me when they are within 30 minutes of installation so that we don't have to sit down there all morning?

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Wednesday, January 27, 2016 11:14 AM
To: Al Appel; 'Hope Flannery'
Subject: RE: Our Meeting Today

It is due for tomorrow 8:00AM – 12:00PM as long as someone can meet the technician there. If it needs to be a later date and time just let me know.

Thanks!

Paul Black

AT&T Corporate Business Solutions
Regional Sales Manager
Phone: 502-561-5835
Mobile: 502-553-3788
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Email: pb7183@att.com

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www.att.com/help

From: Al Appel [mailto:aappel@associatesindermatology.com]
Sent: Wednesday, January 27, 2016 11:13 AM
To: BLACK, PAUL E <pb7183@att.com>; 'Hope Flannery' <lhf@associatesindermatology.com>
Subject: RE: Our Meeting Today

Hi Paul,

How long will it take to reactivate the old line?

The \$99.00 line will work for us.

Thank you,

Al

From: BLACK, PAUL E [<mailto:pb7183@att.com>]
Sent: Wednesday, January 27, 2016 10:33 AM
To: Hope Flannery <lhf@associatesindermatology.com>; aappel@associatesindermatology.com
Subject: RE: Our Meeting Today

OK. I will get an order placed to reactivate the old line. I will pass the order info over to you as soon as I have it.

Also I can go ahead and order the Office @ Hand phone service we discussed for the New Albany location. It will be a 2 user account for \$60 monthly. I just need to know which IP Phone you would like to order. The first page of the attached pricing sheet shows the basic phones. Just let me know which ones you would like to order and where they should be shipped.

Thanks!

Paul Black

AT&T Corporate Business Solutions
Regional Sales Manager
Phone: 502-561-5835
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Fax: 866-398-2530
Email: pb7183@att.com

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Need help with a personal account? Click here.
www.att.com/help

From: Hope Flannery [<mailto:lhf@associatesindermatology.com>]
Sent: Wednesday, January 27, 2016 8:48 AM
To: BLACK, PAUL E <pb7183@att.com>; aappel@associatesindermatology.com
Subject: RE: Our Meeting Today

Paul,

We tested the alarm yesterday and they did not get any signal whatsoever. So I am not sure that either line is connected.

From: BLACK, PAUL E [<mailto:pb7183@att.com>]
Sent: Thursday, January 21, 2016 3:29 PM
To: aappel@associatesindermatology.com; Hope Flannery
Subject: Our Meeting Today

Thank you for taking time to meet with me today and discuss your AT&T accounts. It was a pleasure to converse with you and I am looking forward to our continued partnership in 2016 and beyond.

Here are my action item takeaways from the meeting today. If further action requires your confirmation it will be noted below.

- I have placed RDS request # 012116OSW56078 to remove the 2 lines 502-420-0115 and 502-426-0144 from account 502-420-0115-001. One of the remaining phone lines on this account will not become the lead account number so the account number on your monthly statement will change. Hope will receive email confirmation of this request once it is assigned to a specialist.
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Best Regards,

Paul Black

AT&T Corporate Business Solutions
Strategic Account Manager II
Phone: 502-561-5835
Mobile: 502-553-3788
Fax: 866-398-2530
Email: pb7183@att.com

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesin dermatology.com>
Sent: Wednesday, January 27, 2016 4:04 PM
To: BLACK, PAUL E
Subject: RE: Our Meeting Today

Do you have the new phone number yet?

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Wednesday, January 27, 2016 11:25 AM
To: Hope Flannery; 'Al Appel'
Subject: RE: Our Meeting Today

Yes. I can put a note on the order for them to call ahead. What number should they call?

Paul Black

AT&T Corporate Business Solutions
Regional Sales Manager
Phone: 502-561-5835
Mobile: 502-553-3788
Fax: 866-398-2530
Email: pb7183@att.com

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Thanks!

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Regional Sales Manager
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Mobile: 502-553-3788
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Email: pb7183@att.com

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Thanks!

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Email: pb7183@att.com

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Best Regards,

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Strategic Account Manager II

Phone: 502-561-5835

Mobile: 502-553-3788

Fax: 866-398-2530

Email: pb7183@att.com

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ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Thursday, January 28, 2016 7:24 AM
To: BLACK, PAUL E
Subject: RE: Our Meeting Today

I am sorry. I should have clarified. Do we have the new phone number for the NA location that we discussed last week?

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

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Wednesday, January 27, 2016 4:05 PM
To: Hope Flannery
Subject: Re: Our Meeting Today

it is the same as the old number.

502-587-8322

Sent from my iPad

> On Jan 27, 2016, at 3:03 PM, Hope Flannery
<lhf@associatesindermatology.com> wrote:

>
> 502-587-8322

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesin dermatology.com>
Sent: Thursday, January 28, 2016 9:54 AM
To: BLACK, PAUL E
Subject: RE: Our Meeting Today

I am sorry. I thought Al responded in a email. We are okay with the basic model that was \$99.

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

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Thursday, January 28, 2016 9:37 AM
To: Hope Flannery
Subject: RE: Our Meeting Today

We can get the numbers quickly. I just need to order it and before I do I need to get your approval on which phones you would like to select. The first page of the attached document shows the basic phones that I think best fit your application.

Let me know which model you would like. I will place the order and you will get an email within 48 hours with your portal info and number assignments.

The phones will arrive, you plug them in to the internet, they self-configure and are off and running.

Thanks!

Paul Black
AT&T Corporate Business Solutions
Regional Sales Manager
Phone: 502-561-5835
Mobile: 502-553-3788
Fax: 866-398-2530
Email: pb7183@att.com

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ENDRES, JAM (Legal)

From: BLACK, PAUL E
Sent: Thursday, January 28, 2016 11:31 AM
To: 'Hope Flannery'; 'Al Appel'
Subject: RE: Our Meeting Today

Thank you for confirming. I did receive that email but I misconstrued that info as pertaining to the security line.

The order has been placed and the phones will be shipped. You should receive an email within 24-48 hours that will give you your portal access and confirm a scheduled call with an implementation consultant.

Please add me to replies on any emails you receive and I can help coordinate.

Thanks!

Paul Black
AT&T Corporate Business Solutions
Regional Sales Manager
Phone: 502-561-5835
Mobile: 502-553-3788
Fax: 866-398-2530
Email: pb7183@att.com

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Regional Sales Manager
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Sent: Wednesday, January 27, 2016 4:05 PM
To: Hope Flannery
Subject: Re: Our Meeting Today

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502-587-8322

Sent from my iPad

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<lhf@associatesindermatology.com> wrote:
>
> 502-587-8322

ENDRES, JAM (Legal)

From: SHUFF, SUZANNE A
Sent: Thursday, January 28, 2016 11:43 AM
To: BLACK, PAUL E
Subject: RE: Order N4479LL6 due today 01-28..FAO in SOCS...

Yes

Suzanne Shuff

Louisville Small Business Office
Fax: 866 679-9806



From: BLACK, PAUL E
Sent: Thursday, January 28, 2016 11:33 AM
To: SHUFF, SUZANNE A
Subject: RE: Order N4479LL6 due today 01-28..FAO in SOCS...

Thanks. Sorry I didn't realize it had been ported. I see the order is still in for today. Can we still meet that commitment?

Paul Black

AT&T Corporate Business Solutions
Regional Sales Manager
Phone: 502-561-5835
Mobile: 502-553-3788
Fax: 866-398-2530
Email: pb7183@att.com

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www.att.com/help

From: SHUFF, SUZANNE A
Sent: Thursday, January 28, 2016 10:34 AM
To: BLACK, PAUL E <pb7183@att.com>
Subject: RE: Order N4479LL6 due today 01-28..FAO in SOCS...

The new number is 502 589-5090

Suzanne Shuff
Louisville Small Business Office
Fax: 866 679-9806



From: BLACK, PAUL E
Sent: Thursday, January 28, 2016 10:31 AM
To: SHUFF, SUZANNE A
Subject: Re: Order N4479LL6 due today 01-28..FAO in SOCS...

A new number is fine. it is an alarm line.

Sent from my iPad

On Jan 28, 2016, at 9:30 AM, SHUFF, SUZANNE A <ss5501@att.com> wrote:

TN 502.587.8322 IS PORTED OUT

Do they need a new number? If not they need AMC?

Suzanne Shuff
Louisville Small Business Office
Fax: 866 679-9806
<image001.png>

From: MOORE, SANDRA C
Sent: Thursday, January 28, 2016 10:17 AM
To: SHUFF, SUZANNE A
Cc: HOGAN, MELISSA E
Subject: Order N4479LL6 due today 01-28..FAO in SOCS...

See error and first page of order below...

Thank you,
Sandra C. Moore
SFJRT

TN 502.587.8322 IS PORTED OUT -
888-509-9399 TNAC

SR **FAO** VN 000 SI 502569 RC BO PD - - AC N TI SOI BF RG N
TN **502 587-8322** SA CC 002 CD - - EX LSVL AD 01-27-16 HU 1042 ID 01-27
ORD N4479LL6 CS 1FBL SLS **YRNRGQB** DD 01-28-16 AC * AP W MA
ZRTI K,B,866 211-8658,SS,502582 IDZIP40202
ICENTS90

ZSLI ---DIR
ZTM 0800A-1200P IDDA BA
IPCL Y 01-27-2016 IDEL A1
ITTRA502 569
ZDDD 01-28-16 ---BILL
ZOCD 01-28-2016 IBN1 ASSOICATE IN
IFCI FTTN IBN2 DERMATOLOGY
IBA3 3810 SPRINGHURST BLVD # 200
---LIST IPO LOUISVILLE KY 40241
INP (NON-PUB) ASSOCIATES; IN ITAR 000,856
DERMATOLOGY IZAENN
ILA 324 E BROADWAY, LOUISVILLE ICI CORP P HOPE FLANNERY CBR
ISA 324 E BROADWAY, LOUISVILLE 5026252221 TRT: HOPE FLANNERY
IFCTN502 587-8322;D ONLY OBS: NPS
IYPH 999001 ICC D
NONE IOWNRC
ISIC 1799 MORE SCROLL =>

ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesindermatology.com>
Sent: Thursday, February 9, 2017 4:28 PM
To: WOOD, BRADLEY D
Cc: BLACK, PAUL E; 'Jarrell, Larry'
Subject: RE: New service for NA

Fine with me.

Al

From: WOOD, BRADLEY D [mailto:bw6258@att.com]
Sent: Thursday, February 09, 2017 4:12 PM
To: Al Appel <aappel@associatesindermatology.com>
Cc: BLACK, PAUL E <pb7183@att.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>
Subject: Re: New service for NA

Al,

Does Tuesday afternoon around 2:00 work for you?

Regards,
Brad

Sent from my iPhone

On Feb 9, 2017, at 4:09 PM, Al Appel <aappel@associatesindermatology.com> wrote:

Hi Brad,

We had our phone call today and we really do not need an MPLS with our new practice management system. I have copied our new IT guru, Larry Jarrell on this since he is replacing Bart. Can we set up a meeting to talk about our different options?

Thanks,

Al

From: Al Appel [mailto:aappel@associatesindermatology.com]
Sent: Thursday, August 25, 2016 2:21 PM
To: 'BLACK, PAUL E' <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: Al Appel <aappel@associatesindermatology.com>
Subject: New service for NA

Good afternoon,

As we discussed yesterday our new service will consist of:

Our existing charge is \$5800 and with the other upgrade it would have been \$6,100

Our new service will be \$5,494 and will be 100 meg at both sites with 50 meg from site to site. Also it will have 80 meg network based firewalls and if the internet goes down in Springhurst we will not lose service in NA.

Please let me know if there is anything I missed or not accurate.

Thanks,

Al

Al Appel

**Chief Administrative Officer
Associates in Dermatology, PLLC
3810 Springhurst Blvd., Suite 200
Louisville, KY 40241
Phone 502-583-1749
Fax 502-329-7599**

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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Thursday, February 9, 2017 4:10 PM
To: BLACK, PAUL E; WOOD, BRADLEY D; 'Jarrell, Larry'
Subject: RE: New service for NA

Hi Brad,

We had our phone call today and we really do not need an MPLS with our new practice management system. I have copied our new IT guru, Larry Jarrell on this since he is replacing Bart. Can we set up a meeting to talk about our different options?

Thanks,

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Al Appel

Chief Administrative Officer
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3810 Springhurst Blvd., Suite 200
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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesindermatology.com>
Sent: Wednesday, August 24, 2016 5:48 PM
To: 'Pete Mikiten'
Cc: WOOD, BRADLEY D; BLACK, PAUL E
Subject: RE: Network question

Thank you!!

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

From: Pete Mikiten [mailto:pmikiten@matrixintegration.com]
Sent: Wednesday, August 24, 2016 5:44 PM
To: Al Appel <aappel@associatesindermatology.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: Re: Network question

It is a PRI handoff. Version 6. Thanks!

Sent from my iPhone

On Aug 24, 2016, at 4:26 PM, Al Appel
<aappel@associatesindermatology.com<mailto:aappel@associatesindermatology.com>> wrote:

Hi Pete,

We are looking at new service with AT&T and we need to know if we have PRI or SIT, what version of software?

Thank you,

Al

Al Appel
Chief Administrative Officer
Associates in Dermatology, PLLC
3810 Springhurst Blvd., Suite 200
Louisville, KY 40241
Phone 502-583-1749
Fax 502-329-7599

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It is intended solely for the addressee and it falls under Matrix Integration's Confidential and Privileged Communication notice.

To read this disclaimer please click
here<<http://www.matrixintegration.com/disclaimer/>>

ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Friday, July 27, 2018 12:05 PM
To: ETHERTON, BRITTANEE
Cc: BLACK, PAUL E; FITZGERALD, MILES; Laurie Bowling; Charlie McCall; Larry Jarrell; Corky Webb (corky@sptsolutions.com); Al Appel
Subject: RE: Meeting on refunds/credits

Hi Brittanee,

I filed a complaint today with the Public Service Commission and they will call me within 3 business days to go over the next steps to be relieved from this contract. We will wait until we hear from them before we file a complaint with the Attorney General's office.

Just to reiterate what we are looking for:

- relieved from our contract
- 90 days to find another carrier
- refunds on all accounts we were overcharged for

Kindest regards,

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: ETHERTON, BRITTANEE <bl225w@att.com>
Sent: Thursday, July 26, 2018 3:11 PM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: BLACK, PAUL E <pb7183@att.com>; FITZGERALD, MILES <mf079j@att.com>; Laurie Bowling <lbowling@associatesin dermatology.com>; Charlie McCall <cmccall@associatesin dermatology.com>; Larry Jarrell

<Larry.Jarrell@intermedix.com>; Corky Webb (corky@sptsolutions.com) <corky@sptsolutions.com>

Subject: Re: Meeting on refunds/credits

Good Afternoon Al,

I apologize for the delay, I have been traveling this week.

After researching my resources here's what I have found...I am able to put in the disconnect requests, however, we do not have a department that has the ability to alter contracts.

I understand you are not interested in correcting these accounts. Just know that I am more than happy to assist if you decide otherwise.

I can start the disconnects as instructed by you when you are ready.

Please let me know what you decide.

Best regards,

Brittanee Etherton

Client Solutions Executive

AT&T

Small Business Solutions

[601 W. Chestnut St](#)

[Louisville, KY 40203](#)

M: [502.224.9613](#)

F: [866.628.4922](#)

BI225w@att.com

On Jul 25, 2018, at 4:14 PM, Al Appel <aappel@associatesin dermatology.com> wrote:

Hi Brittanee,

I have not heard anything since my last email 3 days ago. If I do not hear anything from you or whoever has the authority to address my letter by Friday, we will file a complaint with the Public Service Commission.

Kindest regards,

Al

Al Appel

Chief Administrative Officer

<image001.jpg>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Al Appel
Sent: Friday, July 20, 2018 11:36 AM
To: ETHERTON, BRITTANEE <bl225w@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; Laurie Bowling <lbowling@associatesin dermatology.com>; Charlie McCall <cmccall@associatesin dermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: RE: Meeting on refunds/credits
Importance: High

Brittane, we are past the point of rectifying this, I need this letter sent to who is authorized to act upon it and that there will not be a termination penalty. If AT&T wants to go and that that direction we will file a complaint with the (Public service commission) as well as compile all the vendor bills and engage legal.

It is more wasted time again when we have 4 years of time spent trying to implement AT&T's solution.

Kindest regards,

Al

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
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From: ETHERTON, BRITTANEE <bl225w@att.com>
Sent: Wednesday, July 18, 2018 8:50 AM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; Laurie Bowling <lbowling@associatesin dermatology.com>; Charlie McCall <cmccall@associatesin dermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>
Subject: RE: Meeting on refunds/credits

Al,

As your new account manager I am here to rectify these accounts and assist you and your company in any way I can.

Regarding the request attached, I am more than happy to assist with consolidating these accounts so that they bill correctly in the future. I will assist with any credits due, as well as any disconnects that are outstanding

I am not authorized to make decisions regarding contracts or legal matters. Therefore, I cannot advise either way.

I can obtain early termination fees for you at your request.

Best Regards,

Brittaneetherton

Client Solutions Executive

AT&T

Small Business Solutions
534 Armory Place
Louisville, KY 40202
M: 502.224.9613
F: 866.628.4922
Bl225w@att.com

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Tuesday, July 17, 2018 12:03 PM

To: ETHERTON, BRITTANEE <bl225w@att.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; Laurie Bowling <bowling@associatesin dermatology.com>;

Charlie McCall <cmccall@associatesin dermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>

Subject: RE: Meeting on refunds/credits

Hi Brittaneetherton,

Please provide a status update on our request.

Thank you,

Al

Al Appel

Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
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From: ETHERTON, BRITTANEE <bl225w@att.com>
Sent: Thursday, July 5, 2018 3:18 PM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: FITZGERALD, MILES <mf079j@att.com>
Subject: RE: Meeting on refunds/credits

Good Afternoon Al,

My name is Brittanee Etherton, I will be your new AT&T account manager effective July 1st. I wanted to reach out to you to introduce myself and also to let you know that I look forward to working with you.

Are you available to meet Wednesday after 12pm EST? I could also do Tuesday 10am EST or before if you would prefer.

Please let me know what works best for you so that we can address these credits.

Brittanee Etherton
Client Solutions Executive

AT&T
Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.224.9613
F: 866.628.4922
Bl225w@att.com

From: FITZGERALD, MILES
Sent: Thursday, July 05, 2018 3:00 PM
To: Al Appel <aappel@associatesin dermatology.com>; Larry Jarrell <larry.jarrell@intermedix.com>; Charlie McCall <cmccall@associatesin dermatology.com>
Cc: ETHERTON, BRITTANEE <bl225w@att.com>
Subject: RE: Meeting on refunds/credits

Hi Al,

I am actually attaching your new Account Manager Brittaneetherton who just started July 1st. I will still be supporting the account as well. I have some time off next week but I will have her work with you to get a time set up.

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: Al Appel <aappel@associatesindermatology.com>

Sent: Thursday, July 05, 2018 2:41 PM

To: FITZGERALD, MILES <mf079j@att.com>; Larry Jarrell <larry.jarrell@intermedix.com>; Charlie McCall <cmccall@associatesindermatology.com>

Subject: Meeting on refunds/credits

Hi Miles,

We are ready to meet with you on our refund status/credits for failed cut overs.

Any days next week work for you?

Thank you,

Al

Al Appel
Chief Administrative Officer
< >
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Importance: High

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Client Solutions Executive

AT&T

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M: 502.224.9613
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Al Appel
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Client Solutions Executive

AT&T

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Subject: Meeting on refunds/credits

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Al Appel
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ENDRES, JAM (Legal)

From: MATHEWS, THOMAS
Sent: Thursday, March 29, 2018 12:07 PM
To: aappel@associatesin dermatology.com; Larry.Jarrell@intermedix.com; dglassford@psr-cis.com; dbest@matrixintegration.com; cball@matrixintegration.com; SPIKNER, STEPHANIE J
Subject: Associates in Dermatology - TTU plan of action for Louisville and New Albany

Hi Team,

Per our call this morning please review bullet points below:

1. Voice TN move for Louisville – scheduled for 04/26/18 @ 6 PM EST, calendar invite sent.
2. Data TTU and TN porting from Ameritech for New Albany – scheduled for 04/26/18 @ 6 PM EST – Stephanie Spikner will send calendar invite
3. Dru to make sure that resources are available to Voice vendor support at Louisville and Ameritech at the same time.

Let me know if I missed anything else.

Regards,

Thomas V. Mathews

Order Specialist | IPFLEX Move Team
Global Product Ordering

AT&T Technology Operations

30 Knightsbridge Road, Piscataway, New Jersey 08854

Office: 732-844-5553 | Mobile: 201-975-9066 | tm018x@att.com

Next Level Support: Area Manager- Susan Rocco- Phone: 732-844-5108 or Email: sr2484@att.com

AT&T Internal partners please refer to the Internal Support Process & Guide in advance of engaging next level. [LINK](#)

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ENDRES, JAM (Legal)

From: MATHEWS, THOMAS
Sent: Thursday, April 26, 2018 1:26 PM
To: Larry Jarrell; aappel@associatesindermatology.com; dbest@matrixintegration.com; best@matrixintegration.com; cball@matrixintegration.com; WOOD, BRADLEY D; BLACK, PAUL E; EXCONDE, ROINEL
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y
Attachments: Associates in Dermatology - TTU plan of action for Louisville and New Albany

Hi Larry,

Per our conversation in the attached email, it was agreed to do the cut at both sites today and Dru had made resources available to be at both sites.
Has plans changed?

Dru and Chris,

Will your representative be able to move data cable from existing router to new router and test speed using laptop connected to the router at the Louisville site this evening?

Gentlemen,

Let me know if I need to cancel the schedule for Louisville?

Regards,

Thomas V. Mathews

Order Specialist | IPFLEX Move Team
Global Product Ordering

AT&T Technology Operations

30 Knightsbridge Road, Piscataway, New Jersey 08854
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From: Larry Jarrell [mailto:Larry.Jarrell@intermedix.com]
Sent: Thursday, April 26, 2018 1:15 PM
To: MATHEWS, THOMAS <tm018x@att.com>
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

We already have a test and turn up for New Albany we cannot do The Louisville location at same time.

Sent with BlackBerry Work
(www.blackberry.com)

From: MATHEWS, THOMAS <tm018x@att.com>
Date: Thursday, Apr 26, 2018, 13:10
To: Larry Jarrell <Larry.Jarrell@intermedix.com>
Subject: FW: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

-----Original Appointment-----

From: MATHEWS, THOMAS
Sent: Thursday, March 29, 2018 10:11 AM
To: MATHEWS, THOMAS; Larry.Jarrell@intermedix.com; Al Appel; dbest@matrixintegration.com; dglassford@psr-cis.com; cball@matrixintegration.com; BLACK, PAUL E; EXCONDE, ROINEL; SPIKNER, STEPHANIE J; DESANTIS, MICHAEL E
Subject: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y
When: Thursday, April 26, 2018 6:00 PM-7:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Bridge Information: 866-634-6017 - Participant's Code: 3673442#

Hi Team,

Thank you for ordering AT&T BVoIP Service. I am pleased to inform you that your service has been successfully provisioned and we are ready to perform Test & Turn-Up activities.

The Test & Turn-Up date and time **Associates in Dermatology (Louisville)** is **04/26/18 at 6 PM EST**. If the date or time for the TTU is inconvenient for you, please contact me immediately at 732-844-5553 as failure to do so could potentially lead to an interruption of your service.

Visit the AT&T Business Voice-over IP Implementation Planner web-site at <http://www.corp.att.com/bvoip/#features> and review the appropriate service-specific Test & Turn-Up checklist thoroughly prior to the call. The page is password protected. Hence, please enter the user name "att" and password "attvoip" to access the contents.

Please be advised to have your PBX Vendor, documentation and/or your own technical resources that are knowledgeable about your PBX/CPE (Customer Premise Equipment) at your site during the TTU call in order to properly conduct the Test & Turn-Up activities. Failure to do so could potentially lead to an interruption of your service.

Please call the AT&T Business Voice-over IP Service Delivery Center of Excellence at 1-888-613-6492 if you need any assistance or have any questions or concerns.

Special instructions for BVoIP on Ethernet Transport:

Note the CCG link: <http://www.corp.att.com/bvoip/ipflex/training/>

Username: att

Password: attvoip

Here are the details of your scheduled Test & Turn-Up:

TTU Date: **04/26/18 at 6 PM EST**

TTU Category: TTU-SA

TTEC: TTEC BVoIP-Standard

Notes: This is a standard BVoIP Service activation event.

Customer Order Information:

Associates in Dermatology (Louisville)

IUEC.735467..ATI

1-64SH4HF-B0001-0002

VR17060977

ISR17040330887

171505100

3249-5482

Local Contact (LCON): Al Appel

Premise Location: 3810 Springhurst Blvd, Louisville, KY 40241

Office: 502-583-1749

Move OS: Thomas V. Mathews

Office: 732-844-5553

Email: tvm018x@att.com

Bridge Information: 866-634-6017

Host Code: 4979271#

Participant's Code: 3673442#

TTE: Michael E Desantis - md4512@att.com

Regards,

Thomas V. Mathews

Order Specialist | IPFLEX Move Team

Global Product Ordering

AT&T Technology Operations

30 Knightsbridge Road, Piscataway, New Jersey 08854

Office: 732-844-5553 | Mobile: 732-208-6953 | tm018x@att.com

Next Level Support: Area Manager- Bill Smith- Phone: 732-208-9975 or Email: ws6943@att.com

AT&T Internal partners please refer to the Internal Support Process & Guide in advance of engaging next level. [LINK](#)

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The information contained in this message is confidential and may be privileged and/or protected under law. If you receive this message in error, please notify us immediately by forwarding a copy to compliance@intermedix.com and delete the original message and any attachments.

ENDRES, JAM (Legal)

From: Larry Jarrell <Larry.Jarrell@intermedix.com>
Sent: Thursday, April 26, 2018 1:27 PM
To: MATHEWS, THOMAS; aappel@associatesindermatology.com; dbest@matrixintegration.com; best@matrixintegration.com; cball@matrixintegration.com; WOOD, BRADLEY D; BLACK, PAUL E; EXCONDE, ROINEL
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Matrix?

Sent with BlackBerry Work
(www.blackberry.com)

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Username: att

Password: attvoip

Here are the details of your scheduled Test & Turn-Up:

TTU Date: **04/26/18 at 6 PM EST**

TTU Category: TTU-SA

TTEC: TTEC BVoIP-Standard

Notes: This is a standard BVoIP Service activation event.

Customer Order Information:

Associates in Dermatology (Louisville)

IUEC.735467..ATI

1-645H4HF-B0001-0002

VR17060977

ISR17040330887

171505100

3249-5482

Local Contact (LCON): Al Appel

Premise Location: 3810 Springhurst Blvd, Louisville, KY 40241

Office: 502-583-1749

Move OS: Thomas V. Mathews

Office: 732-844-5553

Email: tvm018x@att.com

Bridge Information: 866-634-6017

Host Code: 4979271#

Participant's Code: 3673442#

TTE: Michael E Desantis - md4512@att.com

Regards,

Thomas V. Mathews

Order Specialist | IPFLEX Move Team

Global Product Ordering

AT&T Technology Operations

30 Knightsbridge Road, Piscataway, New Jersey 08854

Office: 732-844-5553 | Mobile: 732-208-6953 | tm018x@att.com

Next Level Support: Area Manager- Bill Smith- Phone: 732-208-9975 or Email: ws6943@att.com

AT&T Internal partners please refer to the Internal Support Process & Guide in advance of engaging next level. [LINK](#)

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ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Thursday, April 26, 2018 1:38 PM
To: Larry Jarrell; MATHEWS, THOMAS; aappel@associatesindermatology.com; dbest@matrixintegration.com; best@matrixintegration.com; cball@matrixintegration.com; BLACK, PAUL E; EXCONDE, ROINEL
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Guys,

I spoke with Thomas and there are 2 task here planned for tonight.

1. Moving Springhurst numbers from old IPFlex circuit to the new circuit. (Thomas Mathews to complete)
2. Turning up data and porting TN's at New Albany from analog POTS lines to IPFlex (Spinaker to complete)

According to Thomas email he attached that was the plan, have things changed?

Regards,
Brad

From: Larry Jarrell [mailto:Larry.Jarrell@intermedix.com]
Sent: Thursday, April 26, 2018 1:27 PM
To: MATHEWS, THOMAS <tm018x@att.com>; aappel@associatesindermatology.com; dbest@matrixintegration.com; best@matrixintegration.com; cball@matrixintegration.com; WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; EXCONDE, ROINEL <re388t@att.com>
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Matrix?

Sent with BlackBerry Work
(www.blackberry.com)

From: MATHEWS, THOMAS <tm018x@att.com>
Date: Thursday, Apr 26, 2018, 13:26
To: Larry Jarrell <Larry.Jarrell@intermedix.com>, aappel@associatesindermatology.com <aappel@associatesindermatology.com>, dbest@matrixintegration.com <dbest@matrixintegration.com>, best@matrixintegration.com <best@matrixintegration.com>, cball@matrixintegration.com <cball@matrixintegration.com>, WOOD, BRADLEY D <bw6258@att.com>, BLACK, PAUL E <pb7183@att.com>, EXCONDE, ROINEL <re388t@att.com>
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Hi Larry,

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Has plans changed?

Dru and Chris,

Will your representative be able to move data cable from existing router to new router and test speed using laptop connected to the router at the Louisville site this evening?

Gentlemen,

Let me know if I need to cancel the schedule for Louisville?

Regards,

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Order Specialist | IPFLEX Move Team
Global Product Ordering

AT&T Technology Operations

30 Knightsbridge Road, Piscataway, New Jersey 08854
Office: 732-844-5553 | Mobile: 201-975-9066 | tm018x@att.com
Next Level Support: Area Manager- Susan Rocco- Phone: 732-844-5108 or Email: sr2484@att.com

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We already have a test and turn up for New Albany we cannot do The Louisville location at same time.

Sent with BlackBerry Work
(www.blackberry.com)

From: MATHEWS, THOMAS <tm018x@att.com>
Date: Thursday, Apr 26, 2018, 13:10
To: Larry Jarrell <Larry.Jarrell@intermedix.com>
Subject: FW: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

-----Original Appointment-----

From: MATHEWS, THOMAS
Sent: Thursday, March 29, 2018 10:11 AM
To: MATHEWS, THOMAS; Larry.Jarrell@intermedix.com; Al Appel; dbest@matrixintegration.com; dglassford@psr-cis.com; cball@matrixintegration.com; BLACK, PAUL E; EXCONDE, ROINEL; SPIKNER, STEPHANIE J; DESANTIS, MICHAEL E
Subject: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y
When: Thursday, April 26, 2018 6:00 PM-7:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Bridge Information: 866-634-6017 - Participant's Code: 3673442#

Hi Team,

Thank you for ordering AT&T BVoIP Service. I am pleased to inform you that your service has been successfully provisioned and we are ready to perform Test & Turn-Up activities.

The Test & Turn-Up date and time **Associates in Dermatology (Louisville)** is **04/26/18 at 6 PM EST**. If the date or time for the TTU is inconvenient for you, please contact me immediately at 732-844-5553 as failure to do so could potentially lead to an interruption of your service.

Visit the AT&T Business Voice-over IP Implementation Planner web-site at <http://www.corp.att.com/bvoip/#features> and review the appropriate service-specific Test & Turn-Up checklist thoroughly prior to the call. The page is password protected. Hence, please enter the user name "att" and password "attvoip" to access the contents.

Please be advised to have your PBX Vendor, documentation and/or your own technical resources that are knowledgeable about your PBX/CPE (Customer Premise Equipment) at your site during the TTU call in order to properly conduct the Test & Turn-Up activities. Failure to do so could potentially lead to an interruption of your service.

Please call the AT&T Business Voice-over IP Service Delivery Center of Excellence at 1-888-613-6492 if you need any assistance or have any questions or concerns.

Special instructions for BVoIP on Ethernet Transport:

Note the CCG link: <http://www.corp.att.com/bvoip/ipflex/training/>

Username: att

Password: attvoip

Here are the details of your scheduled Test & Turn-Up:

TTU Date: **04/26/18 at 6 PM EST**

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IUEC.735467..ATI

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ENDRES, JAM (Legal)

From: Chris Ball <cball@matrixintegration.com>
Sent: Thursday, April 26, 2018 2:14 PM
To: WOOD, BRADLEY D; Larry Jarrell; MATHEWS, THOMAS;
aappel@associatesindermatology.com; Drue Best; best@matrixintegration.com; BLACK, PAUL E; EXCONDE, ROINEL
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Can we please have one conference bridge for both cuts? I am the only resource that can p[rogram the phone systems, but Larry can be at Louisville to move the PRI cable for that move, and I will be at New Albany to turn up the new service and do the port. But I cannot be on 2 conference bridges at the same time obviously.

*"If I am ever on life support, unplug me...
Then plug me back in. See if that works"*

Chris Ball
Implementation UC Lead Engineer

[Matrix Integration](#)
p (502) 242-5316 | e cball@matrixintegration.com

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, April 26, 2018 1:38 PM
To: Larry Jarrell <Larry.Jarrell@intermedix.com>; MATHEWS, THOMAS <tm018x@att.com>;
aappel@associatesindermatology.com; Drue Best <dbest@matrixintegration.com>; best@matrixintegration.com; Chris Ball <cball@matrixintegration.com>; BLACK, PAUL E <pb7183@att.com>; EXCONDE, ROINEL <re388t@att.com>
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ENDRES, JAM (Legal)

From: PETERSEN, SCOTT
Sent: Wednesday, January 3, 2018 9:00 AM
To: WOOD, BRADLEY D; SAMSON, RICHARD
Cc: Al Appel; Jarrell, Larry; Larry Jarrell; MSS INDIA RM; GCSC MSS Customer Inbox; HAYES, CHRISTY; KABA, ARDIAN; MATTHIES, MARY; PIERSON, ROGER; PEPE JR., JAMES; BLACK, PAUL E; A, PRADEEP KUMAR; PRIYADARSHI, SATYA; SE TC-Cust Experience
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

Brad,

I have sent a request for an RFO (Reason for Outage). I will forward the information once received.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

Continuous efforts to resolve your concern will fo forth.
My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [mailto:bw6258@att.com]
Sent: Wednesday, January 03, 2018 7:50 AM
To: Richard Samson <rs862n@abs.att-mail.com>
Cc: Al Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Larry Jarrell <ljjarrell@psr-cis.com>; MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; Christy Hayes <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; PIERSON, ROGER <RP876C@att.com>; PEPE JR., JAMES <JP529R@att.com>; BLACK, PAUL E <pb7183@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Rick,

Do we know what was done to have this fixed? Need to know in case we have any future issues please.

Thanks,

Brad

Sent from my iPhone

On Jan 3, 2018, at 8:48 AM, SAMSON, RICHARD <rs862n@abs.att-mail.com> wrote:

Morning Al,

Thank you for letting me know. I will have the ticket closed.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Wednesday, January 03, 2018 7:45 AM

To: 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>

Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <RM-GCSC_MSS@att.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'KABA, ARDIAN' <ak099c@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'PIERSON, ROGER' <RP876C@att.com>; 'PEPE JR., JAMES' <JP529R@att.com>; 'BLACK, PAUL E' <pb7183@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; 'A, PRADEEP KUMAR' <pa203h@intl.att.com>; 'PRIYADARSHI, SATYA' <sp2170@intl.att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning,

Yesterday we didn't have any issues and believe it or not we can close this ticket.

Brad,

Has your team identified what caused this issue and if so lets schedule our Springhurst migration.

Thanks,

Al

Al Appel

Chief Administrative Officer

<[image001.jpg](#)>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599
Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Tuesday, January 2, 2018 10:13 AM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; PIERSON, ROGER <RP876C@att.com>; PEPE JR., JAMES <JP529R@att.com>; BLACK, PAUL E <pb7183@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Guys please let us know if everything is running smoothly and once it is we can get Springhurst ready to migrate.

Regards,
Brad

From: SAMSON, RICHARD
Sent: Tuesday, January 02, 2018 9:25 AM
To: Al Appel <aappel@associatesin dermatology.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; PIERSON, ROGER <RP876C@att.com>; PEPE JR., JAMES <JP529R@att.com>; BLACK, PAUL E <pb7183@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

Welcome to 2018. From Friday I know that we hadn't any issues, which is good.

Can you provide another update today as to how services are working okay and were still on the ATT circuit? I will wait to hear from you.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T

Omaha, NE
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After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Friday, December 29, 2017 11:53 AM
To: 'PEPE JR., JAMES' <JP529R@att.com>; Richard Samson <rs862n@abs.att-mail.com>
Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <RM-GCSC_MSS@att.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'KABA, ARDIAN' <ak099c@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'PIERSON, ROGER' <RP876C@att.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Scott Petersen <sp3846@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; 'A, PRADEEP KUMAR' <pa203h@intl.att.com>; 'PRIYADARSHI, SATYA' <sp2170@intl.att.com>; 'SE TC-Cust Experience' <g06861@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have not heard anything from New Albany, which is a good thing.

Larry, any news on your end?

Al Appel
Chief Administrative Officer
<<image001.jpg>>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: PEPE JR., JAMES [<mailto:JP529R@att.com>]
Sent: Friday, December 29, 2017 12:15 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; PIERSON, ROGER <RP876C@att.com>; BLACK, PAUL E <pb7183@att.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; WOOD, BRADLEY D <bw6258@att.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

None that I'm aware of at this time

From: SAMSON, RICHARD
Sent: Friday, December 29, 2017 11:23 AM

To: 'Al Appel' <aappel@associatesindermatology.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; PIERSON, ROGER <RP876C@att.com>; BLACK, PAUL E <pb7183@att.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; PEPE JR., JAMES <JP529R@att.com>; WOOD, BRADLEY D <bw6258@att.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm just returning from the holiday and wanted to check in to see if your seeing any issues using the ATT circuit. I understand that Larry is out till the 2 of January 2018. Please let me know if there are any concerns.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: PEPE JR., JAMES [<mailto:JP529R@att.com>]
Sent: Thursday, December 28, 2017 10:29 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; 'Al Appel' <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; Christy Hayes <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Issue has nor presented itself that I know of

From: PETERSEN, SCOTT
Sent: Thursday, December 28, 2017 10:55 AM
To: MATTHIES, MARY <mm216y@abs.att-mail.com>; PEPE JR., JAMES <JP529R@att.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; 'Al Appel' <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello James,

Just as a follow up to yesterday's email, has the issue presented itself since the last update? If so, did you have the opportunity to remote into the laptop and run the captures you need (before enabling hardware acceleration)?

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

Continuous efforts to resolve your concern will fo forth.
My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Mary Matthies
Sent: Wednesday, December 27, 2017 3:39 PM
To: PEPE JR., JAMES <JP529R@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; 'Al Appel' <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; Christy Hayes <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello,

Thanks for the update, can you please keep us in the loop and let us know when you have been able to capture the issue so we know there is progression on the testing.

We will reach out to you sometime tomorrow if we do not hear back on the testing results.

Thanks,

Mary Matthies
Area Manager
Client Solutions & Operations

AT&T

Omaha, NE
Office: (402)516-1455
Cell: (402) 318-5998
Email: mm216y@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance: Director: Christy Hayes, ch052e@att.com, 402-516-3301.

From: PEPE JR., JAMES [<mailto:JP529R@att.com>]
Sent: Wednesday, December 27, 2017 3:27 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; Christy Hayes <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Larry setup the laptop with Wireshark and ran some RDP sessions but experienced no issues. We have the ability to remote into the laptop and run the captures when the issue presents itself again. We would like to get the captures before enabling hardware acceleration.

From: PETERSEN, SCOTT
Sent: Wednesday, December 27, 2017 4:21 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; PEPE JR., JAMES <JP529R@att.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Larry or James,

Is there any news to speak of with the Wildshark capture or the test with Hardware Acceleration enabled on the Edgewater thereafter?

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Wednesday, December 27, 2017 10:05 AM

To: 'PEPE JR., JAMES' <JP529R@att.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'A, PRADEEP KUMAR' <pa203h@intl.att.com>; 'PRIYADARSHI, SATYA' <sp2170@intl.att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'BLACK, PAUL E' <pb7183@att.com>

Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <RM-GCSC_MSS@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'KABA, ARDIAN' <ak099c@att.com>; 'PIERSON, ROGER' <RP876C@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am heading that way now. Will take about 20-25 mins to get there. I'll call you as soon as I am there.

Sent from my iPhone

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

From: PEPE JR., JAMES [JP529R@att.com]

Sent: Wednesday, December 27, 2017 09:50 AM Central Standard Time

To: Larry Jarrell; MATTHIES, MARY; Al Appel; WOOD, BRADLEY D; SAMSON, RICHARD; A, PRADEEP KUMAR; Jarrell, Larry; PRIYADARSHI, SATYA; SE TC-Cust Experience; BLACK, PAUL E

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; HAYES, CHRISTY; KABA, ARDIAN; PIERSON, ROGER

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Thanks Larry, you can call me directly at 732-428-4506 when ready, it will take me about 5 minutes to get setup on my end.

The sooner the better, there's been a last minute change in my schedule and I'm only available until 12:00pm Eastern today (sorry about that)

Thursday and Friday I will also be available all day.

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]

Sent: Wednesday, December 27, 2017 10:45 AM

To: MATTHIES, MARY <mm216y@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>; PEPE JR., JAMES <JP529R@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am not sure of the call time. I am going to be setting up a laptop in the next hour and have wireshark ready to start.

From: Mary Matthies [<mailto:mm216y@abs.att-mail.com>]

Sent: Wednesday, December 27, 2017 10:44 AM

To: Al Appel; Larry Jarrell; 'PEPE JR., JAMES'; 'WOOD, BRADLEY D'; Richard Samson; 'A, PRADEEP KUMAR'; 'Jarrell, Larry'; 'PRIYADARSHI, SATYA'; 'SE TC-Cust Experience'; 'BLACK, PAUL E'

Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Christy Hayes; 'KABA, ARDIAN'; 'PIERSON, ROGER'

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning everyone,

Can you please tell me if the call is still on for today and what time the call is?

Thanks in advance,

Mary Matthies

Area Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)516-1455

Cell: (402) 318-5998

Email: mm216y@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance: Director: Christy Hayes, cl052e@att.com, 402-516-3301.

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Friday, December 22, 2017 11:27 AM

To: 'Larry Jarrell' <ljjarrell@psr-cis.com>; 'PEPE JR., JAMES' <jp529r@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'A, PRADEEP KUMAR' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'PRIYADARSHI, SATYA' <sp2170@intl.att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'BLACK, PAUL E' <pb7183@att.com>

Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <RM-GCSC_MSS@att.com>

gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'KABA, ARDIAN' <ak099c@att.com>; 'PIERSON, ROGER' <rp876c@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Sounds great, thank you for taking the time to schedule on the 27th.

AI

AI Appel

Chief Administrative Officer

<image001.jpg>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]

Sent: Friday, December 22, 2017 12:13 PM

To: PEPE JR., JAMES <jp529r@att.com>; AI Appel <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <rp876c@att.com>

Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

27th afternoon would work for me.

Get [Outlook for iOS](#)

On Fri, Dec 22, 2017 at 12:10 PM -0500, "PEPE JR., JAMES" <JP529R@att.com> wrote:

I was waiting on Larrys return since he knows the site equipment the best.

Circuit has tested clean, so we have the option to replace the Edgewater, but I'd like to get the Wireshark capture before that , and test with Hardware Acceleration enabled on the Edgewater also to see if that make the difference.

I am off on Dec 25 &26.

Larry , can we schedule for the 27th if your available ?

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Friday, December 22, 2017 11:13 AM
To: WOOD, BRADLEY D <bw6258@att.com>; PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning,

Where are we?

I know we are still running on Spectrum and still paying for AT&T service.

Al

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 20, 2017 1:06 PM
To: PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

James,

Any updates on this, it has been a few days and I have not seen any communication. Larry has wireshark installed per his email so we need to get some movement on this. What are next steps for this?

Thanks,
Brad

From: PEPE JR., JAMES
Sent: Friday, December 15, 2017 4:24 PM
To: WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Worked with Larry again today.

Larry provided a grounding link to the equipment rack and also reset the Edgewater and Ciena boxes Issue still persists, lagging response and RDP disconnects

Larry disconnected the firewall and connected his PC directly to the Edgewater, still sees the lagging and disconnects:

Ran Speedtest and saw 75M down and fluctuation 3 - 12M up. Removed COS profile and ran speedtest again and got 73M down and 71M up. Due to time constraints we could not validate the tests. Larry also still saw the lagging and RDP disconnect when COS was removed from the router, So I think that confirms COS is not an issue, also in bypassing the clients firewall we've ruled out an issue there also. Attached PDF depicts the physical network connections

Requesting our Edgewater SME take a look at the config and for the circuit folks to intrusively test the circuit.

From: WOOD, BRADLEY D
Sent: Friday, December 15, 2017 8:56 AM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have also spoken to Larry this morning and he is going to call me after he makes the changes he spoke to the engineer about if it is not working properly.

Thanks,
Brad

From: SAMSON, RICHARD
Sent: Friday, December 15, 2017 8:49 AM

To: Larry Jarrell <ljarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Morning Al & Larry,

Just a quick update. Larry is going to New Albany this a.m. and verify that router is grounded and recycle another box at the location. Once this is done he will get ahold of Tier 2 & GT3 to test further.

The group yesterday were not seeing the drops when Larry was experiencing drops. More to come after Larry arrives on site this a.m. He thought he would be there by 10 a.m. EST.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]

Sent: Friday, December 15, 2017 7:27 AM

To: Al Appel <aappel@associatesin dermatology.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'Priyadarshi, Satya' <sp2170@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'PEPE JR., JAMES' <jp529r@att.com>

Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am going to NA as soon as I am done where I am at.

Get [Outlook for iOS](#)

On Fri, Dec 15, 2017 at 8:19 AM -0500, "Al Appel" <aappel@associatesin dermatology.com> wrote:

Updates please

Al Appel

Chief Administrative Officer

<<image001.jpg>>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599
Desk: 502-625-2219

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From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Thursday, December 14, 2017 1:24 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Priyadarshi, Satya <sp2170@intl.att.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'AI Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

This lagging issue we have checked our network but did not find any issues. We have engaged our higher resolver group to understand the issue. As we are only seeing traffic HTTPS (443) traffic going to 198.36.12.30. No RDP (3389) traffic has been found in our devices.

We will have joint troubleshooting call setup with higher resolver and MSS team to find the root cause of the issue.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com

<image002.png>

World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

<image003.png>

+: 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 11:32 PM
To: Priyadarshi, Satya <sp2170@intl.att.com>; A, Pradeep Kumar <pa203h@intl.att.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'AI Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY

<ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS
TT#239089927

I am still in a meeting. I need to know what you are going to need from me. This will determine if I need to be on site.

Sent from my iPhone

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

From: Priyadarshi, Satya [sp2170@intl.att.com]

Sent: Thursday, December 14, 2017 10:53 AM Central Standard Time

To: A, Pradeep Kumar; 'Larry Jarrell'; Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; PEPE JR., JAMES

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Customer was unable to join this call. Once he is available will open the bridge again.

Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist

Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India

+91 80 43546366 | sp2170@att.com

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From: Priyadarshi, Satya
Sent: Thursday, December 14, 2017 10:10 PM
To: A, Pradeep Kumar <pa203h@intl.att.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Conference details:-

You are invited to attend an AT&T Connect iMeeting .

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=====

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To view supported Operating Systems and devices:

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If you are an AT&T Employee with a COU iPhone, please

<http://newcou.edc.cingular.net/groups/COU/index.cfm?module=appStore&step=3&appSet=1&appID=160&whereami=appStore> to download the software from the COU Appstore

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* Blackberry (Toll-Free Number): 8886752546x9226203#

* iPhone / Android (Toll-Free Number): 8886752546,,9226203#

* Windows Phone (Toll-Free Number): tel:8886752546,,9226203#

* A number in your country or in a country close to you (may be toll free):

<https://www.teleconference.att.com/servlet/glbAccess?process=1&accessNumber=8886752546&accessCode=9226203>

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Thanks & Regards,

Satya Priyadarshi




AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

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Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: A, Pradeep Kumar

Sent: Thursday, December 14, 2017 10:08 PM

To: Larry Jarrell <ljarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; Priyadarshi, Satya <sp2170@intl.att.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

Can we get on a call with our higher level team to get this resolved. Satya will share the call details shortly.

Regards,

Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com

<image002.png>

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<image003.png>

+: 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]

Sent: Thursday, December 14, 2017 9:27 PM

To: Jarrell, Larry <larry.jarrell@intermedix.com>; A, Pradeep Kumar <pa203h@intl.att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

We are seeing lagging now on the rdp sessions.

Get [Outlook for iOS](#)

On Thu, Dec 14, 2017 at 10:42 AM -0500, "Jarrell, Larry" <Larry.Jarrell@intermedix.com> wrote:

Adding Srina to email.

Larry Jarrell II

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Thursday, December 14, 2017 9:45 AM
To: Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; 'Larry Jarrell'
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Can you confirm everything is working fine as expected?

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com

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+: 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 7:58 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have the Att network enabled. We are passing traffic through ATT

Sent from my iPhone

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

From: Richard Samson [rs862n@abs.att-mail.com]

Sent: Wednesday, December 13, 2017 03:46 PM Central Standard Time

To: Al Appel; 'Larry Jarrell'; 'A, Pradeep Kumar'; Jarrell, Larry

Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Mary Matthies; 'WOOD, BRADLEY D'; Christy Hayes

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm trying to get the same team on board so that we don't go through that again.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Wednesday, December 13, 2017 3:23 PM

To: Richard Samson <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: 'MSS INDIA RM' <rm-MSS_India@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS
TT#239089927

Hi Rick,

Will the technician who is reaching out to us Thursday ask us the same questions the technician asked us today, and every day prior to today? We continue to answer the same questions and providing the same answers and the results are the same every day.

Please tell me that your plan for Thursday is different than it was today.

Brad, what can you do for us?

AI

AI Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 13, 2017 3:13 PM
To: Larry Jarrell <ljjarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>; AI Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS
TT#239089927

Hello Larry,

Thanks for working with the GT2 & MIS teams today. I'm understanding that they are going to reach out again on Thursday to continue to work to resolve you issue. I will follow up with you after that testing.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]

Sent: Wednesday, December 13, 2017 12:44 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Users just got kicked out. I am going to switch back to Spectrum.

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Wednesday, December 13, 2017 11:05 AM

To: SAMSON, RICHARD; Al Appel; Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY; Larry Jarrell

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

We have engaged all the necessary stake holders for further investigation.

Will keep the ticket updated on the further proceedings as per our investigation.

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com

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<image003.png>

+: 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: SAMSON, RICHARD

Sent: Wednesday, December 13, 2017 8:14 PM

To: Al Appel <aappel@associatesindermatology.com>; Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY

<mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; ljjarrell@psr-cis.com

Subject: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

I'm sorry that I didn't get an update to you sooner. I have been working with the network firewall team and they are working to get a resolution. Currently I have Pradeep Kumar working to set up a call to you guys and explain next steps but, were needing what is found from the network team. I will keep reaching out to get resolution. Please let me know if you need anything else.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Tuesday, December 12, 2017 8:51 AM

To: Al Appel <aappel@associatesindermatology.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC

MSS Customer Inbox <RM-GCSC_MSS@att.com>; ljjarrell@psr-cis.com; Scott Petersen

<sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; Mary Matthies <mm216y@abs.att-mail.com>;

Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

Regards,

Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <aappel@associatesindermatology.com> wrote:

Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Tuesday, December 12, 2017 8:41 AM
To: MSS INDIA RM <rm-MSS_India@intl.att.com>
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; WOOD, BRADLEY D <bw6258@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: MSS INDIA RM [mailto:rm-MSS_India@intl.att.com]
Sent: Monday, December 11, 2017 10:51 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljarrell@psr-cis.com; Richard Samson <rs862n@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi All,

We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

From: PETERSEN, SCOTT
Sent: Friday, December 08, 2017 10:42 PM
To: WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Friday, December 08, 2017 8:15 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>;
aappel@associatesindermatology.com; ljarrell@psr-cis.com; Scott Petersen
<sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F -
Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,
Brad

From: MSS INDIA RM
Sent: Friday, December 08, 2017 4:07 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; WOOD, BRADLEY D
<bw6258@att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>;
aappel@associatesindermatology.com; ljarrell@psr-cis.com; PETERSEN, SCOTT
<sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F -
Internet sites not working

Hello,

As per update in ticket 239089927 from Scott Petersen including Larry Jarrell to the communication.

Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048) anytime for live testing.

Thank you in advance

Best Regards

Adam Duchovic
Sr. Associate, Work Center Tech Support

MSS Global Support

AT&T Services, Inc.

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic

MOBILIZING YOUR WORLD

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

From: MSS INDIA RM
Sent: Thursday, December 07, 2017 3:10 AM
To: WOOD, BRADLEY D <bw6258@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com
Subject: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi Brad,

MSS have a ticket raised for internet traffic is not working for some of the customer networks. In order to troubleshoot this we need the customer contact and the time window for live testing. Could you please check with customer and confirm us. Moreover you can directly call our center (+1 877 677 2881 followed with your PIN91048) anytime for live testing.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

The information contained in this message is confidential and may be privileged and/or protected under law. If you receive this message in error, please notify us immediately by forwarding a copy to compliance@intermedix.com and delete the original message and any attachments.

The information contained in this message is confidential and may be privileged and/or protected under law. If you receive this message in error, please notify us immediately by forwarding a copy to compliance@intermedix.com and delete the original message and any attachments.

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The information contained in this message is confidential and may be privileged and/or protected under law. If you receive this message in error, please notify us immediately by forwarding a copy to compliance@intermedix.com and delete the original message and any attachments.

ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Thursday, January 11, 2018 1:52 PM
To: PORTARO, THOMAS L
Cc: STEWART, JUSTIN; BLACK, PAUL E
Subject: Re: ***2nd level escalation*** SR 1-7NI2NB6| Associates in Dermatology | KY 40241| EaFlex
Attachments: image001.png; image004.png; image005.png; image006.png

Thomas,

I have no problem responding to these emails and I have been doing that. Not sure why she sent an email asking for it at 11:58 and less than an hour later copies everyone as a second request. I will take care of this and get her what she needs.

Brad

On Jan 11, 2018, at 1:00 PM, PORTARO, THOMAS L <tp7892@att.com> wrote:

Brad,

Any reason you can't send? Definitely need you all over these order emails and running point.

Thomas

From: STEWART, JUSTIN
Sent: Thursday, January 11, 2018 12:57 PM
To: ADZUARA, LIBERTY CORPIN <la7004@att.com>; WOOD, BRADLEY D <bw6258@att.com>; PORTARO, THOMAS L <tp7892@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: PAMATMAT, KATRINA <kp404f@att.com>
Subject: RE: ***2nd level escalation*** SR 1-7NI2NB6| Associates in Dermatology | KY 40241| EaFlex

I'll get with Brad and send correct contract ASAP.

Thanks,

Justin

From: ADZUARA, LIBERTY CORPIN
Sent: Thursday, January 11, 2018 12:55 PM
To: STEWART, JUSTIN <js169u@att.com>; WOOD, BRADLEY D <bw6258@att.com>; PORTARO, THOMAS L <tp7892@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: PAMATMAT, KATRINA <kp404f@att.com>
Subject: RE: ***2nd level escalation*** SR 1-7NI2NB6| Associates in Dermatology | KY 40241| EaFlex
Importance: High

Hi Justin,

Thanks for the reply but that is not the contract we are looking for. The one you provided is ABN VPN that does not match to the Contract Circuit Inventory for Circuit MLEC.916875..ATI, Site ID 9030382.

This is an example of a BVOIP Contract.

20170125-9547

AT&
AT&



**AT&T IP FLEXIBLE REACH
PRICING SCHEDULE**

Missing BVOIP Contract in Contract Circuit Inventory.

Customer Name	Circuit Id	Contract Id	Service Name	BVOIP Number
	MLEC.916875...	MIS257662	MIS	missing BVOIP contract

From: STEWART, JUSTIN
Sent: Thursday, January 11, 2018 11:47 AM
To: ADZUARA, LIBERTY CORPIN <la7004@att.com>; WOOD, BRADLEY D <bw6258@att.com>; PORTARO, THOMAS L <tp7892@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: PAMATMAT, KATRINA <kp404f@att.com>
Subject: RE: ***2nd level escalation*** SR 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex

Voice contract attached.

From: ADZUARA, LIBERTY CORPIN
Sent: Thursday, January 11, 2018 12:44 PM
To: WOOD, BRADLEY D <bw6258@att.com>; STEWART, JUSTIN <js169u@att.com>; PORTARO, THOMAS L <tp7892@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: PAMATMAT, KATRINA <kp404f@att.com>
Subject: ***2nd level escalation*** SR 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex
Importance: High

Hi Team,

We need the BVOIP contract to proceed with the order submission as it is not showing in the Contract Circuit Inventory in Circuit MLEC.916875..ATI, Site ID 9030382.

Contract/Circuit Inventory

Customer Name	Circuit Id	Contract Id	Service Name	BVOIP Number
	MLEC.916875...	MIS257662	MIS	

AT&T MA Number	Customer Name	Service Attachment/Pricing Schedule/Convergent Bill	AT&T Signature
<u>141525UA</u>	<u>ASSOCIATES IN DERMATOLOGY PLLC</u>	<u>MIS</u>	<u>01/30/1</u>
<u>141525UA</u>	<u>ASSOCIATES IN DERMATOLOGY PLLC</u>	<u>MIS (MANAGED INTERNET SERVICE)</u>	<u>07/25/1</u>
<u>141525UA</u>	<u>ASSOCIATES IN DERMATOLOGY PLLC</u>	<u>UNIFIED AGREEMENT (UA)</u>	<u>07/25/1</u>

Please reply all and send this information to us within 24 hours (1 business day) so we can proceed. Please let me know if you need any additional clarification on the information we require to order your customer's service.

From: ADZUARA, LIBERTY CORPIN

Sent: Thursday, January 11, 2018 10:59 AM

To: WOOD, BRADLEY D <bw6258@att.com>

Cc: PAMATMAT, KATRINA <kp404f@att.com>

Subject: RE: ***Action Required*** SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex

Importance: High

Bradley,

Please provide the correct BVOIP contract until 1PM CST for me to proceed.

Warm regards,

Liberty C. Adzuaara

IBM Client Support Specialist

Supporting AT&T Business Solutions

Office: 469-619-3265 Ext: 10632

Email: la7004@att.com

For Escalations please contact:

Delivery Manager, AT&T GOSS – Katrina Pamatmat

Email: kp404f@att.com

From: WOOD, BRADLEY D

Sent: Thursday, January 11, 2018 8:47 AM

To: ADZUARA, LIBERTY CORPIN <la7004@att.com>

Subject: Re: ***Action Required*** SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex

Please add the call paths first then we will do MACD for EF after.

Thanks
Brad

Sent from my iPhone

On Jan 11, 2018, at 9:36 AM, ADZUARA, LIBERTY CORPIN <la7004@att.com> wrote:

We cannot process both request due to Stacking violation. Shall we proceed in changing the CC's? You can resubmit a new SR for EF request via MACD anyway.

Warm regards,
Liberty C. Adzuaara
IBM Client Support Specialist
Supporting AT&T Business Solutions
Office: 469-619-3265 Ext: 10632
Email: la7004@att.com

For Escalations please contact:
Delivery Manager, AT&T GOSS – Katrina Pamatmat
Email: kp404f@att.com

From: WOOD, BRADLEY D
Sent: Thursday, January 11, 2018 8:27 AM
To: ADZUARA, LIBERTY CORPIN <la7004@att.com>
Cc: STEWART, JUSTIN <js169u@att.com>; PAMATMAT, KATRINA <kp404f@att.com>
Subject: Re: ***Action Required*** SR# 1-7N12NB6 | Associates in Dermatology | KY 40241 | EaFlex

Liberty,

Are you saying you cannot add the call paths and add EF at the same time? If so I was unaware until now.

Brad

Sent from my iPhone

On Jan 11, 2018, at 9:24 AM, ADZUARA, LIBERTY CORPIN <la7004@att.com> wrote:

Hi Bradley,

I need a confirmation which request are we going to process because we cannot process both request in one submission. Need your response today, 1pm CST.

Please advise.

Warm regards,
Liberty C. Adzura
IBM Client Support Specialist
Supporting AT&T Business Solutions
Office: 469-619-3265 Ext: 10632
Email: la7004@att.com

For Escalations please contact:
Delivery Manager, AT&T GOSS – Katrina Pamatmat
Email: kp404f@att.com

From: WOOD, BRADLEY D
Sent: Wednesday, January 10, 2018 8:10 PM
To: ADZUARA, LIBERTY CORPIN <la7004@att.com>; STEWART, JUSTIN <js169u@att.com>; STEWART, JUSTIN <js169u@att.com>
Cc: PAMATMAT, KATRINA <kp404f@att.com>
Subject: RE: ***Action Required*** SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex

Confirmed below.

From: ADZUARA, LIBERTY CORPIN
Sent: Wednesday, January 10, 2018 5:50 PM
To: STEWART, JUSTIN <js169u@att.com>; WOOD, BRADLEY D <bw6258@att.com>; STEWART, JUSTIN <js169u@att.com>
Cc: PAMATMAT, KATRINA <kp404f@att.com>
Subject: ***Action Required*** SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex
Importance: High

Hi Team,

Good Day. I will be processing your request for MACD Service.

Please take time to review the specifics of your order and confirm its accuracy or advise me of any changes to avoid delays and cancellation. Upon receipt of your reply I will move forward in placing your order. Your order details are listed below.

- *Please confirm the highlighted parts.*
- *Please provide missing information.*

Order Description:

MACD request to ADD EF and to change Concurrent calls from 23 to 35 to SITE ID: 9030382 Circuit: MLEC.916875..ATI

***Please choose a request that needs to be priority because we can only process 1 order at a time.

Service Type:	IP Flex Reach
Service Location Name:	Associates in Dermatology
Service Address:	3810 Springhurst Blvd., Louisville, KY 40241, RM 1 FLR 1

Circuit ID:	MLEC.916875..ATI
Site ID:	9030382
# of Concurrent Calls:	23
# of New Concurrent Calls:	35

Site Contact Name:	Al Appel
Site Contact TN #:	812-725-2434
Site Contact Email:	Missing information alappel@associatesindermatology.com
Alternate Contact Name:	Missing information Larry Jarrell
Alternate Contact Email:	Missing information larry.jarrell@inhermedix.com

Your Response is greatly appreciated. If you have any questions, please do not hesitate to contact me.

Warm regards,

Liberty C. Adzura
IBM Client Support Specialist
Supporting AT&T Business Solutions
Office: 469-619-3265 Ext: 10632
Email: la7004@att.com

For Escalations please contact:
Delivery Manager, AT&T GOSS – Katrina Pamatmat
Email: kp404f@att.com

20170125-9547

137006UA Contract Id: [REDACTED]
AT&T MA Reference No. [REDACTED]
AT&T PS Contract ID. BVP [REDACTED]



**AT&T IP FLEXIBLE REACH
PRICING SCHEDULE**

Customer Name	Circuit Id	Contract Id	Service Name	BVOIP Number
	MLEC.916875...	MIS257662	MIS	missing BVOIP contract

Contract/Circuit Inventory

Query



Go



1 - 1 of 1

Customer Name	Circuit Id	Contract Id	Service Name	BVOIP Number
	MLEC.916875...	MIS257662	MIS	

AT&T MA Number	Customer Name	Service Attachment/Pricing Schedule/Convergent Bill	AT&T Signature Date	Doc ID	Unique ID/AT&T Contract ID
<u>141525UA</u>	<u>ASSOCIATES IN DERMATOLOGY PLLC</u>	<u>MIS</u>	<u>01/30/14</u>	<u>100262987</u>	<u>CSM140109095652</u>
<u>141525UA</u>	<u>ASSOCIATES IN DERMATOLOGY PLLC</u>	<u>MIS (MANAGED INTERNET SERVICE)</u>	<u>07/25/11</u>	<u>30165735</u>	<u>CSM110714085650</u>
<u>141525UA</u>	<u>ASSOCIATES IN DERMATOLOGY PLLC</u>	<u>UNIFIED AGREEMENT (UA)</u>	<u>07/25/11</u>	<u>30165782</u>	

ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Thursday, January 11, 2018 1:53 PM
To: BLACK, PAUL E
Cc: STEWART, JUSTIN; PORTARO, THOMAS L
Subject: Re: ***2nd level escalation*** SR 1-7NI2NB6| Associates in Dermatology | KY 40241| EaFlex
Attachments: image001.png; image005.png

I'm on it and I will own it.

On Jan 11, 2018, at 1:08 PM, BLACK, PAUL E <pb7183@att.com> wrote:

Need you to run responses like this Brad. Justin has three people to support. Please take the lead on the communications and own it.

PB

Sent from my LG V20, an AT&T 4G LTE smartphone

----- Original message-----

From: PORTARO, THOMAS L
Date: Thu, Jan 11, 2018 1:00 PM
To: WOOD, BRADLEY D;
Cc: STEWART, JUSTIN;BLACK, PAUL E;
Subject:FW: ***2nd level escalation*** SR 1-7NI2NB6| Associates in Dermatology | KY 40241| EaFlex

Brad,

Any reason you can't send? Definitely need you all over these order emails and running point.

Thomas

From: STEWART, JUSTIN
Sent: Thursday, January 11, 2018 12:57 PM
To: ADZUARA, LIBERTY CORPIN <la7004@att.com>; WOOD, BRADLEY D <bw6258@att.com>; PORTARO, THOMAS L <tp7892@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: PAMATMAT, KATRINA <kp404f@att.com>
Subject: RE: ***2nd level escalation*** SR 1-7NI2NB6| Associates in Dermatology | KY 40241| EaFlex

I'll get with Brad and send correct contract ASAP.

Thanks,

Justin

From: ADZUARA, LIBERTY CORPIN
Sent: Thursday, January 11, 2018 12:55 PM

To: STEWART, JUSTIN <js169u@att.com>; WOOD, BRADLEY D <bw6258@att.com>; PORTARO, THOMAS L <tp7892@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: PAMATMAT, KATRINA <kp404f@att.com>
Subject: RE: ***2nd level escalation*** SR 1-7NI2NB6| Associates in Dermatology | KY 40241| EaFlex
Importance: High

Hi Justin,

Thanks for the reply but that is not the contract we are looking for. The one you provided is ABN VPN that does not match to the Contract Circuit Inventory for Circuit MLEC.916875..ATI, Site ID 9030382.

This is an example of a BVOIP Contract.

20170125-9547

AT&T
AT&T



**AT&T IP FLEXIBLE REACH
PRICING SCHEDULE**

Missing BVOIP Contract in Contract Circuit Inventory.

<image004.png>

From: STEWART, JUSTIN
Sent: Thursday, January 11, 2018 11:47 AM
To: ADZUARA, LIBERTY CORPIN <la7004@att.com>; WOOD, BRADLEY D <bw6258@att.com>; PORTARO, THOMAS L <tp7892@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: PAMATMAT, KATRINA <kp404f@att.com>
Subject: RE: ***2nd level escalation*** SR 1-7NI2NB6| Associates in Dermatology | KY 40241| EaFlex

Voice contract attached.

From: ADZUARA, LIBERTY CORPIN
Sent: Thursday, January 11, 2018 12:44 PM
To: WOOD, BRADLEY D <bw6258@att.com>; STEWART, JUSTIN <js169u@att.com>; PORTARO, THOMAS L <tp7892@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: PAMATMAT, KATRINA <kp404f@att.com>
Subject: ***2nd level escalation*** SR 1-7NI2NB6| Associates in Dermatology | KY 40241| EaFlex
Importance: High

Hi Team,

We need the BVOIP contract to proceed with the order submission as it is not showing in the Contract Circuit Inventory in Circuit MLEC.916875..ATI, Site ID 9030382.

Contract/Circuit Inventory

Query

Customer Name	Circuit Id	Contract Id	Service Name	BVOIP Number
	MLEC.916875...	MIS257662	MIS	

<image006.png>

Please reply all and send this information to us within 24 hours (1 business day) so we can proceed. Please let me know if you need any additional clarification on the information we require to order your customer's service.

From: ADZUARA, LIBERTY CORPIN
Sent: Thursday, January 11, 2018 10:59 AM
To: WOOD, BRADLEY D <bw6258@att.com>
Cc: PAMATMAT, KATRINA <kp404f@att.com>
Subject: RE: ***Action Required*** SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex
Importance: High

Bradley,

Please provide the correct BVOIP contract until 1PM CST for me to proceed.

Warm regards,

Liberty C. Adzuara
IBM Client Support Specialist
Supporting AT&T Business Solutions
Office: 469-619-3265 Ext: 10632
Email: la7004@att.com

For Escalations please contact:
Delivery Manager, AT&T GOSS – Katrina Pamatmat
Email: kp404f@att.com

From: WOOD, BRADLEY D
Sent: Thursday, January 11, 2018 8:47 AM
To: ADZUARA, LIBERTY CORPIN <la7004@att.com>
Subject: Re: ***Action Required*** SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex

Please add the call paths first then we will do MACD for EF after.

Thanks
Brad

Sent from my iPhone

On Jan 11, 2018, at 9:36 AM, ADZUARA, LIBERTY CORPIN <la7004@att.com> wrote:

We cannot process both request due to Stacking violation. Shall we proceed in changing the CC's? You can resubmit a new SR for EF request via MACD anyway.

Warm regards,
Liberty C. Adzuaara
IBM Client Support Specialist
Supporting AT&T Business Solutions
Office: 469-619-3265 Ext: 10632
Email: la7004@att.com

For Escalations please contact:
Delivery Manager, AT&T GOSS – Katrina Pamatmat
Email: kp404f@att.com

From: WOOD, BRADLEY D
Sent: Thursday, January 11, 2018 8:27 AM
To: ADZUARA, LIBERTY CORPIN <la7004@att.com>
Cc: STEWART, JUSTIN <js169u@att.com>; PAMATMAT, KATRINA <kp404f@att.com>
Subject: Re: ***Action Required*** SR# 1-7N12NB6| Associates in Dermatology | KY 40241| EaFlex

Liberty,

Are you saying you cannot add the call paths and add EF at the same time? If so I was unaware until now.

Brad

Sent from my iPhone

On Jan 11, 2018, at 9:24 AM, ADZUARA, LIBERTY CORPIN <la7004@att.com> wrote:

Hi Bradley,

I need a confirmation which request are we going to process because we cannot process both request in one submission. Need your response today, 1pm CST.

Please advise.

Warm regards,
Liberty C. Adzuaara
IBM Client Support Specialist
Supporting AT&T Business Solutions

Office: 469-619-3265 Ext: 10632

Email: la7004@att.com

For Escalations please contact:

Delivery Manager, AT&T GOSS – Katrina Pamatmat

Email: kp404f@att.com

From: WOOD, BRADLEY D

Sent: Wednesday, January 10, 2018 8:10 PM

To: ADZUARA, LIBERTY CORPIN <la7004@att.com>; STEWART, JUSTIN <js169u@att.com>; STEWART, JUSTIN <js169u@att.com>

Cc: PAMATMAT, KATRINA <kp404f@att.com>

Subject: RE: ***Action Required*** SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex

Confirmed below.

From: ADZUARA, LIBERTY CORPIN

Sent: Wednesday, January 10, 2018 5:50 PM

To: STEWART, JUSTIN <js169u@att.com>; WOOD, BRADLEY D <bw6258@att.com>; STEWART, JUSTIN <js169u@att.com>

Cc: PAMATMAT, KATRINA <kp404f@att.com>

Subject: ***Action Required*** SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex

Importance: High

Hi Team,

Good Day. I will be processing your request for MACD Service.

Please take time to review the specifics of your order and confirm its accuracy or advise me of any changes to avoid delays and cancellation. Upon receipt of your reply I will move forward in placing your order. Your order details are listed below.

- *Please confirm the highlighted parts.*
- *Please provide missing information.*

Order Description:

MACD request to ADD EF and to change Concurrent calls from 23 to 35 to SITE ID: 9030382 Circuit: MLEC.916875..ATI

*****Please choose a request that needs to be priority because we can only process 1 order at a time.**

Service Type:	IP Flex Reach
Service Location Name:	Associates in Dermatology
Service Address:	3810 Springhurst Blvd., Louisville, KY 40241, RM 1 FLR 1

Circuit ID:	MLEC.916875..ATI
Site ID:	9030382
# of Concurrent Calls:	23
# of New Concurrent Calls:	35

Site Contact Name:	Al Appel
Site Contact TN #:	812-725-2434
Site Contact Email:	Missing information aalpel@associatesin dermatology.com
Alternate Contact Name:	Missing information Larry Jarrell
Alternate Contact Email:	Missing information larry.jarrell@informed.com

Your Response is greatly appreciated. If you have any questions, please do not hesitate to contact me.

Warm regards,

Liberty C. Adzura
 IBM Client Support Specialist
 Supporting AT&T Business Solutions
 Office: 469-619-3265 Ext: 10632
 Email: la7004@att.com

For Escalations please contact:
 Delivery Manager, AT&T GOSS – Katrina Pamatmat
 Email: kp404f@att.com

ENDRES, JAM (Legal)

From: BLACK, PAUL E
Sent: Monday, January 23, 2017 9:42 AM
To: 'Hope Flannery'; WOOD, BRADLEY D
Cc: 'Al Appel'
Subject: RE: Associates in Dermatology

Hope:

Thanks for reaching out. This is a 1 line phone account located at 3 AUDUBON PLAZA DR, Suite 630, LOUISVILLE. It looks like it was installed 7/29/16.

Let us know if you need anything done on the account and your Account Manager Brad Wood will engage.

Best Regards,

Paul Black
Sales Manager KY

AT&T

Small Business Solutions
601 W Chestnut St
Louisville, KY 40202
M: 502.553.3788
F: 866.398.2530
pb7183@att.com

[Click for Immediate Assistance](#)

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

Need help with a personal account? Click here.
www.att.com/help

From: Hope Flannery [mailto:lhf@associatesindermatology.com]
Sent: Monday, January 23, 2017 8:24 AM
To: BLACK, PAUL E <pb7183@att.com>
Cc: 'Al Appel' <aappel@associatesindermatology.com>
Subject: Associates in Dermatology

Paul,

I have received this bill and I have no idea what it is for. I looked back in our files and we have been receiving a bill for the last few months but it has had a credit on it. My accounts payable staff was filing the monthly bill away as it had a credit. I have dialed the number and it just rings and rings.

Please check into this for me. This bill is due on 2/11/17. I have no problem paying the bill, if it is, in fact ours.

Thanks for your help in this matter.

Hope Flannery
Associates in Dermatology,
502-625-2221 (direct line)

ENDRES, JAM (Legal)

From: MATHEWS, THOMAS
Sent: Thursday, March 29, 2018 12:07 PM
To: aappel@associatesindermatology.com; Larry.Jarrell@intermedix.com; dglassford@psr-cis.com; dbest@matrixintegration.com; cball@matrixintegration.com; SPIKNER, STEPHANIE J
Subject: Associates in Dermatology - TTU plan of action for Louisville and New Albany

Hi Team,

Per our call this morning please review bullet points below:

1. Voice TN move for Louisville – scheduled for 04/26/18 @ 6 PM EST, calendar invite sent.
2. Data TTU and TN porting from Ameritech for New Albany – scheduled for 04/26/18 @ 6 PM EST – Stephanie Spikner will send calendar invite
3. Dru to make sure that resources are available to Voice vendor support at Louisville and Ameritech at the same time.

Let me know if I missed anything else.

Regards,

Thomas V. Mathews

Order Specialist | IPFLEX Move Team
Global Product Ordering

AT&T Technology Operations

30 Knightsbridge Road, Piscataway, New Jersey 08854
Office: 732-844-5553 | Mobile: 201-975-9066 | tm018x@att.com
Next Level Support: Area Manager- Susan Rocco- Phone: 732-844-5108 or Email: sr2484@att.com

AT&T Internal partners please refer to the Internal Support Process & Guide in advance of engaging next level. [LINK](#)

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ENDRES, JAM (Legal)

Subject: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Location: CONFERENCE BRIDGE: 888-331-6293 PARTICIPANTS CODE: 8849295 - HOST: 64955221

Start: Thu 4/26/2018 6:00 PM

End: Thu 4/26/2018 7:00 PM

Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: MATHEWS, THOMAS

Required Attendees: Larry.Jarrell@intermedix.com; aappel@associatesindermatology.com; dbest@matrixintegration.com; dglassford@psr-cis.com; cball@matrixintegration.com; BLACK, PAUL E; EXCONDE, ROINEL; SPIKNER, STEPHANIE J; DESANTIS, MICHAEL E

New Bridge information: CONFERENCE BRIDGE: 888-331-6293 PARTICIPANTS CODE: 8849295 - HOST: 64955221

Hi Team,

Thank you for ordering AT&T BVoIP Service. I am pleased to inform you that your service has been successfully provisioned and we are ready to perform Test & Turn-Up activities.

The Test & Turn-Up date and time **Associates in Dermatology (Louisville) is 04/26/18 at 6 PM EST**. If the date or time for the TTU is inconvenient for you, please contact me immediately at 732-844-5553 as failure to do so could potentially lead to an interruption of your service.

Visit the AT&T Business Voice-over IP Implementation Planner web-site at <http://www.corp.att.com/bvoip/#features> and review the appropriate service-specific Test & Turn-Up checklist thoroughly prior to the call. The page is password protected. Hence, please enter the user name "att" and password "attvoip" to access the contents.

Please be advised to have your PBX Vendor, documentation and/or your own technical resources that are knowledgeable about your PBX/CPE (Customer Premise Equipment) at your site during the TTU call in order to properly conduct the Test & Turn-Up activities. Failure to do so could potentially lead to an interruption of your service.

Please call the AT&T Business Voice-over IP Service Delivery Center of Excellence at 1-888-613-6492 if you need any assistance or have any questions or concerns.

Special instructions for BVoIP on Ethernet Transport:

Note the CCG link: <http://www.corp.att.com/bvoip/ipflex/training/>

Username: att

Password: attvoip

Here are the details of your scheduled Test & Turn-Up:

TTU Date: **04/26/18 at 6 PM EST**
TTU Category: TTU-SA
TTEC: TTEC BVoIP-Standard
Notes: This is a standard BVoIP Service activation event.

Customer Order Information:

Associates in Dermatology (Louisville)
IUEC.735467..ATI
1-64SH4HF-B0001-0002
VR17060977
ISR17040330887
171505100
3249-5482

Local Contact (LCON): Al Appel
Premise Location: 3810 Springhurst Blvd, Louisville, KY 40241
Office: 502-583-1749

Move OS: Thomas V. Mathews
Office: 732-844-5553
Email: tvm018x@att.com

Bridge Information: 866-634-6017
Host Code: 4979271#
Participant's Code: 3673442#

TTE: Michael E Desantis - md4512@att.com

Regards,

Thomas V. Mathews

Order Specialist | IPFLEX Move Team
Global Product Ordering

AT&T Technology Operations

30 Knightsbridge Road, Piscataway, New Jersey 08854
Office: 732-844-5553 | Mobile: 732-208-6953 | tvm018x@att.com
Next Level Support: Area Manager- Bill Smith- Phone: 732-208-9975 or Email: ws6943@att.com

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ENDRES, JAM (Legal)

From: MATHEWS, THOMAS
Sent: Thursday, April 26, 2018 9:25 PM
To: Larry.Jarrell@intermedix.com; aappel@associatesindermatology.com; dbest@matrixintegration.com; cball@matrixintegration.com; WOOD, BRADLEY D; BLACK, PAUL E; EXCONDE, ROINEL; SPIKNER, STEPHANIE J; DESANTIS, MICHAEL E
Subject: FINAL UPDATE: 171505100 - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Hello Al,

The TN move for the 52 phone numbers have been completed. I dialed the following TNs.

502-583-1749 - reached the auto-attendant

502-625-2219 - reached the auto-attendant

Please test the TNs at your leisure and let me know if you have any issues. Thank you for choosing AT&T.

When you are ready to disconnect of the existing **50mbps with circuit id: BBEC.554292..ATI**, kindly reach out to the AT&T Account team.

Regards,

Thomas V. Mathews

Order Specialist | IPFLEX Move Team
Global Product Ordering

AT&T Technology Operations

30 Knightsbridge Road, Piscataway, New Jersey 08854

Office: 732-844-5553 | Mobile: 732-208-6953 | tm018x@att.com

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ENDRES, JAM (Legal)

From: Chris Ball <cball@matrixintegration.com>
Sent: Thursday, April 26, 2018 2:21 PM
To: MATHEWS, THOMAS; WOOD, BRADLEY D; Larry Jarrell; aappel@associatesin dermatology.com; Drue Best; BLACK, PAUL E; EXCONDE, ROINEL
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Thank you.

*"If I am ever on life support, unplug me...
Then plug me back in. See if that works"*

Chris Ball
Implementation UC Lead Engineer

[Matrix Integration](#)
p (502) 242-5316 | e cball@matrixintegration.com

From: MATHEWS, THOMAS [<mailto:tm018x@att.com>]
Sent: Thursday, April 26, 2018 2:18 PM
To: Chris Ball <cball@matrixintegration.com>; WOOD, BRADLEY D <bw6258@att.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>; aappel@associatesin dermatology.com; Drue Best <dbest@matrixintegration.com>; best@matrixintegration.com; BLACK, PAUL E <pb7183@att.com>; EXCONDE, ROINEL <re388t@att.com>
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Hi Chris and Larry,

I have sent my calendar invite with the same bridge as that of the New Albany site which is **CONFERENCE BRIDGE: 888-331-6293 PARTICIPANTS CODE: 8849295 - HOST: 64955221**

Regards,

Thomas V. Mathews
Order Specialist | IPFLEX Move Team
Global Product Ordering

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30 Knightsbridge Road, Piscataway, New Jersey 08854
Office: 732-844-5553 | Mobile: 201-975-9066 | tm018x@att.com
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From: Chris Ball [<mailto:cball@matrixintegration.com>]
Sent: Thursday, April 26, 2018 2:14 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>; MATHEWS, THOMAS

<tm018x@att.com>; aappel@associatesindermatology.com; Drue Best <dbest@matrixintegration.com>; best@matrixintegration.com; BLACK, PAUL E <pb7183@att.com>; EXCONDE, ROINEL <re388t@att.com>
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

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Chris Ball
Implementation UC Lead Engineer

[Matrix Integration](#)
p (502) 242-5316 | e cball@matrixintegration.com

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, April 26, 2018 1:38 PM
To: Larry Jarrell <Larry.Jarrell@intermedix.com>; MATHEWS, THOMAS <tm018x@att.com>; aappel@associatesindermatology.com; Drue Best <dbest@matrixintegration.com>; best@matrixintegration.com; Chris Ball <cball@matrixintegration.com>; BLACK, PAUL E <pb7183@att.com>; EXCONDE, ROINEL <re388t@att.com>
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Guys,

I spoke with Thomas and there are 2 task here planned for tonight.

1. Moving Springhurst numbers from old IPFlex circuit to the new circuit. (Thomas Mathews to complete)
2. Turning up data and porting TN's at New Albany from analog POTS lines to IPFlex (Spinaker to complete)

According to Thomas email he attached that was the plan, have things changed?

Regards,
Brad

From: Larry Jarrell [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, April 26, 2018 1:27 PM
To: MATHEWS, THOMAS <tm018x@att.com>; aappel@associatesindermatology.com; dbest@matrixintegration.com; best@matrixintegration.com; cball@matrixintegration.com; WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; EXCONDE, ROINEL <re388t@att.com>
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Matrix?

Sent with BlackBerry Work
(www.blackberry.com)

From: MATHEWS, THOMAS <tm018x@att.com>
Date: Thursday, Apr 26, 2018, 13:26

To: Larry Jarrell <Larry.Jarrell@intermedix.com>, aappel@associatesin dermatology.com <aappel@associatesin dermatology.com>, dbest@matrixintegration.com <dbest@matrixintegration.com>, best@matrixintegration.com <best@matrixintegration.com>, cball@matrixintegration.com <cball@matrixintegration.com>, WOOD, BRADLEY D <bw6258@att.com>, BLACK, PAUL E <pb7183@att.com>, EXCONDE, ROINEL <re388t@att.com>
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Hi Larry,

Per our conversation in the attached email, it was agreed to do the cut at both sites today and Dru had made resources available to be at both sites.
Has plans changed?

Dru and Chris,

Will your representative be able to move data cable from existing router to new router and test speed using laptop connected to the router at the Louisville site this evening?

Gentlemen,

Let me know if I need to cancel the schedule for Louisville?

Regards,

Thomas V. Mathews

Order Specialist | IPFLEX Move Team
Global Product Ordering

AT&T Technology Operations

30 Knightsbridge Road, Piscataway, New Jersey 08854
Office: 732-844-5553 | Mobile: 201-975-9066 | tm018x@att.com
Next Level Support: Area Manager- Susan Rocco- Phone: 732-844-5108 or Email: sr2484@att.com

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From: Larry Jarrell [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, April 26, 2018 1:15 PM
To: MATHEWS, THOMAS <tm018x@att.com>
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

We already have a test and turn up for New Albany we cannot do The Louisville location at same time.

Sent with BlackBerry Work
(www.blackberry.com)

From: MATHEWS, THOMAS <tm018x@att.com>
Date: Thursday, Apr 26, 2018, 13:10
To: Larry Jarrell <Larry.Jarrell@intermedix.com>
Subject: FW: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

-----Original Appointment-----

From: MATHEWS, THOMAS

Sent: Thursday, March 29, 2018 10:11 AM

To: MATHEWS, THOMAS; Larry.Jarrell@intermedix.com; Al Appel; dbest@matrixintegration.com; dglassford@psr-cis.com; cball@matrixintegration.com; BLACK, PAUL E; EXCONDE, ROINEL; SPIKNER, STEPHANIE J; DESANTIS, MICHAEL E

Subject: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

When: Thursday, April 26, 2018 6:00 PM-7:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Bridge Information: 866-634-6017 - Participant's Code: 3673442#

Hi Team,

Thank you for ordering AT&T BVoIP Service. I am pleased to inform you that your service has been successfully provisioned and we are ready to perform Test & Turn-Up activities.

The Test & Turn-Up date and time **Associates in Dermatology (Louisville) is 04/26/18 at 6 PM EST**. If the date or time for the TTU is inconvenient for you, please contact me immediately at 732-844-5553 as failure to do so could potentially lead to an interruption of your service.

Visit the AT&T Business Voice-over IP Implementation Planner web-site at <http://www.corp.att.com/bvoip/#features> and review the appropriate service-specific Test & Turn-Up checklist thoroughly prior to the call. The page is password protected. Hence, please enter the user name "att" and password "attvoip" to access the contents.

Please be advised to have your PBX Vendor, documentation and/or your own technical resources that are knowledgeable about your PBX/CPE (Customer Premise Equipment) at your site during the TTU call in order to properly conduct the Test & Turn-Up activities. Failure to do so could potentially lead to an interruption of your service.

Please call the AT&T Business Voice-over IP Service Delivery Center of Excellence at 1-888-613-6492 if you need any assistance or have any questions or concerns.

Special instructions for BVoIP on Ethernet Transport:

Note the CCG link: <http://www.corp.att.com/bvoip/ipflex/training/>

Username: att

Password: attvoip

Here are the details of your scheduled Test & Turn-Up:

TTU Date: **04/26/18 at 6 PM EST**

TTU Category: TTU-SA

TTEC: TTEC BVoIP-Standard

Notes: This is a standard BVoIP Service activation event.

Customer Order Information:

Associates in Dermatology (Louisville)

IUEC.735467..ATI

1-64SH4HF-B0001-0002

VR17060977

ISR17040330887

171505100

3249-5482

Local Contact (LCON): Al Appel

Premise Location: 3810 Springhurst Blvd, Louisville, KY 40241

Office: 502-583-1749

Move OS: Thomas V. Mathews

Office: 732-844-5553

Email: tvm018x@att.com

Bridge Information: 866-634-6017

Host Code: 4979271#

Participant's Code: 3673442#

TTE: Michael E Desantis - md4512@att.com

Regards,

Thomas V. Mathews

Order Specialist | IPFLEX Move Team

Global Product Ordering

AT&T Technology Operations

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Office: 732-844-5553 | Mobile: 732-208-6953 | tm018x@att.com

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ENDRES, JAM (Legal)

From: MATHEWS, THOMAS
Sent: Thursday, April 26, 2018 2:18 PM
To: Chris Ball; WOOD, BRADLEY D; Larry Jarrell; aappel@associatesin dermatology.com; Drue Best; best@matrixintegration.com; BLACK, PAUL E; EXCONDE, ROINEL
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Sent: Thursday, April 26, 2018 2:14 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>; MATHEWS, THOMAS <tm018x@att.com>; aappel@associatesin dermatology.com; Drue Best <dbest@matrixintegration.com>; best@matrixintegration.com; BLACK, PAUL E <pb7183@att.com>; EXCONDE, ROINEL <re388t@att.com>
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Matrix Integration
p (502) 242-5316 | e cball@matrixintegration.com

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Sent: Thursday, April 26, 2018 1:38 PM

To: Larry Jarrell <Larry.Jarrell@intermedix.com>; MATHEWS, THOMAS <tm018x@att.com>; aappel@associatesindermatology.com; Drue Best <dbest@matrixintegration.com>; best@matrixintegration.com; Chris Ball <cball@matrixintegration.com>; BLACK, PAUL E <pb7183@att.com>; EXCONDE, ROINEL <re388t@att.com>
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To: Larry Jarrell <Larry.Jarrell@intermedix.com>, aappel@associatesindermatology.com <aappel@associatesindermatology.com>, dbest@matrixintegration.com <dbest@matrixintegration.com>, best@matrixintegration.com <best@matrixintegration.com>, cball@matrixintegration.com <cball@matrixintegration.com>, WOOD, BRADLEY D <bw6258@att.com>, BLACK, PAUL E <pb7183@att.com>, EXCONDE, ROINEL <re388t@att.com>
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To: MATHEWS, THOMAS <tm018x@att.com>
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

We already have a test and turn up for New Albany we cannot do The Louisville location at same time.

Sent with BlackBerry Work
(www.blackberry.com)

From: MATHEWS, THOMAS <tm018x@att.com>
Date: Thursday, Apr 26, 2018, 13:10
To: Larry Jarrell <Larry.Jarrell@intermedix.com>
Subject: FW: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

-----Original Appointment-----

From: MATHEWS, THOMAS
Sent: Thursday, March 29, 2018 10:11 AM
To: MATHEWS, THOMAS; Larry.Jarrell@intermedix.com; Al Appel; dbest@matrixintegration.com; dglassford@psr-cis.com; cball@matrixintegration.com; BLACK, PAUL E; EXCONDE, ROINEL; SPIKNER, STEPHANIE J; DESANTIS, MICHAEL E
Subject: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y
When: Thursday, April 26, 2018 6:00 PM-7:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Bridge Information: 866-634-6017 - Participant's Code: 3673442#

Hi Team,

Thank you for ordering AT&T BVoIP Service. I am pleased to inform you that your service has been successfully provisioned and we are ready to perform Test & Turn-Up activities.

The Test & Turn-Up date and time **Associates in Dermatology (Louisville) is 04/26/18 at 6 PM EST**. If the date or time for the TTU is inconvenient for you, please contact me immediately at 732-844-5553 as failure to do so could potentially lead to an interruption of your service.

Visit the AT&T Business Voice-over IP Implementation Planner web-site at <http://www.corp.att.com/bvoip/#features> and review the appropriate service-specific Test & Turn-Up checklist thoroughly prior to the call. The page is password

protected. Hence, please enter the user name "att" and password "attvoip" to access the contents.

Please be advised to have your PBX Vendor, documentation and/or your own technical resources that are knowledgeable about your PBX/CPE (Customer Premise Equipment) at your site during the TTU call in order to properly conduct the Test & Turn-Up activities. Failure to do so could potentially lead to an interruption of your service.

Please call the AT&T Business Voice-over IP Service Delivery Center of Excellence at 1-888-613-6492 if you need any assistance or have any questions or concerns.

Special instructions for BVoIP on Ethernet Transport:

Note the CCG link: <http://www.corp.att.com/bvoip/ipflex/training/>

Username: att

Password: attvoip

Here are the details of your scheduled Test & Turn-Up:

TTU Date: **04/26/18 at 6 PM EST**

TTU Category: TTU-SA

TTEC: TTEC BVoIP-Standard

Notes: This is a standard BVoIP Service activation event.

Customer Order Information:

Associates in Dermatology (Louisville)

IUEC.735467..ATI

1-64SH4HF-B0001-0002

VR17060977

ISR17040330887

171505100

3249-5482

Local Contact (LCON): Al Appel

Premise Location: 3810 Springhurst Blvd, Louisville, KY 40241

Office: 502-583-1749

Move OS: Thomas V. Mathews

Office: 732-844-5553

Email: tvm018x@att.com

Bridge Information: 866-634-6017

Host Code: 4979271#

Participant's Code: 3673442#

TTE: Michael E Desantis - md4512@att.com

Regards,

Thomas V. Mathews

Order Specialist | IPFLEX Move Team

Global Product Ordering

AT&T Technology Operations

30 Knightsbridge Road, Piscataway, New Jersey 08854

Office: 732-844-5553 | Mobile: 732-208-6953 | tm018x@att.com

Next Level Support: Area Manager- Bill Smith- Phone: 732-208-9975 or Email: ws6943@att.com

AT&T Internal partners please refer to the Internal Support Process & Guide in advance of engaging next level. [LINK](#)

MOBILIZING YOUR WORLD

This message and any attachments to it contain confidential business information intended solely for the recipients. If you have received this email in error please do not forward or distribute it to anyone else, but telephone 732-844-5553 to report the error, and then delete this message from your system.

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ENDRES, JAM (Legal)

From: SPIKNER, STEPHANIE J
Sent: Friday, April 27, 2018 2:07 AM
To: MATHEWS, THOMAS; Larry.Jarrell@intermedix.com;
aappel@associatesin dermatology.com; dbest@matrixintegration.com;
cball@matrixintegration.com; WOOD, BRADLEY D; BLACK, PAUL E; EXCONDE, ROINEL;
DESANTIS, MICHAEL E
Subject: RE: FINAL UPDATE: 171505100 - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Team,

Please provide an update, the SME noted that the handoff is not correct and did not pass the TTU
Need to change to PRI

Please advise

Stephanie Spikner : Order Specialist Global Ordering
IP Flex over AVPN Team
Phone: 404-853-2106 Email: ss2481@att.com
Fax: 281-664-5675

Customer Electronic Order Status Manager: http://www.corp.att.com/ebcc/portal/portal_order.html
AT&T Internal Order Status Tool: [IOS](#) & [OSM](#)

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support: [Link](#)
Next Level Support Contact: Area Manager: [Joel Bates \(470\) 719-7952 Email: \[jb5833@att.com\]\(mailto:jb5833@att.com\)](#)

I promise to deliver an extraordinary customer experience in all customer interactions.

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TEXTING and DRIVING... It Can Wait. Take the pledge today and pass it on.

From: MATHEWS, THOMAS
Sent: Thursday, April 26, 2018 9:25 PM
To: Larry.Jarrell@intermedix.com; aappel@associatesin dermatology.com; dbest@matrixintegration.com;
cball@matrixintegration.com; WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; EXCONDE,
ROINEL <re388t@att.com>; SPIKNER, STEPHANIE J <ss2481@att.com>; DESANTIS, MICHAEL E <md4512@att.com>
Subject: FINAL UPDATE: 171505100 - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Hello Al,

The TN move for the 52 phone numbers have been completed. I dialed the following TNs.

502-583-1749 - reached the auto-attendant

502-625-2219 - reached the auto-attendant

Please test the TNs at your leisure and let me know if you have any issues. Thank you for choosing AT&T.

When you are ready to disconnect of the existing **50mbps with circuit id: BBEC.554292..ATI**, kindly reach out to the AT&T Account team.

Regards,

Thomas V. Mathews

Order Specialist | IPFLEX Move Team
Global Product Ordering

AT&T Technology Operations

30 Knightsbridge Road, Piscataway, New Jersey 08854

Office: 732-844-5553 | Mobile: 732-208-6953 | tm018x@att.com

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ENDRES, JAM (Legal)

From: Charlie McCall <cmccall@associatesindermatology.com>
Sent: Monday, May 21, 2018 3:02 PM
To: BLACK, PAUL E
Cc: Al Appel; Larry Jarrell
Subject: FW: Billing issues
Attachments: ATT Dispute.pdf

Paul,

Please see the below conversation between Brad and I regarding the account in question. I've attached a copy of the notice for outstanding balance we received last week for the same account.

Best regards,

Charlie McCall

Financial Manager



Associates in Dermatology, PLLC
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
(502) 625-2221

This communication may contain information that is proprietary, confidential, or exempt from disclosure. If you are not the intended recipient, please note that any other dissemination, distribution, use or copying of this communication is strictly prohibited. Anyone who receives this message in error should notify the sender immediately by telephone or by return e-mail and delete it from his or her computer.

From: WOOD, BRADLEY D <bw6258@att.com>
Sent: Tuesday, April 17, 2018 11:52 AM
To: Charlie McCall <cmccall@associatesindermatology.com>; Al Appel <aappel@associatesindermatology.com>
Subject: RE: Billing issues

Correct.

From: Charlie McCall [<mailto:cmccall@associatesindermatology.com>]
Sent: Tuesday, April 17, 2018 10:51 AM
To: WOOD, BRADLEY D <bw6258@att.com>; Al Appel <aappel@associatesindermatology.com>
Subject: RE: Billing issues

Brad,

Just for clarification, we can disregard the bill for account 831-000-2646 967, totaling \$9,321.82 in its entirety?

Thanks,

Charlie

From: WOOD, BRADLEY D <bw6258@att.com>

Sent: Tuesday, April 17, 2018 10:08 AM

To: Charlie McCall <cmccall@associatesin dermatology.com>; Al Appel <aappel@associatesin dermatology.com>

Subject: RE: Billing issues

Charlie/Al,

This is normal, we submitted disconnect on those circuits when we met last and they are nearing completion. Disconnect takes about 30 days but again like I said in our meeting I did request credit back to 2015 from the person working the RDS. You can disregard the bill and the account is protected from any service interruption because of the RDS billing dispute we have in. This process just takes time to resolve.

Regards,

Brad

From: Charlie McCall [<mailto:cmccall@associatesin dermatology.com>]

Sent: Monday, April 16, 2018 12:47 PM

To: Al Appel <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>

Subject: RE: Billing issues

Brad,

We received another bill, identical to the one we went over several weeks ago. It has the same charges on the bill which are for services we haven't used since 2015. You mentioned before we concluded our conversation that this bill was being taken care of, and we were led to believe that we would be getting a credit for those services we hadn't used for several years. When can we expect that to happen? According to this most recent bill we owe \$9,321.82. I've attached a copy of the bill in question for your review.

Also, there are numerous accounts with credits. The credit for account 171-800-3774-001 went from \$19,890.64 to \$13,539.04. Did the \$6,3513.60 difference get credited toward a balance on another account? If so, which one?

I would appreciate a timely response regarding these issues.

Thanks,

Charlie

From: Al Appel

Sent: Friday, April 6, 2018 3:07 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Charlie McCall <cmccall@associatesin dermatology.com>

Subject: Billing issues

Hi Brad,

Charlie McCall is taking over for Hope and he has some billing questions.

Thank you,

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

This communication may contain information that is proprietary, confidential, or exempt from disclosure. If you are not the intended recipient, please note that any other dissemination, distribution, use or copying of this communication is strictly prohibited. Anyone who receives this message in error should notify the sender immediately by telephone or by return e-mail and delete it from his or her computer.

Date: 05/11/2018



ASSOCIATES IN DERMATOLOGY, PLLC
3810 Springhurst Blvd # 200
LOUISVILLE KY 40241-6162
USA

Associates in Dermatology, PLLC
3810 SPRINGHURST BLVD
LOUISVILLE KY 40241-1745
USA

Your Account Number(s)	Account Name	Total Outstanding Plus New Charges	Disputed	Past Due
8310002646967	Associates in Dermatology, PLLC	\$ 9,396.39	\$ --	\$ 9,321.82
Total all Accounts		\$ 9,396.39	\$ --	\$ 9,321.82

Dear AT&T Customer,

Your payment of **\$9,321.82** has not been received. Without a payment in full of the past due balance, your access to the AT&T Network may be interrupted for all services billed under the account(s) referenced in the information above. Unless payment is received, AT&T may exercise its right under the contract to suspend or disconnect your service and/or require a security deposit on this or other services and/or refer your account(s) to an outside collections agency.

Late payment interest will be assessed on past due balances. In the case of a dispute, late payment interest will be assessed on any billed amounts determined, by AT&T, as accurate at the time your dispute is resolved. Please remit your payment to:

AT&T
P.O. Box 5019
Carol Stream, IL 60197-5019

If payment in full for the amount past due has been mailed, please disregard this letter. Do not hesitate to contact us at **1-800-762-3390** to discuss any questions you may have regarding this matter.

AT&T trusts that you will give this matter your immediate attention.

AT&T Credit and Collections Department
901 Marquette Ave N, Suite 800
Minneapolis, MN 55402
Business Hours: 8:00 AM to 5:00 PM Central Time

Charlie McCall

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Sent: Tuesday, April 17, 2018 11:52 AM
To: Charlie McCall; Al Appel
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Subject: Billing issues

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Thank you,

Al

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: Laurie Bowling <lbowling@associatesin dermatology.com>
Sent: Friday, June 22, 2018 11:15 AM
To: BLACK, PAUL E; FITZGERALD, MILES
Cc: Al Appel; Larry Jarrell
Subject: FW: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Importance: High

Here is the latest update. We have been without service since I arrived at 7am, 4 hours now (that we know of). Our business cannot run without these phones, this is affecting our patient care. Patients cannot call in and we cannot contact them from this location. Is there any other escalation that can be done? We are really in a bind!

Laurie Morgan
Human Resources Assistant



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3158
502-322-1958
Fax: 502-329-7599
www.associatesin dermatology.com

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From: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Sent: Friday, June 22, 2018 11:11 AM
To: Laurie Bowling <lbowling@associatesin dermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for taking my call. At this moment I have provided call samples to our specialist team and they will be analyzing them to isolate the issue further. Meanwhile, I will continue to escalate and provide you with updates as they become available. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228
Description of the Trouble: voice outage
Engagement received: 06/22/2018 09:40 AM CST
Issue Opened: 06/22/2018 08:13 AM CDT
Type of Service: NB-IPVPN | USASIGLOUKY02R
Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY
Access Hours: 8am-5pm Mon-Fri
CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

LCON: Laurie Bowling | 5029394522 | lbowling@associatesindermatology.com

Dispatch: Yes

Intrusive Test :Yes

Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | **Office Hours: 7:00A.M. to 4:00 P.M., MST M-F**

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

o 424-233-2845 | mh744x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

ENDRES, JAM (Legal)

From: FITZGERALD, MILES
Sent: Friday, June 22, 2018 12:11 PM
To: HERNANDEZGUZMAN, MARIA
Cc: MARTINEZ, NIDIA; MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N; BLACK, PAUL E
Subject: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Maria,

What needs to be done to replace equipment? We have already analyzed the calls on a separate ticket and were told it is an equipment issue

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: HERNANDEZGUZMAN, MARIA
Sent: Friday, June 22, 2018 11:11 AM
To: lbowling@associatesindermatology.com
Cc: MARTINEZ, NIDIA <nm187x@abs.att-mail.com>; MEZA, ALEXA <am4233@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; MORGAN, ALYSSA N <am966t@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

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Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

ENDRES, JAM (Legal)

From: HERNANDEZGUZMAN, MARIA
Sent: Friday, June 22, 2018 4:57 PM
To: Laurie Bowling
Cc: MARTINEZ, NIDIA; MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N;
FITZGERALD, MILES; FITZGERALD, MILES; BLACK, PAUL E; Al Appel; SharesSvcAftHrs
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Our technicians tested your service and all is testing clear on our end. We will continue to monitor your service, please reach out to me immediately if you experience any issues with your service. If you have any questions or concerns do not hesitate to contact me. If you should need assistance this evening please reply all to this email trail. An evening Service Manager will be assigned to assist at that time. Otherwise, I will personally follow up with you in the morning.

Ticket number: 246724228

Description of the Trouble: voice outage

Engagement received: 06/22/2018 09:40 AM CST

Issue Opened: 06/22/2018 08:13 AM CDT

Type of Service: NB-IPVPN | USASIGLOUKY02R

Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

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<mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesin dermatology.com>
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Access Hours: 8am-5pm Mon-Fri

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Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com; FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesin dermatology.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Phone system is back up!

Laurie Morgan

Human Resources Assistant



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241
Tel: 502-583-1749 Ext. 3158
502-322-1958
Fax: 502-329-7599
www.associatesin dermatology.com

Confidentially Notice: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure, or distribution is prohibited. If you are not the intended recipient(s), please contact the sender by reply e-mail and destroy all copies of the original message.

From: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Sent: Friday, June 22, 2018 12:34 PM
To: Laurie Bowling <lbowling@associatesin dermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank You for taking my call. As per our conversation our technicians are requesting for you to reboot your PBX phone system, once this has been done please verify service. If issue continues we will continue to escalate and test further. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228
Description of the Trouble: voice outage
Engagement received: 06/22/2018 09:40 AM CST
Issue Opened: 06/22/2018 08:13 AM CDT
Type of Service: NB-IPVPN | USASIGLOUKY02R
Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY
Access Hours: 8am-5pm Mon-Fri
CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
Dispatch: Yes
Intrusive Test :Yes
Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424-233-2853| nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

o 424-233-2845 | mh744x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

From: Maria Hernandez Guzman
Sent: Friday, June 22, 2018 9:11 AM
To: 'lbowling@associatesin dermatology.com' <lbowling@associatesin dermatology.com>

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; 'mf079j@att.com' <mf079j@att.com>
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for taking my call. At this moment I have provided call samples to our specialist team and they will be analyzing them to isolate the issue further. Meanwhile, I will continue to escalate and provide you with updates as they become available. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228

Description of the Trouble: voice outage

Engagement received: 06/22/2018 09:40 AM CST

Issue Opened: 06/22/2018 08:13 AM CDT

Type of Service: NB-IPVPN | USASIGLOUKY02R

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Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

ENDRES, JAM (Legal)

From: FITZGERALD, MILES
Sent: Friday, June 22, 2018 9:30 AM
To: SANCHEZ, ARACELLI
Cc: CHAVEZ, RAMIRO; HERNANDEZ, HERLINDA; Laurie Bowling; BLACK, PAUL E
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Please update the email address to Laurie Bowling <lbowling@associatesindermatology.com>

Thanks,

Miles Fitzgerald
Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: FITZGERALD, MILES
Sent: Friday, June 22, 2018 9:27 AM
To: SANCHEZ, ARACELLI <as564f@abs.att-mail.com>; aappel@associatesindermatology.com
Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>
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They cannot make outbound calls. I attempted to call the number at 8:00 am, 9:25 and 9:26 and could not get through. Please escalate

Thanks,

Miles Fitzgerald
Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: SANCHEZ, ARACELLI
Sent: Friday, June 22, 2018 9:20 AM

To: aappel@associatesindermatology.com

Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Laurie

I have reached out to my service partners have been advised that the technicians need 2-3 call samples to isolate the problem. They have requested that these call samples be within the last 24 hours. Once you provide me those they can continue testing. They have provided the template below:

Calling TN (# calling from):

Called TN (# calling to):

Time of call / Time Zone:

Symptom:

Calling TN:

Called TN:

Time of call / Time Zone:

Symptom:

Customer called: 06/22/18 6:35 am MSt

Engagement received Date and time: 06/22/18 7:20 am CDT

Description of the Trouble: voice and data down

Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

Access Hours: 8:00AM-5:00PM

CCON: Laurie Bowling 5029394522 aappel@associatesindermatology.com

LCON: Laurie Bowling 5029394522 aappel@associatesindermatology.com

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Ramiro Chavez (424)233-2987 | M: (915)7318176 | (rc822g@att.com)

Office Hours: (6:am – 3:00 pm MST, M-F

Area Manager

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 | (as654f@att.co)

From: Aracelli Sanchez

Sent: Friday, June 22, 2018 6:42 AM

To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>

Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; mf079j@att.com

Subject: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Hello ,

Thank you for taking my call. My name is Aracelli, I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates. If during this process, you have any questions or concerns, please feel free to contact me.

Customer called: 06/22/18 6:35 am MSt

Engagement received Date and time: 06/22/18 7:20 am CDT

Description of the Trouble: voice and data down

Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

Access Hours: 8:00AM-5:00PM

CCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

LCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

Continuous efforts to resolve your concern will go forth.

My supervisor's information is below should you require additional assistance:

Area Manager: Ramiro Chavez rc822g@att.com, 424 233 2987

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 / as564f@att.com

ENDRES, JAM (Legal)

From: CHAVEZ, RAMIRO
Sent: Friday, June 22, 2018 10:40 AM
To: FITZGERALD, MILES; SANCHEZ, ARACELLI; BLACK, PAUL E
Cc: HERNANDEZ, HERLINDA
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Miles,

Can please submit the new ticket under the correct asset. Service management will engage and assist. Please use the link below.

<https://ebiznet.att.com/engage/>

Ramiro Chavez

Area Manager

Consulting on behalf of AT&T Client Solutions and Operations
O: (424) 233-2987 M: (915) 731-8176 | rc822g@att.com

From: FITZGERALD, MILES [mailto:mf079j@att.com]
Sent: Friday, June 22, 2018 8:36 AM
To: Aracelli Sanchez <as564f@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>
Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Aracelli,

Why can you not stay engaged with the new ticket number??? This is ridiculous

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: SANCHEZ, ARACELLI

Sent: Friday, June 22, 2018 10:27 AM

To: BLACK, PAUL E <pb7183@att.com>; FITZGERALD, MILES <mf079j@att.com>

Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesindermatology.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Hello Laurie

Thank you for taking my call. Per our conversation your circuit is clear. Your account manager will be opening a ticket on your equipment. I will be disengaging on this ticket as it is for your circuit and not the equipment. Should you experience any maintenance or repair related troubles in the future, below is the escalation process for your records. This will help expedite requests for Service Management assignment.

1) Open maintenance ticket and if necessary, escalate on your ticket using one of the following:

Business Direct - <http://www.corp.att.com/ebcc/portal/>

Express Ticketing - www.att.com/expressticketing

2) If further escalation assistance is required, please contact your Account Manager

3) Your Account Manager will then contact the Escalation Team and have a Service Assurance Service Manager assigned.

4) You will receive a call from the assigned Service Assurance Service Manager. (Please provide your Account Manager a number where you can be contacted; if you will be away from your desk, it will be best to provide a cell number if available.)

Once submitted by your Account Manager, your ticket will be assigned to the next available Service Manager on the Escalation Team. This team takes pride in providing excellent service.

Best Regards,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Ramiro Chavez(424)233-2987 | M: (915)7318176 | (rc822g@att.com)

Office Hours: (6:am – 3:00 pm MST, M-F

Area Manager

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 | as564@att.com

From: Aracelli Sanchez

Sent: Friday, June 22, 2018 7:55 AM

To: BLACK, PAUL E <pb7183@att.com>; FITZGERALD, MILES <mf079j@att.com>

Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesin dermatology.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

We do not have that information. The customer or the account team should have it

Thank you

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Ramiro Chavez

Area Manager(424)233-2987 | M: (915)7318176 | (rc822g@att.com)

Office Hours: (6:am – 3:00 pm MST, M-F

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 | as564@att.com

From: BLACK, PAUL E <pb7183@att.com>

Sent: Friday, June 22, 2018 7:38 AM

To: Aracelli Sanchez <as564f@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>

Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesin dermatology.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Do you have the router host name so we can quickly enter the ticket?

Paul Black

Regional Sales Director – Kentucky/Southern Indiana

AT&T

Select Market Business Sales

534 Armory Place

Louisville, KY 40202

M: 502.553.3788

F: 866.398.2530

pb7183@att.com

[Click for Immediate Assistance](#)

From: SANCHEZ, ARACELLI

Sent: Friday, June 22, 2018 9:37 AM

To: FITZGERALD, MILES <mf079j@att.com>

Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesin dermatology.com>; BLACK, PAUL E <pb7183@att.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Team,

I have just finished speaking to an ENOC tester. The circuit is clear and a ticket will need to be opened on the equipment. This is a different department. Your account manager will need to go into express ticketing and open a ticket on the router with the router host name. Also ensure your submit the ticket for SM engagement.

Thank you,

Customer called: 06/22/18 6:35 am MST

Engagement received Date and time: 06/22/18 7:20 am CDT

Description of the Trouble: voice and data down

Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

Access Hours: 8:00AM-5:00PM

CCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

LCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Ramiro Chavez

Area Manager(424)233-2987 | M: (915)7318176 | (rc822g@att.com)

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Sent: Friday, June 22, 2018 7:30 AM

To: Aracelli Sanchez <as564f@abs.att-mail.com>

Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesin dermatology.com>; BLACK, PAUL E <pb7183@att.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Please update the email address to Laurie Bowling <lbowling@associatesin dermatology.com>

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions

601 W. Chestnut St

Louisville, KY 40203

M: 502.415.5639

F: 866.628.4922

mf079j@att.com

From: FITZGERALD, MILES

Sent: Friday, June 22, 2018 9:27 AM

To: SANCHEZ, ARACELLI <as564f@abs.att-mail.com>; aappel@associatesindermatology.com

Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

They cannot make outbound calls. I attempted to call the number at 8:00 am, 9:25 and 9:26 and could not get through. Please escalate

Thanks,

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From: SANCHEZ, ARACELLI

Sent: Friday, June 22, 2018 9:20 AM

To: aappel@associatesindermatology.com

Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Laurie

I have reached out to my service partners have been advised that the technicians need 2-3 call samples to isolate the problem. They have requested that these call samples be within the last 24 hours. Once you provide me those they can continue testing. They have provided the template below:

Calling TN (# calling from):

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Time of call / Time Zone:
Symptom:

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Time of call / Time Zone:
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Type of Service: Ethernet
Updates: n
Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY
Access Hours: 8:00AM-5:00PM
CCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com
LCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com
Dispatch: Y
Intrusive Test: Y
Power to CPE: Y

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Ramiro Chavez (424)233-2987 | M: (915)7318176 | (rc822g@att.com)
Office Hours: (6:am – 3:00 pm MST, M-F
Area Manager

Aracelli Sanchez
Critical Issue Resolution Manager
Consulting on behalf of AT&T Client Solutions and Operations
o (424)233-2968 | as654f@att.co

From: Aracelli Sanchez
Sent: Friday, June 22, 2018 6:42 AM
To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>
Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; mf079j@att.com
Subject: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Hello ,

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Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 / as564f@att.com

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Cc: CHAVEZ, RAMIRO; HERNANDEZ, HERLINDA; Laurie Bowling; BLACK, PAUL E
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

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Miles Fitzgerald

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601 W. Chestnut St

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Subject: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

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Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

Access Hours: 8:00AM-5:00PM

CCON: Laurie Bowling 5029394522 aappel@associatesindermatology.com

LCON: Laurie Bowling 5029394522 aappel@associatesindermatology.com

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

Continuous efforts to resolve your concern will go forth.

My supervisor's information is below should you require additional assistance:

Area Manager: Ramiro Chavez rc822g@att.com, 424 233 2987

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 / as564f@att.com

ENDRES, JAM (Legal)

From: FITZGERALD, MILES
Sent: Friday, June 22, 2018 10:15 AM
To: BLACK, PAUL E; SANCHEZ, ARACELLI
Cc: CHAVEZ, RAMIRO; HERNANDEZ, HERLINDA
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Aracelli,

Please escalate this ticket ,we should not have to engage SM twice

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: FITZGERALD, MILES
Sent: Friday, June 22, 2018 10:14 AM
To: BLACK, PAUL E <pb7183@att.com>; SANCHEZ, ARACELLI <as564f@abs.att-mail.com>
Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesindermatology.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Ticket Number: [000000246724228 \(USASIGLOUKY02R\)](#)

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: BLACK, PAUL E
Sent: Friday, June 22, 2018 10:01 AM
To: SANCHEZ, ARACELLI <as564f@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>
Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesin dermatology.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

We located it. USASIGLOUKY02R

Working on that ticket now.

Paul Black

Regional Sales Director - Kentucky/Southern Indiana

AT&T

Select Market Business Sales
534 Armory Place
Louisville, KY 40202
M: 502.553.3788
F: 866.398.2530
pb7183@att.com

[Click for Immediate Assistance](#)

From: SANCHEZ, ARACELLI
Sent: Friday, June 22, 2018 9:55 AM
To: BLACK, PAUL E <pb7183@att.com>; FITZGERALD, MILES <mf079j@att.com>
Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesin dermatology.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

We do not have that information. The customer or the account team should have it
Thank you

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Ramiro Chavez
Area Manager(424)233-2987 | M: (915)7318176 | (rc822g@att.com)
Office Hours: (6:am – 3:00 pm MST, M-F

Aracelli Sanchez
Critical Issue Resolution Manager
Consulting on behalf of AT&T Client Solutions and Operations
o (424)233-2968 | as564@att.com

From: BLACK, PAUL E <pb7183@att.com>
Sent: Friday, June 22, 2018 7:38 AM
To: Aracelli Sanchez <as564f@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>
Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesin dermatology.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Do you have the router host name so we can quickly enter the ticket?

Paul Black

Regional Sales Director – Kentucky/Southern Indiana

AT&T

Select Market Business Sales
534 Armory Place
Louisville, KY 40202
M: 502.553.3788
F: 866.398.2530
pb7183@att.com

[Click for Immediate Assistance](#)

From: SANCHEZ, ARACELLI
Sent: Friday, June 22, 2018 9:37 AM
To: FITZGERALD, MILES <mf079j@att.com>
Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesin dermatology.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Team,
I have just finished speaking to an ENOC tester. The circuit is clear and a ticket will need to be opened on the equipment. This is a different department. Your account manager will need to go into express ticketing and open a ticket on the router with the router host name. Also ensure your submit the ticket for SM engagement.

Thank you,

Customer called: 06/22/18 6:35 am MST
Engagement received Date and time: 06/22/18 7:20 am CDT
Description of the Trouble: voice and data down
Type of Service: Ethernet
Updates: n
Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY
Access Hours: 8:00AM-5:00PM
CCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com
LCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com
Dispatch: Y
Intrusive Test: Y
Power to CPE: Y

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Ramiro Chavez

Area Manager(424)233-2987 | M: (915)7318176 | (rc822g@att.com)

Office Hours: (6:am – 3:00 pm MST, M-F

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 | as564@att.com

From: FITZGERALD, MILES <mf079j@att.com>

Sent: Friday, June 22, 2018 7:30 AM

To: Aracelli Sanchez <as564f@abs.att-mail.com>

Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesin dermatology.com>; BLACK, PAUL E <pb7183@att.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Please update the email address to Laurie Bowling <lbowling@associatesin dermatology.com>

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions

601 W. Chestnut St

Louisville, KY 40203

M: 502.415.5639

F: 866.628.4922

mf079j@att.com

From: FITZGERALD, MILES

Sent: Friday, June 22, 2018 9:27 AM

To: SANCHEZ, ARACELLI <as564f@abs.att-mail.com>; aappel@associatesin dermatology.com

Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

They cannot make outbound calls. I attempted to call the number at 8:00 am, 9:25 and 9:26 and could not get through. Please escalate

Thanks,

Miles Fitzgerald
Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: SANCHEZ, ARACELLI
Sent: Friday, June 22, 2018 9:20 AM
To: aappel@associatesindermatology.com
Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Laurie

I have reached out to my service partners have been advised that the technicians need 2-3 call samples to isolate the problem. They have requested that these call samples be within the last 24 hours. Once you provide me those they can continue testing. They have provided the template below:

Calling TN (# calling from):
Called TN (# calling to):
Time of call / Time Zone:
Symptom:

Calling TN:
Called TN:
Time of call / Time Zone:
Symptom:

Customer called: 06/22/18 6:35 am MSt
Engagement received Date and time: 06/22/18 7:20 am CDT
Description of the Trouble: voice and data down
Type of Service: Ethernet
Updates: n
Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY
Access Hours: 8:00AM-5:00PM
CCON: Laurie Bowling 5029394522 aappel@associatesindermatology.com
LCON: Laurie Bowling 5029394522 aappel@associatesindermatology.com
Dispatch: Y
Intrusive Test: Y
Power to CPE: Y

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Ramiro Chavez (424)233-2987 | M: (915)7318176 | (rc822g@att.com)

Office Hours: (6:am – 3:00 pm MST, M-F

Area Manager

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 | as654f@att.co

From: Aracelli Sanchez

Sent: Friday, June 22, 2018 6:42 AM

To: 'aappel@associatesindermatology.com' <aappel@associatesindermatology.com>

Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; mf079j@att.com

Subject: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Hello ,

Thank you for taking my call. My name is Aracelli, I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates. If during this process, you have any questions or concerns, please feel free to contact me.

Customer called: 06/22/18 6:35 am MSt

Engagement received Date and time: 06/22/18 7:20 am CDT

Description of the Trouble: voice and data down

Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

Access Hours: 8:00AM-5:00PM

CCON: Laurie Bowling 5029394522 aappel@associatesindermatology.com

LCON: Laurie Bowling 5029394522 aappel@associatesindermatology.com

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

Continuous efforts to resolve your concern will go forth.

My supervisor's information is below should you require additional assistance:

Area Manager: Ramiro Chavez rc822g@att.com, 424 233 2987

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 / as564f@att.com

ENDRES, JAM (Legal)

From: Laurie Bowling <lbowling@associatesin dermatology.com>
Sent: Friday, June 22, 2018 10:17 AM
To: FITZGERALD, MILES; BLACK, PAUL E; SANCHEZ, ARACELLI
Cc: CHAVEZ, RAMIRO; HERNANDEZ, HERLINDA; Al Appel
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Let me talk to IT and see what we can do.

Thanks!

Laurie Morgan
Human Resources Assistant



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3158
502-322-1958
Fax: 502-329-7599
www.associatesin dermatology.com

Confidentially Notice: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure, or distribution is prohibited. If you are not the intended recipient(s), please contact the sender by reply e-mail and destroy all copies of the original message.

From: FITZGERALD, MILES <mf079j@att.com>
Sent: Friday, June 22, 2018 10:08 AM
To: BLACK, PAUL E <pb7183@att.com>; SANCHEZ, ARACELLI <as564f@abs.att-mail.com>
Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesin dermatology.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Laurie,

It looks like your site also has enhanced features. Does anyone on site have access to the business direct portal? You could forward calls to the other location temporarily

Thanks,

Miles Fitzgerald
Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639

F: 866.628.4922
mf079j@att.com

From: BLACK, PAUL E
Sent: Friday, June 22, 2018 10:01 AM
To: SANCHEZ, ARACELLI <as564f@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>
Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesindermatology.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

We located it. USASIGLOUKY02R

Working on that ticket now.

Paul Black
Regional Sales Director – Kentucky/Southern Indiana

AT&T

Select Market Business Sales
534 Armory Place
Louisville, KY 40202
M: 502.553.3788
F: 866.398.2530
pb7183@att.com

[Click for Immediate Assistance](#)

From: SANCHEZ, ARACELLI
Sent: Friday, June 22, 2018 9:55 AM
To: BLACK, PAUL E <pb7183@att.com>; FITZGERALD, MILES <mf079j@att.com>
Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesindermatology.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

We do not have that information. The customer or the account team should have it
Thank you

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Ramiro Chavez
Area Manager(424)233-2987 | M: (915)7318176 | (rc822g@att.com)
Office Hours: (6:am – 3:00 pm MST, M-F

Aracelli Sanchez
Critical Issue Resolution Manager
Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 | as564@att.com

From: BLACK, PAUL E <pb7183@att.com>

Sent: Friday, June 22, 2018 7:38 AM

To: Aracelli Sanchez <as564f@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>

Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesin dermatology.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Do you have the router host name so we can quickly enter the ticket?

Paul Black

Regional Sales Director - Kentucky/Southern Indiana

AT&T

Select Market Business Sales

534 Armory Place

Louisville, KY 40202

M: 502.553.3788

F: 866.398.2530

pb7183@att.com

[Click for Immediate Assistance](#)

From: SANCHEZ, ARACELLI

Sent: Friday, June 22, 2018 9:37 AM

To: FITZGERALD, MILES <mf079j@att.com>

Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesin dermatology.com>; BLACK, PAUL E <pb7183@att.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Team,

I have just finished speaking to an ENOC tester. The circuit is clear and a ticket will need to be opened on the equipment. This is a different department. Your account manager will need to go into express ticketing and open a ticket on the router with the router host name. Also ensure your submit the ticket for SM engagement.

Thank you,

Customer called: 06/22/18 6:35 am MST

Engagement received Date and time: 06/22/18 7:20 am CDT

Description of the Trouble: voice and data down

Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

Access Hours: 8:00AM-5:00PM

CCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

LCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

Dispatch: Y
Intrusive Test: Y
Power to CPE: Y

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Ramiro Chavez
Area Manager(424)233-2987 | M: (915)7318176 | (rc822g@att.com)
Office Hours: (6:am – 3:00 pm MST, M-F

Aracelli Sanchez
Critical Issue Resolution Manager
Consulting on behalf of AT&T Client Solutions and Operations
o (424)233-2968 | as564@att.com

From: FITZGERALD, MILES <mf079j@att.com>
Sent: Friday, June 22, 2018 7:30 AM
To: Aracelli Sanchez <as564f@abs.att-mail.com>
Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Laurie Bowling <bowling@associatesin dermatology.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Please update the email address to Laurie Bowling <bowling@associatesin dermatology.com>

Thanks,

Miles Fitzgerald
Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: FITZGERALD, MILES
Sent: Friday, June 22, 2018 9:27 AM
To: SANCHEZ, ARACELLI <as564f@abs.att-mail.com>; aappel@associatesin dermatology.com
Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

They cannot make outbound calls. I attempted to call the number at 8:00 am, 9:25 and 9:26 and could not get through. Please escalate

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: SANCHEZ, ARACELLI

Sent: Friday, June 22, 2018 9:20 AM

To: aappel@associatesin dermatology.com

Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Laurie

I have reached out to my service partners have been advised that the technicians need 2-3 call samples to isolate the problem. They have requested that these call samples be within the last 24 hours. Once you provide me those they can continue testing. They have provided the template below:

Calling TN (# calling from):

Called TN (# calling to):

Time of call / Time Zone:

Symptom:

Calling TN:

Called TN:

Time of call / Time Zone:

Symptom:

Customer called: 06/22/18 6:35 am MSt

Engagement received Date and time: 06/22/18 7:20 am CDT

Description of the Trouble: voice and data down

Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

Access Hours: 8:00AM-5:00PM

CCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

LCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

Dispatch: Y

Intrusive Test: Y
Power to CPE: Y

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Ramiro Chavez (424)233-2987 | M: (915)7318176 | (rc822g@att.com)

Office Hours: (6:am – 3:00 pm MST, M-F

Area Manager

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 | as654f@att.co

From: Aracelli Sanchez

Sent: Friday, June 22, 2018 6:42 AM

To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>

Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>;
mf079j@att.com

Subject: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Hello ,

Thank you for taking my call. My name is Aracelli, I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates. If during this process, you have any questions or concerns, please feel free to contact me.

Customer called: 06/22/18 6:35 am MSt

Engagement received Date and time: 06/22/18 7:20 am CDT

Description of the Trouble: voice and data down

Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

Access Hours: 8:00AM-5:00PM

CCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

LCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

Continuous efforts to resolve your concern will go forth.

My supervisor's information is below should you require additional assistance:

Area Manager: Ramiro Chavez rc822g@att.com, 424 233 2987

Aracelli Sanchez
Critical Issue Resolution Manager
Consulting on behalf of AT&T Client Solutions and Operations
o (424)233-2968 / as564f@att.com

ENDRES, JAM (Legal)

From: FITZGERALD, MILES
Sent: Friday, June 22, 2018 10:41 AM
To: SANCHEZ, ARACELLI; BLACK, PAUL E
Cc: CHAVEZ, RAMIRO; HERNANDEZ, HERLINDA
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Thank you for being so helpful

Thanks,

Miles Fitzgerald
Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: SANCHEZ, ARACELLI
Sent: Friday, June 22, 2018 10:40 AM
To: FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

The engagement is on a different ticket number. That engagement on that ticket is closed

Thank you

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Ramiro Chavez
Area Manager(424)233-2987 | M: (915)7318176 | (rc822g@att.com)
Office Hours: (6:am – 3:00 pm MST, M-F

Aracelli Sanchez
Critical Issue Resolution Manager
Consulting on behalf of AT&T Client Solutions and Operations
o (424)233-2968 | as564@att.com

From: FITZGERALD, MILES <mf079j@att.com>
Sent: Friday, June 22, 2018 8:36 AM
To: Aracelli Sanchez <as564f@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>
Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Aracelli,

Why can you not stay engaged with the new ticket number??? This is ridiculous

Thanks,

Miles Fitzgerald
Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: SANCHEZ, ARACELLI
Sent: Friday, June 22, 2018 10:27 AM
To: BLACK, PAUL E <pb7183@att.com>; FITZGERALD, MILES <mf079j@att.com>
Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesindermatology.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Hello Laurie

Thank you for taking my call. Per our conversation your circuit is clear. Your account manager will be opening a ticket on your equipment. I will be disengaging on this ticket as it is for your circuit and not the equipment. Should you experience any maintenance or repair related troubles in the future, below is the escalation process for your records. This will help expedite requests for Service Management assignment.

1) Open maintenance ticket and if necessary, escalate on your ticket using one of the following:

Business Direct - <http://www.corp.att.com/ebcc/portal/>

Express Ticketing - www.att.com/expressticketing

2) If further escalation assistance is required, please contact your Account Manager

3) Your Account Manager will then contact the Escalation Team and have a Service Assurance Service Manager assigned.

4) You will receive a call from the assigned Service Assurance Service Manager. (Please provide your Account Manager a number where you can be contacted; if you will be away from your desk, it will be best to provide a cell number if available.)

Once submitted by your Account Manager, your ticket will be assigned to the next available Service Manager on the Escalation Team. This team takes pride in providing excellent service.

Best Regards,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Ramiro Chavez(424)233-2987 | M: (915)7318176 | (rc822g@att.com)
Office Hours: (6:am – 3:00 pm MST, M-F
Area Manager

Aracelli Sanchez
Critical Issue Resolution Manager
Consulting on behalf of AT&T Client Solutions and Operations
o (424)233-2968 | as564@att.com

From: Aracelli Sanchez
Sent: Friday, June 22, 2018 7:55 AM
To: BLACK, PAUL E <pb7183@att.com>; FITZGERALD, MILES <mf079j@att.com>
Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesin dermatology.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

We do not have that information. The customer or the account team should have it
Thank you

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Ramiro Chavez
Area Manager(424)233-2987 | M: (915)7318176 | (rc822g@att.com)
Office Hours: (6:am – 3:00 pm MST, M-F

Aracelli Sanchez
Critical Issue Resolution Manager
Consulting on behalf of AT&T Client Solutions and Operations
o (424)233-2968 | as564@att.com

From: BLACK, PAUL E <pb7183@att.com>
Sent: Friday, June 22, 2018 7:38 AM
To: Aracelli Sanchez <as564f@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>
Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Laurie

Bowling <lbowling@associatesin dermatology.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Do you have the router host name so we can quickly enter the ticket?

Paul Black

Regional Sales Director – Kentucky/Southern Indiana

AT&T

Select Market Business Sales

534 Armory Place

Louisville, KY 40202

M: 502.553.3788

F: 866.398.2530

pb7183@att.com

[Click for Immediate Assistance](#)

From: SANCHEZ, ARACELLI

Sent: Friday, June 22, 2018 9:37 AM

To: FITZGERALD, MILES <mf079j@att.com>

Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesin dermatology.com>; BLACK, PAUL E <pb7183@att.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Team,
I have just finished speaking to an ENOC tester. The circuit is clear and a ticket will need to be opened on the equipment. This is a different department. Your account manager will need to go into express ticketing and open a ticket on the router with the router host name. Also ensure your submit the ticket for SM engagement.

Thank you,

Customer called: 06/22/18 6:35 am MST

Engagement received Date and time: 06/22/18 7:20 am CDT

Description of the Trouble: voice and data down

Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

Access Hours: 8:00AM-5:00PM

CCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

LCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Ramiro Chavez

Area Manager(424)233-2987 | M: (915)7318176 | (rc822g@att.com)

Office Hours: (6:am – 3:00 pm MST, M-F

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 | as564@att.com

From: FITZGERALD, MILES <mf079j@att.com>

Sent: Friday, June 22, 2018 7:30 AM

To: Aracelli Sanchez <as564f@abs.att-mail.com>

Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesin dermatology.com>; BLACK, PAUL E <pb7183@att.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Please update the email address to Laurie Bowling <lbowling@associatesin dermatology.com>

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions

601 W. Chestnut St

Louisville, KY 40203

M: 502.415.5639

F: 866.628.4922

mf079j@att.com

From: FITZGERALD, MILES

Sent: Friday, June 22, 2018 9:27 AM

To: SANCHEZ, ARACELLI <as564f@abs.att-mail.com>; aappel@associatesin dermatology.com

Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

They cannot make outbound calls. I attempted to call the number at 8:00 am, 9:25 and 9:26 and could not get through. Please escalate

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: SANCHEZ, ARACELLI

Sent: Friday, June 22, 2018 9:20 AM

To: aappel@associatesin dermatology.com

Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Laurie

I have reached out to my service partners have been advised that the technicians need 2-3 call samples to isolate the problem. They have requested that these call samples be within the last 24 hours. Once you provide me those they can continue testing. They have provided the template below:

Calling TN (# calling from):

Called TN (# calling to):

Time of call / Time Zone:

Symptom:

Calling TN:

Called TN:

Time of call / Time Zone:

Symptom:

Customer called: 06/22/18 6:35 am MST

Engagement received Date and time: 06/22/18 7:20 am CDT

Description of the Trouble: voice and data down

Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

Access Hours: 8:00AM-5:00PM

CCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

LCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Ramiro Chavez (424)233-2987 | M: (915)7318176 | (rc822g@att.com)

Office Hours: (6:am – 3:00 pm MST, M-F

Area Manager

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 | as654f@att.co

From: Aracelli Sanchez

Sent: Friday, June 22, 2018 6:42 AM

To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>

Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; mf079j@att.com

Subject: OWENLG | NB-SELECT | CNMB2 | 862201335 | Louisville, KY |

Hello ,

Thank you for taking my call. My name is Aracelli, I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates. If during this process, you have any questions or concerns, please feel free to contact me.

Customer called: 06/22/18 6:35 am MSt

Engagement received Date and time: 06/22/18 7:20 am CDT

Description of the Trouble: voice and data down

Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

Access Hours: 8:00AM-5:00PM

CCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

LCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

Continuous efforts to resolve your concern will go forth.

My supervisor's information is below should you require additional assistance:

Area Manager: Ramiro Chavez rc822g@att.com, 424 233 2987

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 / as564f@att.com

ENDRES, JAM (Legal)

From: Laurie Bowling <lbowling@associatesin dermatology.com>
Sent: Friday, June 22, 2018 11:38 AM
To: FITZGERALD, MILES; BLACK, PAUL E
Cc: Al Appel; Larry Jarrell
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Unfortunately no there isn't. Also with the call volume that come into our main number , that would almost be impossible to forward to a cellphone etc.

Laurie Morgan
Human Resources Assistant



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3158
502-322-1958
Fax: 502-329-7599
www.associatesin dermatology.com

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From: FITZGERALD, MILES <mf079j@att.com>
Sent: Friday, June 22, 2018 11:19 AM
To: Laurie Bowling <lbowling@associatesin dermatology.com>; BLACK, PAUL E <pb7183@att.com>
Cc: Al Appel <aappel@associatesin dermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Just checking again, is there anyone on site with access to business direct?? You can forward the calls to another site or cell phone if needed

Thanks,

Miles Fitzgerald
Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
866.628.4922
mf079j@att.com

From: Laurie Bowling <lbowling@associatesin dermatology.com>
Sent: Friday, June 22, 2018 11:15 AM
To: BLACK, PAUL E <pb7183@att.com>; FITZGERALD, MILES <mf079j@att.com>
Cc: Al Appel <aappel@associatesin dermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>
Subject: FW: OWENLG | NB-SELECT | CNMB2 | 000000246724228 | Louisville, KY |
Importance: High

Here is the latest update. We have been without service since I arrived at 7am, 4 hours now (that we know of). Our business cannot run without these phones, this is affecting our patient care. Patients cannot call in and we cannot contact them from this location. Is there any other escalation that can be done? We are really in a bind!

Laurie Morgan
Human Resources Assistant



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3158
502-322-1958
Fax: 502-329-7599
www.associatesin dermatology.com

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From: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Sent: Friday, June 22, 2018 11:11 AM
To: Laurie Bowling <lbowling@associatesin dermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com
Subject: OWENLG | NB-SELECT | CNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for taking my call. At this moment I have provided call samples to our specialist team and they will be analyzing them to isolate the issue further. Meanwhile, I will continue to escalate and provide you with updates as they become available. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228
Description of the Trouble: voice outage
Engagement received: 06/22/2018 09:40 AM CST
Issue Opened: 06/22/2018 08:13 AM CDT
Type of Service: NB-IPVPN | USASIGLOUKY02R
Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY
Access Hours: 8am-5pm Mon-Fri
CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
Dispatch: Yes

Intrusive Test :Yes
Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

o 424-233-2845 | mh744x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

ENDRES, JAM (Legal)

From: Laurie Bowling <lbowling@associatesin dermatology.com>
Sent: Friday, June 22, 2018 12:43 PM
To: HERNANDEZGUZMAN, MARIA
Cc: MARTINEZ, NIDIA; MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N;
FITZGERALD, MILES; Al Appel; BLACK, PAUL E; FITZGERALD, MILES
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |
Importance: High

Hello,

This has been done and we still have no phone service. We can not dial out nor anyone call in. We are hitting on 8 hours without service and it is severely impacting our business operations.

Laurie Morgan
Human Resources Assistant



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3158
502-322-1958
Fax: 502-329-7599
www.associatesin dermatology.com

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From: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Sent: Friday, June 22, 2018 12:34 PM
To: Laurie Bowling <lbowling@associatesin dermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank You for taking my call. As per our conversation our technicians are requesting for you to reboot your PBX phone system, once this has been done please verify service. If issue continues we will continue to escalate and test further. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228
Description of the Trouble: voice outage
Engagement received: 06/22/2018 09:40 AM CST
Issue Opened: 06/22/2018 08:13 AM CDT
Type of Service: NB-IPVPN | USASIGLOUKY02R
Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

Access Hours: 8am-5pm Mon-Fri

CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

Dispatch: Yes

Intrusive Test :Yes

Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424-233-2853| nm187x@att.com | **Office Hours:** 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

o 424-233-2845 | mh744x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

From: Maria Hernandez Guzman

Sent: Friday, June 22, 2018 9:11 AM

To: 'lbowling@associatesin dermatology.com' <lbowling@associatesin dermatology.com>

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; 'mf079j@att.com' <mf079j@att.com>

Subject: OWENLG | NB-SELECT | CNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for taking my call. At this moment I have provided call samples to our specialist team and they will be analyzing them to isolate the issue further. Meanwhile, I will continue to escalate and provide you with updates as they become available. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228

Description of the Trouble: voice outage

Engagement received: 06/22/2018 09:40 AM CST

Issue Opened: 06/22/2018 08:13 AM CDT

Type of Service: NB-IPVPN | USASIGLOUKY02R

Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

Access Hours: 8am-5pm Mon-Fri

CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

Dispatch: Yes

Intrusive Test :Yes

Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

o 424-233-2845 | mh744x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

ENDRES, JAM (Legal)

From: BLACK, PAUL E
Sent: Friday, June 22, 2018 12:55 PM
To: FITZGERALD, MILES; MARTINEZ, NIDIA; HERNANDEZGUZMAN, MARIA; REID, RANDAL K
Cc: MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N
Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Adding Randal Reid from our post sales escalation team.

Paul Black

[Regional Sales Director – Kentucky/Southern Indiana](#)

AT&T

Select Market Business Sales
534 Armory Place
Louisville, KY 40202
M: 502.553.3788
F: 866.398.2530
pb7183@att.com

[Click for Immediate Assistance](#)

From: FITZGERALD, MILES
Sent: Friday, June 22, 2018 12:47 PM
To: MARTINEZ, NIDIA <nm187x@abs.att-mail.com>; HERNANDEZGUZMAN, MARIA <mh744x@abs.att-mail.com>
Cc: MEZA, ALEXA <am4233@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; MORGAN, ALYSSA N <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

I am concerned because we lost over 2 hours this morning when we entered a ticket on this circuit and were told we had to put in a ticket for the router. The customer has already taken these steps we need this at the highest escalation possible.

Thanks,

Miles Fitzgerald

[Application Sales Consultant](#)

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: MARTINEZ, NIDIA

Sent: Friday, June 22, 2018 12:45 PM

To: FITZGERALD, MILES <mf079j@att.com>; HERNANDEZGUZMAN, MARIA <mh744x@abs.att-mail.com>

Cc: MEZA, ALEXA <am4233@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; MORGAN, ALYSSA N <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; MARTINEZ, NIDIA <nm187x@abs.att-mail.com>

Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Miles,

Service management cannot replace the router. Our technicians will need to review the call samples and provide best next steps for resolution.

Nidia Martinez

Area Manager

Consulting on behalf of AT&T Client Solutions and Operations

O (424) 233-2853 | M (915) 330-3157 nm187x@att.com

From: FITZGERALD, MILES [<mailto:mf079j@att.com>]

Sent: Friday, June 22, 2018 10:11 AM

To: Maria Hernandez Guzman <mh744x@abs.att-mail.com>

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>

Subject: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Maria,

What needs to be done to replace equipment? We have already analyzed the calls on a separate ticket and were told it is an equipment issue

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions

601 W. Chestnut St

Louisville, KY 40203

M: 502.415.5639

F: 866.628.4922

mf079j@att.com

From: HERNANDEZGUZMAN, MARIA

Sent: Friday, June 22, 2018 11:11 AM

To: lbowling@associatesindermatology.com

Cc: MARTINEZ, NIDIA <nm187x@abs.att-mail.com>; MEZA, ALEXA <am4233@abs.att-mail.com>; HERNANDEZ,

HERLINDA <hh558d@abs.att-mail.com>; MORGAN, ALYSSA N <am966t@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>

Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for taking my call. At this moment I have provided call samples to our specialist team and they will be analyzing them to isolate the issue further. Meanwhile, I will continue to escalate and provide you with updates as they become available. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228

Description of the Trouble: voice outage

Engagement received: 06/22/2018 09:40 AM CST

Issue Opened: 06/22/2018 08:13 AM CDT

Type of Service: NB-IPVPN | USASIGLOUKY02R

Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

Access Hours: 8am-5pm Mon-Fri

CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

Dispatch: Yes

Intrusive Test :Yes

Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | **Office Hours:** 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

o 424-233-2845 | mh744x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

ENDRES, JAM (Legal)

From: FITZGERALD, MILES
Sent: Friday, June 22, 2018 12:58 PM
To: MARTINEZ, NIDIA; HERNANDEZGUZMAN, MARIA
Cc: MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N; BLACK, PAUL E; REID, RANDAL K
Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Thanks nadia

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: MARTINEZ, NIDIA
Sent: Friday, June 22, 2018 12:56 PM
To: FITZGERALD, MILES <mf079j@att.com>; HERNANDEZGUZMAN, MARIA <mh744x@abs.att-mail.com>
Cc: MEZA, ALEXA <am4233@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; MORGAN, ALYSSA N <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Mike,

We are escalating this issue with our router technicians for resolution.

Nidia Martinez

Area Manager
Consulting on behalf of AT&T Client Solutions and Operations
O (424) 233-2853 | M (915) 330-3157 nm187x@att.com

From: FITZGERALD, MILES [<mailto:mf079j@att.com>]
Sent: Friday, June 22, 2018 10:47 AM
To: Nidia Martinez <nm187x@abs.att-mail.com>; Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Cc: Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan

<am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>

Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

I am concerned because we lost over 2 hours this morning when we entered a ticket on this circuit and were told we had to put in a ticket for the router. The customer has already taken these steps we need this at the highest escalation possible.

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions

601 W. Chestnut St

Louisville, KY 40203

M: 502.415.5639

F: 866.628.4922

mf079j@att.com

From: MARTINEZ, NIDIA

Sent: Friday, June 22, 2018 12:45 PM

To: FITZGERALD, MILES <mf079j@att.com>; HERNANDEZGUZMAN, MARIA <mh744x@abs.att-mail.com>

Cc: MEZA, ALEXA <am4233@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; MORGAN, ALYSSA N <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; MARTINEZ, NIDIA <nm187x@abs.att-mail.com>

Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Miles,

Service management cannot replace the router. Our technicians will need to review the call samples and provide best next steps for resolution.

Nidia Martinez

Area Manager

Consulting on behalf of AT&T Client Solutions and Operations

O (424) 233-2853 | M (915) 330-3157 nm187x@att.com

From: FITZGERALD, MILES [<mailto:mf079j@att.com>]

Sent: Friday, June 22, 2018 10:11 AM

To: Maria Hernandez Guzman <mh744x@abs.att-mail.com>

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>

Subject: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Maria,

What needs to be done to replace equipment? We have already analyzed the calls on a separate ticket and were told it is an equipment issue

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: HERNANDEZGUZMAN, MARIA
Sent: Friday, June 22, 2018 11:11 AM
To: lbowling@associatesin dermatology.com
Cc: MARTINEZ, NIDIA <nm187x@abs.att-mail.com>; MEZA, ALEXA <am4233@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; MORGAN, ALYSSA N <am966t@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>
Subject: OWENLG | NB-SELECT | CNMNB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for taking my call. At this moment I have provided call samples to our specialist team and they will be analyzing them to isolate the issue further. Meanwhile, I will continue to escalate and provide you with updates as they become available. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228
Description of the Trouble: voice outage
Engagement received: 06/22/2018 09:40 AM CST
Issue Opened: 06/22/2018 08:13 AM CDT
Type of Service: NB-IPVPN | USASIGLOUKY02R
Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY
Access Hours: 8am-5pm Mon-Fri
CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
Dispatch: Yes
Intrusive Test :Yes
Power To CPE: Yes

Continuous effort to resolve your concern will go forth.
My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

o 424-233-2845 | mh744x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

ENDRES, JAM (Legal)

From: Laurie Bowling <lbowling@associatesin dermatology.com>
Sent: Friday, June 22, 2018 1:16 PM
To: HERNANDEZGUZMAN, MARIA
Cc: MARTINEZ, NIDIA; MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N;
FITZGERALD, MILES; FITZGERALD, MILES; BLACK, PAUL E; Al Appel
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Phone system is back up!

Laurie Morgan
Human Resources Assistant



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3158

502-322-1958

Fax: 502-329-7599

www.associatesin dermatology.com

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From: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Sent: Friday, June 22, 2018 12:34 PM
To: Laurie Bowling <lbowling@associatesin dermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank You for taking my call. As per our conversation our technicians are requesting for you to reboot your PBX phone system, once this has been done please verify service. If issue continues we will continue to escalate and test further. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228

Description of the Trouble: voice outage

Engagement received: 06/22/2018 09:40 AM CST

Issue Opened: 06/22/2018 08:13 AM CDT

Type of Service: NB-IPVPN | USASIGLOUKY02R

Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

Access Hours: 8am-5pm Mon-Fri

CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

Dispatch: Yes

Intrusive Test :Yes
Power To CPE: Yes

Continuous effort to resolve your concern will go forth.
My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Nidia Martinez | 424-233-2853| nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager
Consulting on behalf of AT&T Client Solutions and Operations
o 424-233-2845 | mh744x@att.com
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

From: Maria Hernandez Guzman
Sent: Friday, June 22, 2018 9:11 AM
To: 'lbowling@associatesin dermatology.com' <lbowling@associatesin dermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; 'mf079j@att.com' <mf079j@att.com>
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for taking my call. At this moment I have provided call samples to our specialist team and they will be analyzing them to isolate the issue further. Meanwhile, I will continue to escalate and provide you with updates as they become available. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228
Description of the Trouble: voice outage
Engagement received: 06/22/2018 09:40 AM CST
Issue Opened: 06/22/2018 08:13 AM CDT
Type of Service: NB-IPVPN | USASIGLOUKY02R
Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY
Access Hours: 8am-5pm Mon-Fri
CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
Dispatch: Yes
Intrusive Test :Yes
Power To CPE: Yes

Continuous effort to resolve your concern will go forth.
My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Nidia Martinez | 424-233-2853| nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez
Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

o 424-233-2845 | mh744x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

ENDRES, JAM (Legal)

From: MARTINEZ, NIDIA
Sent: Friday, June 22, 2018 1:49 PM
To: FITZGERALD, MILES; HERNANDEZGUZMAN, MARIA
Cc: MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N; BLACK, PAUL E; REID, RANDAL K; Strahl-Hargens Select Post Sales TC Support; MARTINEZ, NIDIA
Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Miles,

The call samples have not been analyzed by our T2 team, They will need to be traced and analyzed to identify if there were any errors in our Network.

Nidia Martinez

Area Manager

Consulting on behalf of AT&T Client Solutions and Operations

O (424) 233-2853 | M (915) 330-3157 nm187x@att.com

From: FITZGERALD, MILES [mailto:mf079j@att.com]

Sent: Friday, June 22, 2018 11:45 AM

To: Nidia Martinez <nm187x@abs.att-mail.com>; Maria Hernandez Guzman <mh744x@abs.att-mail.com>

Cc: Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; REID, RANDAL K <rr4273@att.com>; Strahl-Hargens Select Post Sales TC Support <g09565@att.com>

Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

They rebooted several times before. They had o be another issue there

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions

601 W. Chestnut St

Louisville, KY 40203

M: 502.415.5639

F: 866.628.4922

mf079j@att.com

From: MARTINEZ, NIDIA

Sent: Friday, June 22, 2018 1:45 PM

To: FITZGERALD, MILES <mf079j@att.com>; HERNANDEZGUZMAN, MARIA <mh744x@abs.att-mail.com>

Cc: MEZA, ALEXA <am4233@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; MORGAN, ALYSSA N <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; REID, RANDAL K <rr4273@att.com>; Strahl-Hargens Select Post Sales TC Support <g09565@att.com>

Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Miles,

We asked our customer to reboot their PBX.

Nidia Martinez

Area Manager

Consulting on behalf of AT&T Client Solutions and Operations

O (424) 233-2853 | M (915) 330-3157 nm187x@att.com

From: FITZGERALD, MILES [<mailto:mf079j@att.com>]

Sent: Friday, June 22, 2018 11:29 AM

To: Nidia Martinez <nm187x@abs.att-mail.com>; Maria Hernandez Guzman <mh744x@abs.att-mail.com>

Cc: Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; REID, RANDAL K <rr4273@att.com>

Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Looks like we are back up. Do we know what caused the issue?

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions

601 W. Chestnut St

Louisville, KY 40203

M: 502.415.5639

F: 866.628.4922

mf079j@att.com

From: MARTINEZ, NIDIA

Sent: Friday, June 22, 2018 12:59 PM

To: FITZGERALD, MILES <mf079j@att.com>; HERNANDEZGUZMAN, MARIA <mh744x@abs.att-mail.com>

Cc: MEZA, ALEXA <am4233@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; MORGAN, ALYSSA N <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; REID, RANDAL K <rr4273@att.com>

Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Updating distro

From: Nidia Martinez

Sent: Friday, June 22, 2018 10:56 AM

To: FITZGERALD, MILES <mf079j@att.com>; Maria Hernandez Guzman <mh744x@abs.att-mail.com>

Cc: Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>

Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Mike,

We are escalating this issue with our router technicians for resolution.

Nidia Martinez

Area Manager

Consulting on behalf of AT&T Client Solutions and Operations

O (424) 233-2853 | M (915) 330-3157 nm187x@att.com

From: FITZGERALD, MILES [<mailto:mf079j@att.com>]

Sent: Friday, June 22, 2018 10:47 AM

To: Nidia Martinez <nm187x@abs.att-mail.com>; Maria Hernandez Guzman <mh744x@abs.att-mail.com>

Cc: Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>

Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

I am concerned because we lost over 2 hours this morning when we entered a ticket on this circuit and were told we had to put in a ticket for the router. The customer has already taken these steps we need this at the highest escalation possible.

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions

601 W. Chestnut St

Louisville, KY 40203

M: 502.415.5639

F: 866.628.4922

mf079j@att.com

From: MARTINEZ, NIDIA

Sent: Friday, June 22, 2018 12:45 PM

To: FITZGERALD, MILES <mf079j@att.com>; HERNANDEZGUZMAN, MARIA <mh744x@abs.att-mail.com>

Cc: MEZA, ALEXA <am4233@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; MORGAN, ALYSSA N <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; MARTINEZ, NIDIA <nm187x@abs.att-mail.com>

Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Miles,

Service management cannot replace the router. Our technicians will need to review the call samples and provide best next steps for resolution.

Nidia Martinez

Area Manager
Consulting on behalf of AT&T Client Solutions and Operations
O (424) 233-2853 | M (915) 330-3157 nm187x@att.com

From: FITZGERALD, MILES [<mailto:mf079j@att.com>]

Sent: Friday, June 22, 2018 10:11 AM

To: Maria Hernandez Guzman <mh744x@abs.att-mail.com>

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>

Subject: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Maria,

What needs to be done to replace equipment? We have already analyzed the calls on a separate ticket and were told it is an equipment issue

Thanks,

Miles Fitzgerald

[Application Sales Consultant](#)

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: HERNANDEZGUZMAN, MARIA

Sent: Friday, June 22, 2018 11:11 AM

To: bowling@associatesindermatology.com

Cc: MARTINEZ, NIDIA <nm187x@abs.att-mail.com>; MEZA, ALEXA <am4233@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; MORGAN, ALYSSA N <am966t@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>

Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for taking my call. At this moment I have provided call samples to our specialist team and they will be analyzing them to isolate the issue further. Meanwhile, I will continue to escalate and provide you with updates as they become available. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228

Description of the Trouble: voice outage

Engagement received: 06/22/2018 09:40 AM CST

Issue Opened: 06/22/2018 08:13 AM CDT

Type of Service: NB-IPVPN | USASIGLOUKY02R

Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

Access Hours: 8am-5pm Mon-Fri

CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

Dispatch: Yes

Intrusive Test :Yes

Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

o 424-233-2845 | mh744x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Monday, June 25, 2018 1:00 PM
To: Laurie Bowling; HERNANDEZGUZMAN, MARIA
Cc: MARTINEZ, NIDIA; MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N;
FITZGERALD, MILES; FITZGERALD, MILES; BLACK, PAUL E
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Paul,

Please remove "OWENLG" from our billing, LG Owen left us in 2012.

Thank you,

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Laurie Bowling
Sent: Monday, June 25, 2018 9:44 AM
To: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com; FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Hello Maria,

Our phones are working properly at this time. Thank you!

Laurie Morgan
Human Resources Assistant



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3158
502-322-1958
Fax: 502-329-7599
www.associatesindermatology.com

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From: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Sent: Monday, June 25, 2018 9:30 AM
To: Laurie Bowling <lbowling@associatesindermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com; FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesindermatology.com>
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Our technicians have completed testing on the circuit and all has tested clear. I have been advised that your Voice is still with our provisioning team and provided me Order number: 171505100. Please follow up with your account manager for further assistance. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228
Description of the Trouble: voice outage
Engagement received: 06/22/2018 09:40 AM CST
Issue Opened: 06/22/2018 08:13 AM CDT
Type of Service: NB-IPVPN | USASIGLOUKY02R
Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY
Access Hours: 8am-5pm Mon-Fri
CCON: Laurie Bowling | 5029394522 | lbowling@associatesindermatology.com
LCON: Laurie Bowling | 5029394522 | lbowling@associatesindermatology.com
Dispatch: Yes
Intrusive Test :Yes
Power To CPE: Yes

Continuous effort to resolve your concern will go forth.
My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez
Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

o 424-233-2845 | mh744x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

From: Maria Hernandez Guzman

Sent: Friday, June 22, 2018 2:57 PM

To: 'Laurie Bowling' <lbowling@associatesin dermatology.com>

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; 'mf079j@att.com' <mf079j@att.com>; 'FITZGERALD, MILES' <mf079j@att.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'Al Appel' <aappel@associatesin dermatology.com>; 'SharesSvcAfthrs (SharedSvcAfthrs@abs.att-mail.com)' <SharedSvcAfthrs@abs.att-mail.com>

Subject: OWENLG | NB-SELECT | CNMNB2 | 000000246724228 | Louisville, KY |

Laurie,

Our technicians tested your service and all is testing clear on our end. We will continue to monitor your service, please reach out to me immediately if you experience any issues with your service. If you have any questions or concerns do not hesitate to contact me. If you should need assistance this evening please reply all to this email trail. An evening Service Manager will be assigned to assist at that time. Otherwise, I will personally follow up with you in the morning.

Ticket number: 246724228

Description of the Trouble: voice outage

Engagement received: 06/22/2018 09:40 AM CST

Issue Opened: 06/22/2018 08:13 AM CDT

Type of Service: NB-IPVPN | USASIGLOUKY02R

Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

Access Hours: 8am-5pm Mon-Fri

CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

Dispatch: Yes

Intrusive Test :Yes

Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

o 424-233-2845 | mh744x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

From: Maria Hernandez Guzman

Sent: Friday, June 22, 2018 12:13 PM

To: 'Laurie Bowling' <lbowling@associatesin dermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com; FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for the update. Our technicians tested your service and all is testing clear on our end. We will continue to monitor your service, please reach out to me immediately if you experience any issues with your service. If you have any questions or concerns do not hesitate to contact me.

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CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
Dispatch: Yes
Intrusive Test :Yes
Power To CPE: Yes

Continuous effort to resolve your concern will go forth.
My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Nidia Martinez | 424-233-2853| nm187x@att.com | **Office Hours:** 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

o 424-233-2845 | mh744x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

From: Laurie Bowling [<mailto:lbowling@associatesin dermatology.com>]
Sent: Friday, June 22, 2018 11:16 AM
To: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com; FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Phone system is back up!

Laurie Morgan
Human Resources Assistant



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3158
502-322-1958
Fax: 502-329-7599
www.associatesin dermatology.com

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From: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Sent: Friday, June 22, 2018 12:34 PM
To: Laurie Bowling <lbowling@associatesin dermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank You for taking my call. As per our conversation our technicians are requesting for you to reboot your PBX phone system, once this has been done please verify service. If issue continues we will continue to escalate and test further. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228
Description of the Trouble: voice outage
Engagement received: 06/22/2018 09:40 AM CST
Issue Opened: 06/22/2018 08:13 AM CDT
Type of Service: NB-IPVPN | USASIGLOUKY02R
Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY
Access Hours: 8am-5pm Mon-Fri
CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
Dispatch: Yes
Intrusive Test :Yes
Power To CPE: Yes

Continuous effort to resolve your concern will go forth.
My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Nidia Martinez | 424-233-2853| nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager
Consulting on behalf of AT&T Client Solutions and Operations
o 424-233-2845 | mh744x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

From: Maria Hernandez Guzman

Sent: Friday, June 22, 2018 9:11 AM

To: 'lbowling@associatesin dermatology.com' <lbowling@associatesin dermatology.com>

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; 'mf079j@att.com' <mf079j@att.com>

Subject: OWENLG | NB-SELECT | CNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for taking my call. At this moment I have provided call samples to our specialist team and they will be analyzing them to isolate the issue further. Meanwhile, I will continue to escalate and provide you with updates as they become available. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228

Description of the Trouble: voice outage

Engagement received: 06/22/2018 09:40 AM CST

Issue Opened: 06/22/2018 08:13 AM CDT

Type of Service: NB-IPVPN | USASIGLOUKY02R

Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

Access Hours: 8am-5pm Mon-Fri

CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

Dispatch: Yes

Intrusive Test :Yes

Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

o 424-233-2845 | mh744x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

ENDRES, JAM (Legal)

From: Charlie McCall <cmccall@associatesin dermatology.com>
Sent: Thursday, June 28, 2018 1:12 PM
To: BLACK, PAUL E
Cc: Al Appel; Larry Jarrell
Subject: RE: Billing issues

Paul,

We would also like a check for the credit balance.

Thanks,

Charlie

From: BLACK, PAUL E <pb7183@att.com>
Sent: Tuesday, May 22, 2018 4:45 PM
To: Charlie McCall <cmccall@associatesin dermatology.com>
Cc: Al Appel <aappel@associatesin dermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>
Subject: RE: Billing issues

The latest bill for this account shows a credit balance now of \$11,487.52. I have attached that bill here. This credit amount will be available to be refunded back to you in the form of a check or transferred to another AT&T account if you wish.

thanks

Paul Black

Regional Sales Director – Kentucky/Southern Indiana

AT&T

Select Market Business Sales
534 Armory Place
Louisville, KY 40202
M: 502.553.3788
F: 866.398.2530
pb7183@att.com

[Click for Immediate Assistance](#)

From: Charlie McCall <cmccall@associatesin dermatology.com>
Sent: Monday, May 21, 2018 3:02 PM
To: BLACK, PAUL E <pb7183@att.com>
Cc: Al Appel <aappel@associatesin dermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>
Subject: FW: Billing issues

Paul,

Please see the below conversation between Brad and I regarding the account in question. I've attached a copy of the notice for outstanding balance we received last week for the same account.

Best regards,

Charlie McCall

Financial Manager



Associates in Dermatology, PLLC
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
(502) 625-2221

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From: WOOD, BRADLEY D <bw6258@att.com>
Sent: Tuesday, April 17, 2018 11:52 AM
To: Charlie McCall <cmccall@associatesin dermatology.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: RE: Billing issues

Correct.

From: Charlie McCall [<mailto:cmccall@associatesin dermatology.com>]
Sent: Tuesday, April 17, 2018 10:51 AM
To: WOOD, BRADLEY D <bw6258@att.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: RE: Billing issues

Brad,

Just for clarification, we can disregard the bill for account 831-000-2646 967, totaling \$9,321.82 in its entirety?

Thanks,

Charlie

From: WOOD, BRADLEY D <bw6258@att.com>
Sent: Tuesday, April 17, 2018 10:08 AM
To: Charlie McCall <cmccall@associatesin dermatology.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: RE: Billing issues

Charlie/Al,

This is normal, we submitted disconnect on those circuits when we met last and they are nearing completion. Disconnect takes about 30 days but again like I said in our meeting I did request credit back to 2015 from the person working the RDS. You can disregard the bill and the account is protected from any service interruption because of the RDS billing dispute we have in. This process just takes time to resolve.

Regards,
Brad

From: Charlie McCall [<mailto:cmccall@associatesin dermatology.com>]
Sent: Monday, April 16, 2018 12:47 PM
To: Al Appel <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: Billing issues

Brad,

We received another bill, identical to the one we went over several weeks ago. It has the same charges on the bill which are for services we haven't used since 2015. You mentioned before we concluded our conversation that this bill was being taken care of, and we were led to believe that we would be getting a credit for those services we hadn't used for several years. When can we expect that to happen? According to this most recent bill we owe \$9,321.82. I've attached a copy of the bill in question for your review.

Also, there are numerous accounts with credits. The credit for account 171-800-3774-001 went from \$19,890.64 to \$13,539.04. Did the \$6,3513.60 difference get credited toward a balance on another account? If so, which one?

I would appreciate a timely response regarding these issues.

Thanks,
Charlie

From: Al Appel
Sent: Friday, April 6, 2018 3:07 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Charlie McCall <cmccall@associatesin dermatology.com>
Subject: Billing issues

Hi Brad,

Charlie McCall is taking over for Hope and he has some billing questions.

Thank you,
Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Friday, July 27, 2018 12:05 PM
To: EHERTON, BRITTANEE
Cc: BLACK, PAUL E; FITZGERALD, MILES; Laurie Bowling; Charlie McCall; Larry Jarrell; Corky Webb (corky@sptsolutions.com); Al Appel
Subject: RE: Meeting on refunds/credits

Hi Brittanee,

I filed a complaint today with the Public Service Commission and they will call me within 3 business days to go over the next steps to be relieved from this contract. We will wait until we hear from them before we file a complaint with the Attorney General's office.

Just to reiterate what we are looking for:

- relieved from our contract
- 90 days to find another carrier
- refunds on all accounts we were overcharged for

Kindest regards,

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: EHERTON, BRITTANEE <bl225w@att.com>
Sent: Thursday, July 26, 2018 3:11 PM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: BLACK, PAUL E <pb7183@att.com>; FITZGERALD, MILES <mf079j@att.com>; Laurie Bowling <lbowling@associatesin dermatology.com>; Charlie McCall <cmccall@associatesin dermatology.com>; Larry Jarrell

<Larry.Jarrell@intermedix.com>; Corky Webb (corky@sptsolutions.com) <corky@sptsolutions.com>

Subject: Re: Meeting on refunds/credits

Good Afternoon Al,

I apologize for the delay, I have been traveling this week.

After researching my resources here's what I have found...I am able to put in the disconnect requests, however, we do not have a department that has the ability to alter contracts.

I understand you are not interested in correcting these accounts. Just know that I am more than happy to assist if you decide otherwise.

I can start the disconnects as instructed by you when you are ready.

Please let me know what you decide.

Best regards,

Brittanee Etherton

Client Solutions Executive

AT&T

Small Business Solutions

[601 W. Chestnut St](#)

[Louisville, KY 40203](#)

M: [502.224.9613](#)

F: [866.628.4922](#)

Bl225w@att.com

On Jul 25, 2018, at 4:14 PM, Al Appel <aappel@associatesindermatology.com> wrote:

Hi Brittanee,

I have not heard anything since my last email 3 days ago. If I do not hear anything from you or whoever has the authority to address my letter by Friday, we will file a complaint with the Public Service Commission.

Kindest regards,

Al

Al Appel

Chief Administrative Officer

<image001.jpg>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Al Appel
Sent: Friday, July 20, 2018 11:36 AM
To: ETHERTON, BRITTANEE <bl225w@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; Laurie Bowling <lbowling@associatesin dermatology.com>; Charlie McCall <cmccall@associatesin dermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: RE: Meeting on refunds/credits
Importance: High

Brittane, we are past the point of rectifying this, I need this letter sent to who is authorized to act upon it and that there will not be a termination penalty. If AT&T wants to go and that that direction we will file a complaint with the (Public service commission) as well as compile all the vendor bills and engage legal.

It is more wasted time again when we have 4 years of time spent trying to implement AT&T's solution.

Kindest regards,

Al

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: ETHERTON, BRITTANEE <bl225w@att.com>
Sent: Wednesday, July 18, 2018 8:50 AM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; Laurie Bowling <lbowling@associatesin dermatology.com>; Charlie McCall <cmccall@associatesin dermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>
Subject: RE: Meeting on refunds/credits

Al,

As your new account manager I am here to rectify these accounts and assist you and your company in any way I can.

Regarding the request attached, I am more than happy to assist with consolidating these accounts so that they bill correctly in the future. I will assist with any credits due, as well as any disconnects that are outstanding

I am not authorized to make decisions regarding contracts or legal matters. Therefore, I cannot advise either way.

I can obtain early termination fees for you at your request.

Best Regards,

Brittaneetherton

Client Solutions Executive

AT&T

Small Business Solutions
534 Armory Place
Louisville, KY 40202
M: 502.224.9613
F: 866.628.4922
Bl225w@att.com

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Tuesday, July 17, 2018 12:03 PM

To: ETHELTON, BRITTANEE <bl225w@att.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; Laurie Bowling <lbowling@associatesin dermatology.com>;
Charlie McCall <cmccall@associatesin dermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>

Subject: RE: Meeting on refunds/credits

Hi Brittaneetherton,

Please provide a status update on our request.

Thank you,

Al

Al Appel

Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: ETHERTON, BRITTANEE <bl225w@att.com>
Sent: Thursday, July 5, 2018 3:18 PM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: FITZGERALD, MILES <mf079j@att.com>
Subject: RE: Meeting on refunds/credits

Good Afternoon Al,

My name is Brittaneetherton, I will be your new AT&T account manager effective July 1st. I wanted to reach out to you to introduce myself and also to let you know that I look forward to working with you.

Are you available to meet Wednesday after 12pm EST? I could also do Tuesday 10am EST or before if you would prefer.

Please let me know what works best for you so that we can address these credits.

Brittaneetherton
Client Solutions Executive

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.224.9613
F: 866.628.4922
Bl225w@att.com

From: FITZGERALD, MILES
Sent: Thursday, July 05, 2018 3:00 PM
To: Al Appel <aappel@associatesin dermatology.com>; Larry Jarrell <larry.jarrell@intermedix.com>; Charlie McCall <cmccall@associatesin dermatology.com>
Cc: ETHERTON, BRITTANEE <bl225w@att.com>
Subject: RE: Meeting on refunds/credits

Hi Al,

I am actually attaching your new Account Manager Brittane Etherton who just started July 1st. I will still be supporting the account as well. I have some time off next week but I will have her work with you to get a time set up.

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: Al Appel <aappel@associatesindermatology.com>
Sent: Thursday, July 05, 2018 2:41 PM
To: FITZGERALD, MILES <mf079j@att.com>; Larry Jarrell <larry.jarrell@intermedix.com>; Charlie McCall <cmccall@associatesindermatology.com>
Subject: Meeting on refunds/credits

Hi Miles,

We are ready to meet with you on our refund status/credits for failed cut overs.

Any days next week work for you?

Thank you,

Al

Al Appel
Chief Administrative Officer
< >
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Friday, August 17, 2018 2:04 PM
To: HERBERT, ERIC A; Charlie McCall; rosemary.tutt@ky.gov
Cc: ETHERTON, BRITTANEE; BLACK, PAUL E; Corky Webb (corky@sptsolutions.com); Larry Jarrell
Subject: RE: Accounts

Thank you Eric

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: HERBERT, ERIC A <eh2345@att.com>
Sent: Friday, August 17, 2018 2:01 PM
To: Charlie McCall <cmccall@associatesin dermatology.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: ETHERTON, BRITTANEE <bl225w@att.com>; BLACK, PAUL E <pb7183@att.com>; Corky Webb (corky@sptsolutions.com) <corky@sptsolutions.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>
Subject: RE: Accounts

Thank you Mr. McCall.

Just wanted all to know that I have protected all the accounts from Collection Activity until we resolve the issue. If I'm missing any other accounts, please let me know. Thus far I have;

171-800-3774 001
171-796-3198 076
831-000-5538 323
831-000-2646 967

Have a great Friday.

Eric Herbert

SR. Manager - AT&T Office of the President

Direct: 925-271-1571

Email: EH2345@att.com

From: Charlie McCall <cmccall@associatesin dermatology.com>

Sent: Friday, August 17, 2018 7:28 AM

To: HERBERT, ERIC A <eh2345@att.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: EHERTON, BRITTANEE <bl225w@att.com>; BLACK, PAUL E <pb7183@att.com>; Corky Webb (corky@sptsolutions.com) <corky@sptsolutions.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>

Subject: RE: Accounts

Brittane,

We have received yet another bill for account 323 (attached) which we requested be terminated long ago. Per your last email (attached) dated July 17, 2018, you were investigating why we continue to get billed for web hosting services. What did you find out? Starting today bills for account 323 will no longer be paid.

Also attached are bills for accounts 831-000-2646 967 and 171-800-3774 001. Account 967 shows a credit for \$8,974.26 (more on that shortly), yet we are being billed \$2,513.26 each month. The bill description is vague but appears to be for non-returned/damaged equipment. What is that in reference to, and why were we not given notice the something was damaged and/or not returned? To my knowledge, every piece of equipment we've been required to return has been returned in good order. Furthermore, why issue a credit for the returned item(s) and then claim the item(s) was either damaged or not returned, and begin billing us again? Call me crazy, but if the item in question was never returned, or returned damaged, a credit should not have been issued.

Regarding the credit on account 967, Paul Black said we could receive it via check (refer to attached email). Paul now claims credits can't be issued without a thorough investigation of claims (obviously) and documentation from us detailing the same information contained on the bills you send showing credits. I requested a refund check on June 28th, 2018. Where's the check?

The attached bill for account 3774 001 is by far one of the most cryptic bills to date. What are these charges for and how can we be expected to pay for service that we can't verify we even use. You may scoff at that, but given AT&T's track record of billing Associates in Dermatology, PLLC for services we haven't used for months, in some instances even longer, I can't in good conscience remit payment for \$17,189.37 without a detailed explanation.

A timely response will be appreciated.

Respectfully,

Charlie McCall
Financial Manager



Associates in Dermatology, PLLC
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Office: 502-625-2221
Fax: 502-329-7599

www.associatesindermatology.com

From: HERBERT, ERIC A <eh2345@att.com>
Sent: Thursday, August 16, 2018 11:24 AM
To: Al Appel <aappel@associatesindermatology.com>
Cc: EHERTON, BRITTANEE <bl225w@att.com>; BLACK, PAUL E <pb7183@att.com>; Corky Webb (corky@sptsolutions.com) <corky@sptsolutions.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>; Charlie McCall <cmccall@associatesindermatology.com>
Subject: RE: Accounts

Hi Al,

I did in fact ask for an extension from the Commission. This takes some time to investigate to ensure you are properly credited for services that weren't installed or never worked.

For services that were installed properly and worked, we would not be able to negate any contractual obligations. I understand your frustration but if the issue is escalated to the Attorney General it will still come to me to handle so we'll continue to do the best we can to get this rectified in a timely manner.

Brittanees – Can you confirm the amount of contracts that are in place?

Eric Herbert
SR. Manager - AT&T Office of the President
Direct: 925-271-1571
Email: EH2345@att.com

From: Al Appel <aappel@associatesindermatology.com>
Sent: Thursday, August 16, 2018 6:20 AM
To: HERBERT, ERIC A <eh2345@att.com>
Cc: EHERTON, BRITTANEE <bl225w@att.com>; BLACK, PAUL E <pb7183@att.com>; Corky Webb (corky@sptsolutions.com) <corky@sptsolutions.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>; Charlie McCall <cmccall@associatesindermatology.com>
Subject: RE: Accounts

Hi Eric,

I spoke with Brittanees this morning and she is going to start working on what refunds are owed to us and she will speak with Paul Black on Friday concerning our contracts we want out of. Can you tell me how many contracts we have with AT&T? I am only aware of the one contract I signed in 2016.

My concern is that we started this 7/10 and we have not made any progress! Rosemary with the Public Service Commission informed me you have committed to resolve these issues by 8/24. Is this accurate?

If these issues are not resolved by 8/24 we will escalate to the Office of the KY Attorney General.

Thank you,

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: HERBERT, ERIC A <eh2345@att.com>
Sent: Thursday, August 2, 2018 5:34 PM
To: Al Appel <aappel@associatesindermatology.com>
Subject: RE: Accounts

The Account Team will absolutely have the authority to address your concerns. They will be able to suppress any cancellation fees once they conduct the proper investigation and determine that we never installed the service or made some type of error.

I'm sorry you have not received a call from your Account Team as of yet. I will escalate, but I do see that the billing dispute below is in alignment with your case. The notes indicate the dispute is regarding the issues you had with the Test and Turn up & provisioning. This had to be initiated by someone on the Account Team.

I will continue to make sure they are addressing your concerns.

Have a great evening and we'll be communicating.

Eric Herbert
SR. Manager - AT&T Office of the President
Direct: 925-271-1571
Email: EH2345@att.com

From: Al Appel <aappel@associatesindermatology.com>
Sent: Thursday, August 02, 2018 2:08 PM
To: HERBERT, ERIC A <eh2345@att.com>
Subject: RE: Accounts

Hi Eric,

Our goal is a smooth transition without cancellation fees. Will the account team have the authority to address my concerns?

I have not received any phone calls from my account team, only this email from Brittanee:

Good Evening Al,

Tracking number for billing dispute is 080118BCW57143 (Account number 8310005538323). I will need to enter disputes for each account number as they come to past due status. Please keep me updated on any additional notices or calls you receive on other accounts so that I can stay on top of them.

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: HERBERT, ERIC A <eh2345@att.com>
Sent: Thursday, August 2, 2018 4:49 PM
To: Al Appel <aappel@associatesindermatology.com>
Subject: RE: Accounts

Hi Mr. Appel,

Have you received a call from your Account Team yet? I advised them they needed to reach back out to you to address these concerns. I am not able to assure you will not have any cancellation fees. I am responsible for making sure your concerns are addressed by your Account Team so please let me know if you have not heard from them by tomorrow at the latest. They will advise you of the process to smoothly transition away from AT&T and will determine if they can suppress any cancellation fees. Typically, if we have not fully installed the service, we should be able to suppress cancellation fees.

Eric Herbert
SR. Manager - AT&T Office of the President
Direct: 925-271-1571
Email: EH2345@att.com

From: Al Appel <aappel@associatesin dermatology.com>

Sent: Thursday, August 02, 2018 1:30 PM

To: HERBERT, ERIC A <eh2345@att.com>

Subject: Accounts

Hi Eric,

I wanted to follow up with you after our conversation to see what you need from me. We are working to set up another provider, it will take 3-4 months to have everything up and running. I appreciate your assistance in assuring we do not lose service during this transitional period, do not have any cancelation fees and helping us determine the amount of refund we are due.

Kindest regards,

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Friday, November 17, 2017 8:57 AM
To: MARTINEZ, NIDIA; MEZA, ALEXA
Cc: HERNANDEZ, HERLINDA; JEFFRIES, DERRICK A; BECKLEY, STEPHEN; BLACK, PAUL E
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

Nidia,

I think the customer opened the ticket under the wrong asset ID and there was some confusion around that. The customer does have new orders for both Springhurst and New Albany to migrate and upgrade from PNT to AVPN but those are not the ones in question. The circuit he was trying to connect to was the existing PNT circuit in New Albany but I believe he is good for now and the ticket can be closed. Thanks for all of your help.

Regards,
Brad

From: MARTINEZ, NIDIA
Sent: Thursday, November 16, 2017 5:30 PM
To: WOOD, BRADLEY D <bw6258@att.com>; MEZA, ALEXA <am4233@abs.att-mail.com>
Cc: HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; JEFFRIES, DERRICK A <dj8959@att.com>; BECKLEY, STEPHEN <sb209t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; MARTINEZ, NIDIA <nm187x@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

Brad,

I have yet to hear back from you in regards to the email I sent. We are pending verification which site the customer is experiencing the current issues. As there are pending orders to be completed, I will have my SM hold this ticket until EOD tomorrow pending your response.

Nidia Martinez

Area Manager
Client Solutions & Operations

AT&T
El Paso, TX
O (424) 233-2853 | nm187x@att.com
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378



From: Nidia Martinez
Sent: Thursday, November 16, 2017 9:04 AM
To: WOOD, BRADLEY D; Alexa Meza
Cc: Herlinda Hernandez; JEFFRIES, DERRICK A; Stephen Beckley; Nidia Martinez
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

Brad,

Ticket 238517005 is opened for **USASSOLUIKY02R** 3810 SPRINGHURST BLVD LOUISVILLE KY 40241 US. Upon further review, we are showing an active order for the Albany location. The order needs to be completed prior to SM engagement. If after the order is completed and our customer is still having issues, a ticket will be needed for that location(MLEC.521671..ATI A)

Order Number	Details	Age	Engagement	Ordering	Design Circuit	Design Equip	Design Services	Testing Activation	Lifecycle Maintenance	Lifecycle Billing
ISR17110314754 RESCHED	ASSOCIATES IN DERMATOLOGY EaAVPN TSD	Age 20		O S C	S 05/DEC/17 C				S 05/DEC/17 C	R 16/NOV/17 C 16/NOV/17
Address:	2241 Green Valley Road 11Telco, New Albany IN, US									

Nidia Martinez
Area Manager
Client Solutions & Operations

AT&T
El Paso, TX
O (424) 233-2853 | nm187x@att.com
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378



From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, November 16, 2017 8:39 AM
To: Al Appel; Alexa Meza; 'Jarrell, Larry'; Nidia Martinez; Claudia Lujan
Cc: Herlinda Hernandez; Jessica Garcia; Mike Norris; SharesSvcSAfthrs; Enrique Ebarguen; JEFFRIES, DERRICK A; Gloria Rubio; Brandon Rush; Stephen Beckley
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

All,

I spoke with Larry just now and there seems to be some confusion on what circuit is the problem. Larry advised it is not the Internet circuit that is the issue it is the 10MB MPLS connection in New Albany ASSOCIATES IN DERMATOLOGY | NEW ALBANY | IN | MLEC.521671..ATI.

Regards,
Brad

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Thursday, November 16, 2017 9:49 AM

To: MEZA, ALEXA <am4233@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; MARTINEZ, NIDIA <nm187x@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; LUJAN, CLAUDIA <cl890h@abs.att-mail.com>

Cc: HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; GARCIA, JESSICA <jg583p@abs.att-mail.com>; NORRIS, MIKE <mn407d@abs.att-mail.com>; 'SharesSvcsAfthrs' <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; 'Gloria Rubio' <gr662w@abs.att-mail.com>; RUSH, BRANDON <br5325@abs.att-mail.com>; BECKLEY, STEPHEN <sb209t@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

Importance: High

Our internet is running very slow and will not even register a speed test. Are you testing now?

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Alexa Meza [<mailto:am4233@abs.att-mail.com>]

Sent: Thursday, November 16, 2017 9:45 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>; Nidia Martinez <nm187x@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Claudia Lujan <cl890h@abs.att-mail.com>

Cc: Herlinda Hernandez <hh558d@abs.att-mail.com>; Jessica Garcia <jg583p@abs.att-mail.com>; Mike Norris <mn407d@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Earguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; Brandon Rush <br5325@abs.att-mail.com>; Stephen Beckley <sb209t@abs.att-mail.com>

Subject: OWENLG | NB-SBS S | CNNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

Good Morning Team,

Per the conversation yesterday that Larry had with our AT&T Technician, the technician advised that the AT&T Router on site doesn't have the DHCP configuration on it. He sent Larry the IP address and the sonic wall information, and advised to plug the laptop directly into the router. Our technicians are holding the ticket, pending your response after plugging in the laptop. At this time I will be placing your ticket in a 24-hour monitor, if you should have any questions or need assistance please don't hesitate to reach out to me.

Thank you.

Alexa Meza

AT&T Service Assurance, Service Manager
Client Solutions & Operations

El Paso, TX

424.233.2738 | am4233@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424.233.2853 | nm187x@att.com

From: Alexa Meza

Sent: Wednesday, November 15, 2017 4:03 PM

To: 'Jarrell, Larry'; 'Al Appel'; Nidia Martinez; 'WOOD, BRADLEY D'; Claudia Lujan

Cc: Herlinda Hernandez; Jessica Garcia; Mike Norris; SharesSvcAftHrs; Enrique Ebarguen; Gloria Rubio; Brandon Rush; Stephen Beckley

Subject: OWENLG | NB-SBS S | CNNMB2 | 00000238517005 | Louisville, KY | Customer Service Degraded

Hello Team,

I was reviewing the ticket log, and I can see that our technician reached out to Larry today. Our technician informed him that the AT&T router on site doesn't have the DHCP configuration on it, Larry agreed to do the direct connecting of the laptop and Larry asked him to send the IP addresses, as well as the sonic wall issue. The technician advised he will be hold the ticket for 48 hours, and will be closing in no updates or feedback. At this time I am adding our Afterhours team as an FYI only to the email trail. If you should need assistance this evening, please reach out to them by either replying all to this email or calling 844-288-7378. An Evening Service Manager will be assigned to assist at that time. Otherwise, I will personally follow up with you in the morning.

Alexa Meza

AT&T Service Assurance, Service Manager
Client Solutions & Operations

El Paso, TX

424.233.2738 | am4233@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424.233.2853 | nm187x@att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Wednesday, November 15, 2017 11:42 AM

To: Alexa Meza; 'Al Appel'; Nidia Martinez; 'WOOD, BRADLEY D'; Claudia Lujan

Cc: Herlinda Hernandez; Jessica Garcia; Mike Norris; SharesSvcAftHrs; Enrique Ebarguen; Gloria Rubio; Brandon Rush; Stephen Beckley

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 00000238517005 | Louisville, KY | Customer Service Degraded

I am not able to go back today and I am Doug security audits tomorrow. Let me get back with you on a different time.

Sent from my iPhone

The information contained in this message is confidential and may be privileged and/or protected under law. If you received this message in error, please notify us immediately by forwarding a copy to compliance@intermedix.com and then deleting the original message and any attachments.

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

From: Alexa Meza [am4233@abs.att-mail.com]

Sent: Wednesday, November 15, 2017 12:12 PM Central Standard Time

To: Jarrell, Larry; Al Appel; Nidia Martinez; 'WOOD, BRADLEY D'; Claudia Lujan

Cc: Herlinda Hernandez; Jessica Garcia; Mike Norris; SharesSvcsAfthrs; Enrique Ebarguen; Gloria Rubio; Brandon Rush; Stephen Beckley

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

Hello Larry,

I apologize for the long wait, our tier 2 team tends to have a long wait time. A technician just picked up my call, and I will be reaching out to you shortly.

Alexa Meza

AT&T Service Assurance, Service Manager
Client Solutions & Operations

El Paso, TX

424.233.2738 | am4233@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424.233.2853 | nm187x@att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Wednesday, November 15, 2017 10:58 AM

To: Al Appel; Alexa Meza; Nidia Martinez; 'WOOD, BRADLEY D'; Claudia Lujan

Cc: Herlinda Hernandez; Jessica Garcia; Mike Norris; SharesSvcsAfthrs; Enrique Ebarguen; Gloria Rubio; Brandon Rush; Stephen Beckley

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

We are having to stop we have patients waiting now. I configured my PC to the below information I received and was not able to get out. I am not sure if MAC address filtering is one but I tried 3 different devices and was not able to get out. I was using the current port which is port one. I also tried 3 because that was what I was originally given and it did not work either. I was not expecting it to work.

IP: [12.247.188.130](https://www.iana.org/lookup/12.247.188.130)

Subnet: [255.255.255.252](https://www.iana.org/lookup/255.255.255.252)

Gateway: [12.247.188.129](https://www.iana.org/lookup/12.247.188.129)

DNS: [12.127.16.67](https://www.iana.org/lookup/12.127.16.67)

Secondary DNS: [12.127.16.68](https://www.iana.org/lookup/12.127.16.68)

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Wednesday, November 15, 2017 12:37 PM

To: 'Alexa Meza'; 'Nidia Martinez'; 'WOOD, BRADLEY D'; Jarrell, Larry; 'Claudia Lujan'

Cc: 'Herlinda Hernandez'; 'Jessica Garcia'; 'Mike Norris'; 'SharesSvcsAfthrs'; 'Enrique E barguen'; 'Gloria Rubio'; 'Brandon Rush'; 'Stephen Beckley'

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

Is there someone who can call Larry on 502-599-3007?

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Alexa Meza [<mailto:am4233@abs.att-mail.com>]

Sent: Wednesday, November 15, 2017 10:48 AM

To: Nidia Martinez <nm187x@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Claudia Lujan <cl890h@abs.att-mail.com>

Cc: Herlinda Hernandez <hh558d@abs.att-mail.com>; Jessica Garcia <jg583p@abs.att-mail.com>; Mike Norris <mn407d@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; Brandon Rush <br5325@abs.att-mail.com>; Stephen Beckley <sb209t@abs.att-mail.com>

Subject: OWENLG | NB-SBS S | CNNMB2 | 000000238517005 | Louisville, KY | Customer Service Degraded

Hello Al,

I'm sorry I missed you when I called, but I was just wanting to check that you still wanted to troubleshoot with our Tier 2 technicians, and your onsite IT. It's to my understanding that this will take place today at 11:30am EST. I'll be reaching out to our technicians 30 minutes prior, as it can be a long wait sometimes. If you any questions or concerns regarding this information please don't hesitate to contact me.
Thank you.

Alexa Meza

AT&T Service Assurance, Service Manager
Client Solutions & Operations

El Paso, TX

424.233.2738 | am4233@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424.233.2853 | nm187x@att.com

From: Nidia Martinez

Sent: Tuesday, November 14, 2017 9:34 AM

To: Al Appel; 'WOOD, BRADLEY D'; Michael Dalton-Martin; 'Jarrell, Larry'; Claudia Lujan

Cc: Herlinda Hernandez; Jessica Garcia; Brian Mook; Mike Norris; SharesSvcAfthrs; Enrique E barguen; Gloria Rubio; Brandon Rush; Stephen Beckley; Alexa Meza; Nidia Martinez

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Al,

Thank you for your response. We will be following up with you on Wednesday 11/15 to continue the testing.

Ticket number: 238318941

Description of the Trouble: Latency issues

Engagement received: Fri 11/10/2017 6:01 AM MST

Issue Opened: 11/09/2017 09:12 AM CST

Type of Service: BVOIP | USUSDEWBYNY02R

Address: 3810 SPRINGHURST BLVD LOUISVILLE KY

Access Hours: Mon – Fri, 8am – 5pm

CCON: Al Appel | (502) 583-1749 Ext3133 | aappel@associatesindermatology.com

LCON: Al Appel | (502) 583-1749 Ext3133 | aappel@associatesindermatology.com

Dispatch: Yes

Intrusive Test: Yes

Power To CPE: Yes

Nidia Martinez

Area Manager

Client Solutions & Operations

AT&T

El Paso, TX

O (424) 233-2853 | nm187x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F



From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Tuesday, November 14, 2017 9:18 AM

To: Nidia Martinez; 'WOOD, BRADLEY D'; Michael Dalton-Martin; 'Jarrell, Larry'; Claudia Lujan

Cc: Herlinda Hernandez; Jessica Garcia; Brian Mook; Mike Norris; SharesSvcAfthrs; Enrique E barguen; Gloria Rubio; Brandon Rush; Stephen Beckley; Alexa Meza

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hi Nidia,

Our IT team will test this on Wednesday at 11:30 am.

Thank you,

Al

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Nidia Martinez [<mailto:nm187x@abs.att-mail.com>]

Sent: Tuesday, November 14, 2017 11:14 AM

To: WOOD, BRADLEY D <bw6258@att.com>; Michael Dalton-Martin <md649b@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Claudia Lujan <cl890h@abs.att-mail.com>; 'aappel@associatesindermatology.com' <aappel@associatesindermatology.com>

Cc: Herlinda Hernandez <hh558d@abs.att-mail.com>; Jessica Garcia <jg583p@abs.att-mail.com>; Brian Mook <bm648d@abs.att-mail.com>; Mike Norris <mn407d@abs.att-mail.com>; SharesSvcAfthrs <SharedSvcAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; Brandon Rush <br5325@abs.att-mail.com>; Stephen Beckley <sb209t@abs.att-mail.com>; Nidia Martinez <nm187x@abs.att-mail.com>; Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Al,

Thank you for joining the call with our T2 technician. As confirmed on our call you are supposed to be getting 50meg up and down. Our technicians would like to test your current speeds you are receiving by bypassing all equipment. Please provide a time and date your IT will be able to perform the test.

Ticket number: 238318941

Description of the Trouble: Latency issues

Engagement received: Fri 11/10/2017 6:01 AM MST

Issue Opened: 11/09/2017 09:12 AM CST

Type of Service: BVOIP | USUSDEWBVNY02R

Address: 3810 SPRINGHURST BLVD LOUISVILLE KY

Access Hours: Mon – Fri, 8am – 5pm

CCON: Al Appel | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

LCON: Al Appel | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

Dispatch: Yes

Intrusive Test: Yes

Power To CPE: Yes

Nidia Martinez

Area Manager

Client Solutions & Operations

AT&T

El Paso, TX

O (424) 233-2853 | nm187x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378



at&t

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Tuesday, November 14, 2017 7:28 AM

To: Michael Dalton-Martin; Jarrell, Larry; Claudia Lujan; 'aappel@associatesin dermatology.com'; Montell Rose

Cc: Nidia Martinez; Herlinda Hernandez; Jessica Garcia; Brian Mook; Mike Norris; SharesSvcAfthrs; Enrique E barguen; Gloria Rubio; Brandon Rush; Stephen Beckley

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

All,

We need to get to the bottom of this ASAP, What speed is expected and what is being delivered are the 2 questions that need to be answered right now. Please advise.

Regards,
Brad

From: DALTON, MICHAEL

Sent: Tuesday, November 14, 2017 7:31 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; LUJAN, CLAUDIA <cl890h@abs.att-mail.com>; 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>; ROSE, MONTELL <mr728m@abs.att-mail.com>

Cc: MARTINEZ, NIDIA <nm187x@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; GARCIA, JESSICA <jg583p@abs.att-mail.com>; MOOK, BRIAN <bm648d@abs.att-mail.com>; NORRIS, MIKE <mn407d@abs.att-mail.com>; SharesSvc sAft hrs <SharedSvc sAft hrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; RUSH, BRANDON <br5325@abs.att-mail.com>

Subject: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Good morning team,

We are pending an answer from our service partners on if they are seeing anything that is causing latency on your circuit, or if they believe it is an overutilization problem. A daytime service manager will follow up with you shortly.

Thank you,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Sun-Wed Brandon Rush, br5325@att.com, (402) 516-1734
Wed-Sat Paul Lewis, pl6325@att.com, (402) 516-1691

Michael Dalton-Martin
Universal Service Manager
Client Solutions & Operations

AT&T
Omaha, NE
o 402-516-1457 | md649b@abs.att-mail.com
Office Hours: 11:00 P.M. to 8:00 A.M., CST, Sun-Thur
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Tuesday, November 14, 2017 6:06 AM

To: Claudia Lujan <cl890h@abs.att-mail.com>; 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>; Montell Rose <mr728m@abs.att-mail.com>

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Jessica Garcia <jg583p@abs.att-mail.com>; Brian Mook <bm648d@abs.att-mail.com>; Mike Norris <mn407d@abs.att-mail.com>; SharesSvc sAft hrs <SharedSvc sAft hrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'bw6258@att.com' <bw6258@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

The question we are wanting to know is what is the speed we are suppose to be seeing. I am not sure why we cannot get this question answered.

Sent from my iPhone

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

From: Claudia Lujan [cl890h@abs.att-mail.com]

Sent: Monday, November 13, 2017 05:24 PM Central Standard Time

To: Al Appel; Montell Rose

Cc: Nidia Martinez; Herlinda Hernandez; Jessica Garcia; Brian Mook; Mike Norris; Jarrell, Larry; SharesSvcsAfthrs; Enrique E barguen; Gloria Rubio; WOOD, BRADLEY D

Subject: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello Al,

I have reached out to my service partners and have been advised that your ticket is still in queue to be reviewed by the next available Tier 2 technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please hit reply all to this email and I will address your question or concern at that time.

Continuous efforts to resolve your concern will go forth. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2599 or by hitting reply all to this email.

My supervisor's information is below should you require additional assistance:

Area Manager: Enrique E barguen, O: 424-233-2538, ee248a@abs.att-mail.com

Claudia Lujan

Critical Issues Resolution Manager

Client Solutions and Operations

AT&T

El Paso, TX

o 424-233-2599 | cl890h@abs.att-mail.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Monday, November 13, 2017 3:42 PM

To: Claudia Lujan; Montell Rose

Cc: Nidia Martinez; Herlinda Hernandez; Jessica Garcia; Brian Mook; Mike Norris; 'Jarrell, Larry'; SharesSvcsAfthrs; Enrique E barguen; Gloria Rubio; WOOD, BRADLEY D

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hi Claudia,

Can you tell me when our speeds will be at 25meg down and 25meg up?

Brad,

Our speeds should be 25 both ways, correct?

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Claudia Lujan [<mailto:cl890h@abs.att-mail.com>]
Sent: Monday, November 13, 2017 5:23 PM
To: Montell Rose <mr728m@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Jessica Garcia <jg583p@abs.att-mail.com>; Brian Mook <bm648d@abs.att-mail.com>; Mike Norris <mn407d@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: OWENLG | NB-SBS S | CNMNB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello team,

My name is Claudia Lujan with the AT&T Service Assurance team. I am currently engaged on your issue. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I will review your ticket for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. Below I will provide you with my contact information, please don't hesitate to email me or call me if you have any questions or concerns.

Continuous efforts to resolve your concern will go forth. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2599 or by hitting reply all to this email.

My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen, O: 424-233-2538, ee248a@abs.att-mail.com

Claudia Lujan

Critical Issues Resolution Manager

Client Solutions and Operations

AT&T

El Paso, TX

o 424-233-2599 | cl890h@abs.att-mail.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Montell Rose

Sent: Monday, November 13, 2017 3:03 PM

To: Al Appel

Cc: Nidia Martinez; Herlinda Hernandez; Jessica Garcia; Brian Mook; Mike Norris; 'Jarrell, Larry'; Claudia Lujan; SharesSvcAfhtrs

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello Abraham,

I have engaged my afterhours colleague Claudia Lujan to continue assisting on this issue. She will be providing you updates on our technicians progress. I have attached her to this thread and she will be reaching out to you soon. If during this process you have any questions or needs, please feel free to contact us directly by replying all to this email thread.

Ticket number: 238318941

Description of the Trouble: Latency issues

Engagement received: Fri 11/10/2017 6:01 AM MST

Issue Opened: 11/09/2017 09:12 AM CST

Type of Service: BVOIP | USUSDEWBYNY02R

Address: 3810 SPRINGHURST BLVD LOUISVILLE KY

Access Hours: Mon – Fri, 8am – 5pm

CCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

LCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

Dispatch: Yes

Intrusive Test: Yes

Power To CPE: Yes

Thank you,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | (424) 233-2853 | nm187x@abs.att-mail.com

Montell Rose

Service Assurance Service Manager

Client Solutions & Operations

AT&T

El Paso, TX

(424)-233-2430 | mr728m@abs.att-mail.com

Office Hours: 6:00 A.M. to 3:00 P.M. | MDT | M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Montell Rose

Sent: Monday, November 13, 2017 1:46 PM

To: 'Al Appel'

Cc: Nidia Martinez; Herlinda Hernandez; 'Jarrell, Larry'

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello Abraham,

For an update, I have resubmitted for tier 2 escalation callback at (502) 583-1749 Ext3133 for further isolation testing. I will provide you their update as soon as I receive it. If you have any questions or concerns regarding this information, please don't hesitate to contact me.

Ticket number: 238318941

Description of the Trouble: Latency issues

Engagement received: Fri 11/10/2017 6:01 AM MST

Issue Opened: 11/09/2017 09:12 AM CST

Type of Service: BVOIP | USUSDEWBVNY02R

Address: 3810 SPRINGHURST BLVD LOUISVILLE KY

Access Hours: Mon – Fri, 8am – 5pm

CCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesindermatology.com

LCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesindermatology.com

Dispatch: Yes

Intrusive Test: Yes

Power To CPE: Yes

Thank you,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | (424) 233-2853 | nm187x@abs.att-mail.com

Montell Rose

Service Assurance Service Manager

Client Solutions & Operations

AT&T

El Paso, TX

(424)-233-2430 | mr728m@abs.att-mail.com

Office Hours: 6:00 A.M. to 3:00 P.M. | MDT | M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Monday, November 13, 2017 1:31 PM

To: Montell Rose

Cc: Nidia Martinez; Herlinda Hernandez; 'Jarrell, Larry'

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hi Montell,

Any updates?

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Montell Rose [<mailto:mr728m@abs.att-mail.com>]

Sent: Monday, November 13, 2017 1:18 PM

To: aappel@associatesin dermatology.com

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello Abraham,

Sorry that I missed you, I was calling to verify if your services had been restored; due to activity log showing the trouble was cleared. If you have any questions or concerns regarding this information, please don't hesitate to contact me.

Ticket number: 238318941

Description of the Trouble: Latency issues

Engagement received: Fri 11/10/2017 6:01 AM MST

Issue Opened: 11/09/2017 09:12 AM CST

Type of Service: BVOIP | USUSDEWBYNY02R

Address: 3810 SPRINGHURST BLVD LOUISVILLE KY

Access Hours: Mon – Fri, 8am – 5pm

CCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesindermatology.com

LCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesindermatology.com

Dispatch: Yes

Intrusive Test: Yes

Power To CPE: Yes

Thank you,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | (424) 233-2853 | nm187x@abs.att-mail.com

Montell Rose

Service Assurance Service Manager

Client Solutions & Operations

AT&T

El Paso, TX

(424)-233-2430 | mr728m@abs.att-mail.com

Office Hours: 6:00 A.M. to 3:00 P.M. | MDT | M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Montell Rose

Sent: Monday, November 13, 2017 7:24 AM

To: 'aappel@associatesindermatology.com'

Cc: Nidia Martinez; Herlinda Hernandez

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello Abraham,

For an update, our BVOIP team has confirmed Live testing will be needed; I have submitted to our tier 2 for escalation and you should receive a call at (502) 583-1749 Ext3133 from our technicians regarding the process. If you have any questions or concerns regarding this information, please don't hesitate to contact me.

Ticket number: 238318941

Description of the Trouble: Latency issues

Engagement received: Fri 11/10/2017 6:01 AM MST

Issue Opened: 11/09/2017 09:12 AM CST
Type of Service: BVOIP | USUSDEWBYNY02R
Address: 3810 SPRINGHURST BLVD LOUISVILLE KY
Access Hours: Mon – Fri, 8am – 5pm
CCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com
LCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com
Dispatch: Yes
Intrusive Test: Yes
Power To CPE: Yes

Thank you,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | (424) 233-2853 | nm187x@abs.att-mail.com

Montell Rose

Service Assurance Service Manager

Client Solutions & Operations

AT&T

El Paso, TX

(424)-233-2430 | mr728m@abs.att-mail.com

Office Hours: 6:00 A.M. to 3:00 P.M. | MDT | M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Montell Rose
Sent: Friday, November 10, 2017 2:41 PM
To: 'aappel@associatesin dermatology.com'
Cc: Nidia Martinez; Herlinda Hernandez; SharesSvcsAfthrs
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello Abraham,

For an update, I have continued to escalate your callback from our Tier 2 technicians; no ETC has been presently provided but I will update when it is available. I will be leaving for day and adding our Afterhours team as an FYI only to the email trail. If you should need assistance this evening, please reach out to them by either replying all to this email or calling 844-288-7378. Otherwise, I will follow up with you Monday morning.

Ticket number: 238318941

Description of the Trouble: Latency issues

Engagement received: Fri 11/10/2017 6:01 AM MST

Issue Opened: 11/09/2017 09:12 AM CST

Type of Service: BVOIP | USUSDEWBYNY02R

Address: 3810 SPRINGHURST BLVD LOUISVILLE KY

Access Hours: Mon – Fri, 8am – 5pm

CCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com
LCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com
Dispatch: Yes
Intrusive Test: Yes
Power To CPE: Yes

Thank you,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | (424) 233-2853 | nm187x@abs.att-mail.com

Montell Rose

Service Assurance Service Manager

Client Solutions & Operations

AT&T

El Paso, TX

(424)-233-2430 | mr728m@abs.att-mail.com

Office Hours: 6:00 A.M. to 3:00 P.M. | MDT | M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Montell Rose

Sent: Friday, November 10, 2017 8:34 AM

To: 'aappel@associatesin dermatology.com'

Cc: Nidia Martinez; Herlinda Hernandez

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello Abraham,

For an update, I have submitted an escalation for your ticket and have advised our BVOIP team to reach out to you with during your access hours; I will provide a more specific time as that information becomes available to me. If you have any questions or concerns regarding this information, please don't hesitate to contact me.

Ticket number: 238318941

Description of the Trouble: Latency issues

Engagement received: Fri 11/10/2017 6:01 AM MST

Issue Opened: 11/09/2017 09:12 AM CST

Type of Service: BVOIP | USUSDEWBYNY02R

Address: 3810 SPRINGHURST BLVD LOUISVILLE KY

Access Hours: Mon – Fri, 8am – 5pm

CCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

LCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

Dispatch: Yes

Intrusive Test: Yes

Power To CPE: Yes

Thank you,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | (424) 233-2853 | nm187x@abs.att-mail.com

Montell Rose

Service Assurance Service Manager

Client Solutions & Operations

AT&T

El Paso, TX

(424)-233-2430 | mr728m@abs.att-mail.com

Office Hours: 6:00 A.M. to 3:00 P.M. | MDT | M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

From: Montell Rose

Sent: Friday, November 10, 2017 6:43 AM

To: 'aappel@associatesin dermatology.com'

Cc: Nidia Martinez; Herlinda Hernandez

Subject: OWENLG | NB-SBS S | CNNMB2 | 238318941 | Louisville, KY | Customer Service Degraded

Hello Abraham,

My name is Montell Rose with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me at 424-233-2622 or hit reply all to this email.

Ticket number: 238318941

Description of the Trouble: Latency issues

Engagement received: Fri 11/10/2017 6:01 AM MST

Issue Opened: 11/09/2017 09:12 AM CST

Type of Service: BVOIP | USUSDEWBYNY02R

Address: 3810 SPRINGHURST BLVD LOUISVILLE KY

Access Hours: Mon – Fri, 8am – 5pm

CCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

LCON: Abraham Miranda | (502) 583-1749 Ext3133 | aappel@associatesin dermatology.com

Dispatch: Yes

Intrusive Test: Yes

Power To CPE: Yes

Thank you,

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | (424) 233-2853 | nm187x@abs.att-mail.com

Montell Rose

Service Assurance Service Manager

Client Solutions & Operations

AT&T

El Paso, TX

(424)-233-2430 | mr728m@abs.att-mail.com

Office Hours: 6:00 A.M. to 3:00 P.M. | MDT | M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Thursday, August 25, 2016 2:37 PM
To: Al Appel; BLACK, PAUL E
Subject: RE: New service for NA

Yes sir, I just received the esign agreement and will get it down stream once it comes back countersigned.

Regards,

Brad Wood

Client Solutions Executive 2

AT&T

Small Business Solutions
601 W Chestnut St.
Louisville, KY 40203
M: 502.287.8027
BW6258@att.com

[Click for Immediate Assistance](#)

From: Al Appel [mailto:aappel@associatesindermatology.com]
Sent: Thursday, August 25, 2016 2:21 PM
To: BLACK, PAUL E <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: Al Appel <aappel@associatesindermatology.com>
Subject: New service for NA

Good afternoon,

As we discussed yesterday our new service will consist of:

Our existing charge is \$5800 and with the other upgrade it would have been \$6,100
Our new service will be \$5,494 and will be 100 meg at both sites with 50 meg from site to site. Also it will have 80 meg network based firewalls and if the internet goes down in Springhurst we will not lose service in NA.

Please let me know if there is anything I missed or not accurate.

Thanks,

Al

Al Appel

Chief Administrative Officer
Associates in Dermatology, PLLC
3810 Springhurst Blvd., Suite 200
Louisville, KY 40241

Phone 502-583-1749

Fax 502-329-7599

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ENDRES, JAM (Legal)

From: Pete Mikiten <pmikiten@matrixintegration.com>
Sent: Wednesday, August 24, 2016 5:44 PM
To: Al Appel
Cc: WOOD, BRADLEY D; BLACK, PAUL E
Subject: Re: Network question

It is a PRI handoff. Version 6. Thanks!

Sent from my iPhone

On Aug 24, 2016, at 4:26 PM, Al Appel
<aappel@associatesindermatology.com<mailto:aappel@associatesindermatology.com>> wrote:

Hi Pete,

We are looking at new service with AT&T and we need to know if we have PRI or SIT, what version of software?

Thank you,

Al

Al Appel
Chief Administrative Officer
Associates in Dermatology, PLLC
3810 Springhurst Blvd., Suite 200
Louisville, KY 40241
Phone 502-583-1749
Fax 502-329-7599

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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Wednesday, July 25, 2018 4:14 PM
To: EHERTON, BRITTANEE; BLACK, PAUL E
Cc: FITZGERALD, MILES; Laurie Bowling; Charlie McCall; Larry Jarrell; Corky Webb (corky@sptsolutions.com)
Subject: RE: Meeting on refunds/credits

Hi Brittane,

I have not heard anything since my last email 3 days ago. If I do not hear anything from you or whoever has the authority to address my letter by Friday, we will file a complaint with the Public Service Commission.

Kindest regards,

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Al Appel
Sent: Friday, July 20, 2018 11:36 AM
To: EHERTON, BRITTANEE <bl225w@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; Laurie Bowling <lbowling@associatesin dermatology.com>; Charlie McCall <cmccall@associatesin dermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: RE: Meeting on refunds/credits
Importance: High

Brittane, we are past the point of rectifying this, I need this letter sent to who is authorized to act upon it and that there will not be a termination penalty. If AT&T wants to go and that that direction we will file a complaint with the (Public service commission) as well as compile all the vendor bills and engage legal.

It is more wasted time again when we have 4 years of time spent trying to implement AT&T's solution.

Kindest regards,

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: ETHERTON, BRITTANEE <bl225w@att.com>
Sent: Wednesday, July 18, 2018 8:50 AM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; Laurie Bowling <lbowling@associatesin dermatology.com>; Charlie McCall <cmccall@associatesin dermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>
Subject: RE: Meeting on refunds/credits

Al,

As your new account manager I am here to rectify these accounts and assist you and your company in any way I can.

Regarding the request attached, I am more than happy to assist with consolidating these accounts so that they bill correctly in the future. I will assist with any credits due, as well as any disconnects that are outstanding

I am not authorized to make decisions regarding contracts or legal matters. Therefore, I cannot advise either way.

I can obtain early termination fees for you at your request.

Best Regards,

Brittane Etherton
Client Solutions Executive

AT&T

Small Business Solutions
534 Armory Place
Louisville, KY 40202
M: 502.224.9613
F: 866.628.4922
Bl225w@att.com

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Tuesday, July 17, 2018 12:03 PM

To: ETHERTON, BRITTANEE <bl225w@att.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; Laurie Bowling <lbowling@associatesin dermatology.com>; Charlie McCall <cmccall@associatesin dermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>

Subject: RE: Meeting on refunds/credits

Hi Brittane,

Please provide a status update on our request.

Thank you,

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: ETHERTON, BRITTANEE <bl225w@att.com>

Sent: Thursday, July 5, 2018 3:18 PM

To: Al Appel <aappel@associatesin dermatology.com>

Cc: FITZGERALD, MILES <mf079j@att.com>

Subject: RE: Meeting on refunds/credits

Good Afternoon Al,

My name is Brittaneetherton, I will be your new AT&T account manager effective July 1st. I wanted to reach out to you to introduce myself and also to let you know that I look forward to working with you.

Are you available to meet Wednesday after 12pm EST? I could also do Tuesday 10am EST or before if you would prefer.

Please let me know what works best for you so that we can address these credits.

Brittaneetherton

Client Solutions Executive

AT&T

Small Business Solutions

601 W. Chestnut St

Louisville, KY 40203

M: 502.224.9613

F: 866.628.4922

bl225w@att.com

From: FITZGERALD, MILES

Sent: Thursday, July 05, 2018 3:00 PM

To: Al Appel <aappel@associatesindermatology.com>; Larry Jarrell <larry.jarrell@intermedix.com>; Charlie McCall <cmccall@associatesindermatology.com>

Cc: ETHERTON, BRITTANEE <bl225w@att.com>

Subject: RE: Meeting on refunds/credits

Hi Al,

I am actually attaching your new Account Manager Brittaneetherton who just started July 1st. I will still be supporting the account as well. I have some time off next week but I will have her work with you to get a time set up.

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions

601 W. Chestnut St

Louisville, KY 40203

M: 502.415.5639

F: 866.628.4922

mf079j@att.com

From: Al Appel <aappel@associatesindermatology.com>

Sent: Thursday, July 05, 2018 2:41 PM

To: FITZGERALD, MILES <mf079j@att.com>; Larry Jarrell <larry.jarrell@intermedix.com>; Charlie McCall <cmccall@associatesindermatology.com>

Subject: Meeting on refunds/credits

Hi Miles,

We are ready to meet with you on our refund status/credits for failed cut overs.

Any days next week work for you?

Thank you,

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: MATHEWS, THOMAS
Sent: Thursday, April 26, 2018 2:18 PM
To: Chris Ball; WOOD, BRADLEY D; Larry Jarrell; aappel@associatesindermatology.com; Drue Best; best@matrixintegration.com; BLACK, PAUL E; EXCONDE, ROINEL
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Hi Chris and Larry,

I have sent my calendar invite with the same bridge as that of the New Albany site which is **CONFERENCE BRIDGE: 888-331-6293 PARTICIPANTS CODE: 8849295 - HOST: 64955221**

Regards,

Thomas V. Mathews

Order Specialist | IPFLEX Move Team
Global Product Ordering

AT&T Technology Operations

30 Knightsbridge Road, Piscataway, New Jersey 08854
Office: 732-844-5553 | Mobile: 201-975-9066 | tm018x@att.com
Next Level Support: Area Manager- Susan Rocco- Phone: 732-844-5108 or Email: sr2484@att.com

AT&T Internal partners please refer to the Internal Support Process & Guide in advance of engaging next level. [LINK](#)

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From: Chris Ball [mailto:cball@matrixintegration.com]
Sent: Thursday, April 26, 2018 2:14 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>; MATHEWS, THOMAS <tm018x@att.com>; aappel@associatesindermatology.com; Drue Best <dbest@matrixintegration.com>; best@matrixintegration.com; BLACK, PAUL E <pb7183@att.com>; EXCONDE, ROINEL <re388t@att.com>
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Can we please have one conference bridge for both cuts? I am the only resource that can p[rogram the phone systems, but Larry can be at Louisville to move the PRI cable for that move, and I will be at New Albany to turn up the new service and do the port. But I cannot be on 2 conference bridges at the same time obviously.

*"If I am ever on life support, unplug me...
Then plug me back in. See if that works"*

Chris Ball
Implementation UC Lead Engineer

Matrix Integration
p (502) 242-5316 | e cball@matrixintegration.com

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, April 26, 2018 1:38 PM

To: Larry Jarrell <Larry.Jarrell@intermedix.com>; MATHEWS, THOMAS <tm018x@att.com>; aappel@associatesindermatology.com; Drue Best <dbest@matrixintegration.com>; best@matrixintegration.com; Chris Ball <cball@matrixintegration.com>; BLACK, PAUL E <pb7183@att.com>; EXCONDE, ROINEL <re388t@att.com>
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Guys,

I spoke with Thomas and there are 2 task here planned for tonight.

1. Moving Springhurst numbers from old IPFlex circuit to the new circuit. (Thomas Mathews to complete)
2. Turning up data and porting TN's at New Albany from analog POTS lines to IPFlex (Spinaker to complete)

According to Thomas email he attached that was the plan, have things changed?

Regards,
Brad

From: Larry Jarrell [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Thursday, April 26, 2018 1:27 PM

To: MATHEWS, THOMAS <tm018x@att.com>; aappel@associatesindermatology.com; dbest@matrixintegration.com; best@matrixintegration.com; cball@matrixintegration.com; WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; EXCONDE, ROINEL <re388t@att.com>
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Matrix?

Sent with BlackBerry Work
(www.blackberry.com)

From: MATHEWS, THOMAS <tm018x@att.com>

Date: Thursday, Apr 26, 2018, 13:26

To: Larry Jarrell <Larry.Jarrell@intermedix.com>, aappel@associatesindermatology.com <aappel@associatesindermatology.com>, dbest@matrixintegration.com <dbest@matrixintegration.com>, best@matrixintegration.com <best@matrixintegration.com>, cball@matrixintegration.com <cball@matrixintegration.com>, WOOD, BRADLEY D <bw6258@att.com>, BLACK, PAUL E <pb7183@att.com>, EXCONDE, ROINEL <re388t@att.com>
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Hi Larry,

Per our conversation in the attached email, it was agreed to do the cut at both sites today and Dru had made resources available to be at both sites.

Has plans changed?

Dru and Chris,

Will your representative be able to move data cable from existing router to new router and test speed using laptop connected to the router at the Louisville site this evening?

Gentlemen,

Let me know if I need to cancel the schedule for Louisville?

Regards,

Thomas V. Mathews

Order Specialist | IPFLEX Move Team
Global Product Ordering

AT&T Technology Operations

30 Knightsbridge Road, Piscataway, New Jersey 08854
Office: 732-844-5553 | Mobile: 201-975-9066 | tm018x@att.com
Next Level Support: Area Manager- Susan Rocco- Phone: 732-844-5108 or Email: sr2484@att.com

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From: Larry Jarrell [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, April 26, 2018 1:15 PM
To: MATHEWS, THOMAS <tm018x@att.com>
Subject: RE: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

We already have a test and turn up for New Albany we cannot do The Louisville location at same time.

Sent with BlackBerry Work
(www.blackberry.com)

From: MATHEWS, THOMAS <tm018x@att.com>
Date: Thursday, Apr 26, 2018, 13:10
To: Larry Jarrell <Larry.Jarrell@intermedix.com>
Subject: FW: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y

-----Original Appointment-----

From: MATHEWS, THOMAS
Sent: Thursday, March 29, 2018 10:11 AM
To: MATHEWS, THOMAS; Larry.Jarrell@intermedix.com; Al Appel; dbest@matrixintegration.com; dglassford@psr-cis.com; cball@matrixintegration.com; BLACK, PAUL E; EXCONDE, ROINEL; SPIKNER, STEPHANIE J; DESANTIS, MICHAEL E
Subject: Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y
When: Thursday, April 26, 2018 6:00 PM-7:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Bridge Information: 866-634-6017 - Participant's Code: 3673442#

Hi Team,

Thank you for ordering AT&T BVoIP Service. I am pleased to inform you that your service has been successfully provisioned and we are ready to perform Test & Turn-Up activities.

The Test & Turn-Up date and time **Associates in Dermatology (Louisville) is 04/26/18 at 6 PM EST**. If the date or time for the TTU is inconvenient for you, please contact me immediately at 732-844-5553 as failure to do so could potentially lead to an interruption of your service.

Visit the AT&T Business Voice-over IP Implementation Planner web-site at <http://www.corp.att.com/bvoip/#features> and review the appropriate service-specific Test & Turn-Up checklist thoroughly prior to the call. The page is password

protected. Hence, please enter the user name "att" and password "attvoip" to access the contents.

Please be advised to have your PBX Vendor, documentation and/or your own technical resources that are knowledgeable about your PBX/CPE (Customer Premise Equipment) at your site during the TTU call in order to properly conduct the Test & Turn-Up activities. Failure to do so could potentially lead to an interruption of your service.

Please call the AT&T Business Voice-over IP Service Delivery Center of Excellence at 1-888-613-6492 if you need any assistance or have any questions or concerns.

Special instructions for BVoIP on Ethernet Transport:

Note the CCG link: <http://www.corp.att.com/bvoip/ipflex/training/>

Username: att

Password: attvoip

Here are the details of your scheduled Test & Turn-Up:

TTU Date: **04/26/18 at 6 PM EST**

TTU Category: TTU-SA

TTEC: TTEC BVoIP-Standard

Notes: This is a standard BVoIP Service activation event.

Customer Order Information:

Associates in Dermatology (Louisville)

IUEC.735467..ATI

1-64SH4HF-B0001-0002

VR17060977

ISR17040330887

171505100

3249-5482

Local Contact (LCON): Al Appel

Premise Location: 3810 Springhurst Blvd, Louisville, KY 40241

Office: 502-583-1749

Move OS: Thomas V. Mathews

Office: 732-844-5553

Email: tvm018x@att.com

Bridge Information: 866-634-6017

Host Code: 4979271#

Participant's Code: 3673442#

TTE: Michael E Desantis - md4512@att.com

Regards,

Thomas V. Mathews

Order Specialist | IPFLEX Move Team

Global Product Ordering

AT&T Technology Operations

30 Knightsbridge Road, Piscataway, New Jersey 08854

Office: 732-844-5553 | Mobile: 732-208-6953 | tm018x@att.com

Next Level Support: Area Manager- Bill Smith- Phone: 732-208-9975 or Email: ws6943@att.com

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ENDRES, JAM (Legal)

From: SPIKNER, STEPHANIE J
Sent: Friday, April 27, 2018 2:07 AM
To: MATHEWS, THOMAS; Larry.Jarrell@intermedix.com;
aappel@associatesin dermatology.com; dbest@matrixintegration.com;
cball@matrixintegration.com; WOOD, BRADLEY D; BLACK, PAUL E; EXCONDE, ROINEL;
DESANTIS, MICHAEL E
Subject: RE: FINAL UPDATE: 171505100 - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Team,

Please provide an update, the SME noted that the handoff is not correct and did not pass the TTU
Need to change to PRI

Please advise

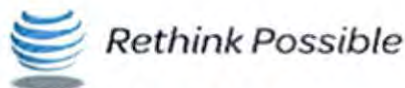
Stephanie Spikner : Order Specialist Global Ordering
IP Flex over AVPN Team
Phone: 404-853-2106 Email: ss2481@att.com
Fax: 281-664-5675

Customer Electronic Order Status Manager: http://www.corp.att.com/ebcc/portal/portal_order.html
AT&T Internal Order Status Tool: [IOS](#) & [OSM](#)

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support: [Link](#)
Next Level Support Contact: Area Manager: [Joel Bates \(470\) 719-7952](#) Email: jb5833@att.com

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TEXTING and DRIVING... It Can Wait. Take the pledge today and pass it on.

From: MATHEWS, THOMAS
Sent: Thursday, April 26, 2018 9:25 PM
To: Larry.Jarrell@intermedix.com; aappel@associatesin dermatology.com; dbest@matrixintegration.com;
cball@matrixintegration.com; WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; EXCONDE,
ROINEL <re388t@att.com>; SPIKNER, STEPHANIE J <ss2481@att.com>; DESANTIS, MICHAEL E <md4512@att.com>
Subject: FINAL UPDATE: 171505100 - Associates in Dermatology (Louisville) SR 1-69ZG81Y

Hello Al,

The TN move for the 52 phone numbers have been completed. I dialed the following TNs.

502-583-1749 - reached the auto-attendant

502-625-2219 - reached the auto-attendant

Please test the TNs at your leisure and let me know if you have any issues. Thank you for choosing AT&T.

When you are ready to disconnect of the existing **50mbps with circuit id: BBEC.554292..ATI**, kindly reach out to the AT&T Account team.

Regards,

Thomas V. Mathews

Order Specialist | IPFLEX Move Team
Global Product Ordering

AT&T Technology Operations

30 Knightsbridge Road, Piscataway, New Jersey 08854

Office: 732-844-5553 | Mobile: 732-208-6953 | tm018x@att.com

Next Level Support: Area Manager- Bill Smith- Phone: 732-208-9975 or Email: ws6943@att.com

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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Wednesday, October 5, 2016 1:28 PM
To: BLACK, PAUL E
Cc: WOOD, BRADLEY D; Hope Flannery
Subject: RE: Fiber Bundle We Installed at Springhurst

Sounds good to me.

Can you guys check on our church bills? 324 E Broadway 40202 Hope had asked for the Uverse to be canceled during our first meeting a long time ago and we are still receiving them. We also canceled our service last month since we sold the church and we are still receiving bills. We only needed 1 line there for an alarm and that is all we should have been billed for.

Thank you

Al

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Wednesday, October 05, 2016 1:19 PM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: Fiber Bundle We Installed at Springhurst

Hi Al. There will be no reason to upgrade the FBB internet since we will be replacing this service with the new Network Based Firewall Internet service.

We will let Vicki know as well. She is a 3rd party solution provider and there is really no reason to continue to work with her since you now have direct AT&T representation with Brad Wood.

Best Regards,

Paul Black
Sales Manager KY

AT&T

Small Business Solutions
601 W Chestnut St
Louisville, KY 40202
M: 502.553.3788
F: 866.398.2530
pb7183@att.com

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Need help with a personal account? [Click here.](#)

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, October 05, 2016 1:09 PM
To: BLACK, PAUL E <pb7183@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>
Subject: FW: Fiber Bundle We Installed at Springhurst

Hi Paul,

Do we need to sign this with Vickie Tudor? I thought we were ok on everything but it sounds like our fiber bundle is expiring?

Thanks,

Al

Al Appel

Chief Administrative Officer
Associates in Dermatology, PLLC
3810 Springhurst Blvd., Suite 200
Louisville, KY 40241
Phone 502-583-1749
Fax 502-329-7599

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From: Hope Flannery [<mailto:lhf@associatesin dermatology.com>]
Sent: Wednesday, October 05, 2016 12:35 PM
To: 'Al Appel' <aappel@associatesin dermatology.com>
Subject: FW: Fiber Bundle We Installed at Springhurst

I guess I will go ahead and sign. I sure don't want anything to expire.

From: Vicki Tudor [<mailto:vmtudor@bellsouth.net>]
Sent: Wednesday, October 05, 2016 12:21 PM
To: 'Hope Flannery'
Cc: FITZGERALD, MILES
Subject: Fiber Bundle We Installed at Springhurst

Hope,

I work with Mile Fitzgerald, may be confusing but both are groups work together.

The Fiber Bundle I installed for you at Springhurst is expiring and I don't think this has been renewed.

Can you email me and I'll provide the one page document for the renewal.

Thank you

30 Years Experience

Vicki M. Tudor
Business Manager
502-244-8330 office
502-554-1000 cell
vmtudor@bellsouth.net

To Report an Issue w/Circuit:

<https://expressticketing.acss.att.com/expressticketing/>

From: Hope Flannery [<mailto:lhf@associatesindermatology.com>]
Sent: Wednesday, December 10, 2014 10:37 AM
To: vmtudor@bellsouth.net
Subject: FW: disconnect of PRI service

Can you help on this?

From: BROWNE, DAVID M [<mailto:db1800@att.com>]
Sent: Wednesday, December 10, 2014 9:34 AM
To: lhf@associatesindermatology.com
Subject: disconnect of PRI service

Hope,

We have received your request to disconnect PRI 50.IPZX.509713.001.SC located at 3810 Springhurst Blvd., Suite 200, Louisville, Ky.
The PRI service is still under contract and there are early termination charges for the Disconnect of this service. There are 20 months remaining at 50% of the monthly rate.

The termination liability is : \$4700.00

Please advise if you wish for us to proceed.

Thank you.

David Browne
Service Consultant
AT&T Global Ordering
AT&T Services
704-733-1213

email : db1800@att.com



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ENDRES, JAM (Legal)

From: FITZGERALD, MILES
Sent: Wednesday, October 5, 2016 12:42 PM
To: vmtudor@bellsouth.net; 'Hope Flannery'; WOOD, BRADLEY D; BLACK, PAUL E
Subject: RE: Fiber Bundle We Installed at Springhurst
Attachments: image001.jpg

Hi hope,

I am looping in your account manager Brad wood. He will handle all of this for you.

Thanks,

Miles Fitzgerald
Application Sales Consultant
M: 502 415-5639
Mf079j@att.com

----- Original message -----

From: Vicki Tudor <vmtudor@bellsouth.net>
Date: 10/5/16 12:21 PM (GMT-05:00)
To: 'Hope Flannery' <lhf@associatesindermatology.com>
Cc: "FITZGERALD, MILES" <mf079j@att.com>
Subject: Fiber Bundle We Installed at Springhurst

Hope,

I work with Mile Fitzgerald, may be confusing but both are groups work together.

The Fiber Bundle I installed for you at Springhurst is expiring and I don't think this has been renewed.

Can you email me and I'll provide the one page document for the renewal.

Thank you

30 Years Experience

Vicki M. Tudor
Business Manager
502-244-8330 office
502-554-1000 cell

vmtudor@bellsouth.net

To Report an Issue w/Circuit:

<https://expressticketing.acss.att.com/expressticketing/>

From: Hope Flannery [mailto:lhf@associatesin dermatology.com]

Sent: Wednesday, December 10, 2014 10:37 AM

To: vmtudor@bellsouth.net

Subject: FW: disconnect of PRI service

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Sent: Wednesday, December 10, 2014 9:34 AM

To: lhf@associatesin dermatology.com

Subject: disconnect of PRI service

Hope,

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The PRI service is still under contract and there are early termination charges for the Disconnect of this service. There are 20 months remaining at 50% of the monthly rate.

The termination liability is : \$4700.00

Please advise if you wish for us to proceed.

Thank you.

David Browne
Service Consultant
AT&T Global Ordering
AT&T Services
704-733-1213
email : db1800@att.com



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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesindermatology.com>
Sent: Friday, March 17, 2017 5:18 PM
To: WOOD, BRADLEY D; 'Hope Flannery'; BLACK, PAUL E
Subject: RE: Emailing - ATT 031717.pdf

Hi Brad,

What type of notification? You need a doctorate to read/understand ATT bills. Would it have been separate from the bills?

Thanks,

Al

From: WOOD, BRADLEY D [mailto:bw6258@att.com]
Sent: Friday, March 17, 2017 4:18 PM
To: Hope Flannery <lhf@associatesindermatology.com>; BLACK, PAUL E <pb7183@att.com>
Cc: 'Al Appel' <aappel@associatesindermatology.com>
Subject: RE: Emailing - ATT 031717.pdf

Hope,

This account had a promotion expire, you should have received some notification prior. I will get this enrolled but it will take 30 days to take effect.

Regards,
Brad

From: Hope Flannery [mailto:lhf@associatesindermatology.com]
Sent: Friday, March 17, 2017 1:44 PM
To: BLACK, PAUL E <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: 'Al Appel' <aappel@associatesindermatology.com>
Subject: Emailing - ATT 031717.pdf

Good Afternoon:

Please find attached a recent invoice that we have received. The total invoice increased \$274.01 from the previous month.

Can you check on this to find out which such an increase.

Thanks

Hope Flannery
Associates in Dermatology
502-625-2221

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Wednesday, July 19, 2017 7:46 AM
To: WOOD, BRADLEY D
Cc: BLACK, PAUL E; 'Al Appel'
Subject: RE: Emailing - 0720172.pdf - Associates in Dermatology

Thanks. I would appreciate it.

From: WOOD, BRADLEY D [mailto:bw6258@att.com]
Sent: Wednesday, July 19, 2017 7:36 AM
To: Hope Flannery
Cc: BLACK, PAUL E; Al Appel
Subject: Re: Emailing - 0720172.pdf - Associates in Dermatology

Good morning Hope, I am traveling this morning but as soon as I get to my destination I will review and respond in roughly 2 hours.

Regards,
Brad

Sent from my iPhone

On Jul 19, 2017, at 6:39 AM, Hope Flannery <lhf@associatesindermatology.com> wrote:

Good Morning,

The attached bill increased \$247.50 over last month. Can you research and find out why and get back to me?

Thanks for your help.

Hope Flannery
Associates in Dermatology
502-625-2221
<0720172.pdf>

ENDRES, JAM (Legal)

From: BELIN, MATT
Sent: Tuesday, February 28, 2017 12:55 PM
To: Jarrell, Larry; 'aappel@associatesindermatology.com'; BENOVIC, MATUS; BLACK, PAUL E; GALLAGHER, WANDA C; RHODEN, JERLINE; WOOD, BRADLEY D
Cc: BELIN, MATT
Subject: RE: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY ISR16111114208-0001

No. We would need to keep the 9 AM ET time tomorrow

From: Jarrell, Larry [mailto:Larry.Jarrell@intermedix.com]
Sent: Tuesday, February 28, 2017 12:54 PM
To: 'aappel@associatesindermatology.com' <aappel@associatesindermatology.com>; BELIN, MATT <mb067f@att.com>; BENOVIC, MATUS <mb206c@intl.att.com>; BLACK, PAUL E <pb7183@att.com>; GALLAGHER, WANDA C <wg2254@att.com>; RHODEN, JERLINE <jr6247@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY ISR16111114208-0001

Anyway we can move this to 1030 est?

Sent from my iPhone

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

From: BELIN, MATT [mailto:mb067f@att.com]
Sent: Tuesday, February 28, 2017 09:58 AM Central Standard Time
To: BENOVIC, MATUS; RHODEN, JERLINE; WOOD, BRADLEY D; BLACK, PAUL E; GALLAGHER, WANDA C; aappel@associatesindermatology.com; BELIN, MATT
Cc: jarrelll
Subject: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY ISR16111114208-0001
When: Wednesday, March 01, 2017 08:00 AM-09:00 AM Central Standard Time
Where: 888-331-6293 Participant Code 6148322 Host Code 6639584

Al,

Please join the conference bridge promptly at 9AM Eastern 3/1 as Matus will be waiting to begin the scheduled LAN Migration

Thanks

From: GLOBAL DTAC ENGINEERING DUTY MANAGER RM
Sent: Friday, February 10, 2017 1:52 PM
To: BELIN, MATT <mb067f@att.com>; RHODEN, JERLINE <jr6247@att.com>
Subject: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY ISR1611114208-0001

DTAC was assigned for You by mb067f-1336285
DTAC Name: Benovic Matus (Q me) <qto://talk/mb206c> - mb206c
SR: ISR1611114208-0001

Task type: LAN Migration
Customer name: ASSOCIATES IN DERMATOLOGY
City: US
Date and time: 2017-02-28 15:00 CET
2017-02-28 09:00:00 EST
CNDD: 2017-02-10
Planned task duration: 1.0h
Service: AVPN Managed -
Task status: Open
DTAC scheduling status: assigned
OM/PIM: Rhoden Jerline (Q me) <qto://talk/jr6247> / Rhoden Jerline (Q me) <qto://talk/jr6247>
LE: Chowdhury Arindam (Q me) <qto://talk/ac600d>
IC comment: This task was automatically assigned.
OM/PIM comment: , Conference Bridge- 888-331-6293 Participant Code 6148322 Host Code 6639584
DTAC comment:
Check the DTAC's schedule <[http://skbradb01.emea.att.com/ictool_ba/?user\[\]=mb206c&dni=2&date1x=2017-02-28&time_zone=CET&actino=show_schedule](http://skbradb01.emea.att.com/ictool_ba/?user[]=mb206c&dni=2&date1x=2017-02-28&time_zone=CET&actino=show_schedule)>
Status of Rhoden Jerline's other orders <http://skbradb01.emea.att.com/ictool_ba/sdm/tasks.php?attuid=jr6247>

Your feedback will help us to improve DTAC services.
Please rate the DTAC: Benovic Matus's work using this link
<[http://skbradb01.emea.att.com/ictool_ba/form/?attuid_dtac=mb206c&name_dtac=Benovic Matus&id_order=ISR1611114208-0001&time=2017-02-28 15:00](http://skbradb01.emea.att.com/ictool_ba/form/?attuid_dtac=mb206c&name_dtac=Benovic%20Matus&id_order=ISR1611114208-0001&time=2017-02-28%2015:00)>
This message is sent to you by DTAC Scheduling (IC) tool. <http://skbradb01.emea.att.com/ictool_ba/> If you notice any problems, please let us know via Q - preferred <qto://meeting/q_rooms_mh721g1440501974199/DTACDevSupportRoom> or contact the system developer Marian Sabo - using Q <qto://talk/ms801p> or email <<mailto:ms801p@intl.att.com>>
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ENDRES, JAM (Legal)

From: Jarrell, Larry <Larry.Jarrell@intermedix.com>
Sent: Tuesday, February 28, 2017 12:54 PM
To: 'aappel@associatesindermatology.com'; BELIN, MATT; BENOVIC, MATUS; BLACK, PAUL E; GALLAGHER, WANDA C; RHODEN, JERLINE; WOOD, BRADLEY D
Subject: RE: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY ISR16111114208-0001

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Thanks

From: GLOBAL DTAC ENGINEERING DUTY MANAGER RM
Sent: Friday, February 10, 2017 1:52 PM
To: BELIN, MATT <mb067f@att.com>; RHODEN, JERLINE <jr6247@att.com>
Subject: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY ISR16111114208-0001

DTAC was assigned for You by mb067f-1336285
DTAC Name: Benovic Matus (Q me) <qto://talk/mb206c> - mb206c
SR: ISR16111114208-0001

Task type: LAN Migration
Customer name: ASSOCIATES IN DERMATOLOGY
City: US
Date and time: 2017-02-28 15:00 CET
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LE: Chowdhury Arindam (Q me) <qto://talk/ac600d>
IC comment: This task was automatically assigned.
OM/PIM comment: , Conference Bridge- 888-331-6293 Participant Code 6148322 Host Code 6639584
DTAC comment:
Check the DTAC's schedule <[http://skbradb01.emea.att.com/ictool_ba/?user\[\]=mb206c&dni=2&date1x=2017-02-28&time_zone=CET&actino=show_schedule](http://skbradb01.emea.att.com/ictool_ba/?user[]=mb206c&dni=2&date1x=2017-02-28&time_zone=CET&actino=show_schedule)>
Status of Rhoden Jerline's other orders <http://skbradb01.emea.att.com/ictool_ba/sdm/tasks.php?attuid=jr6247>

Your feedback will help us to improve DTAC services.

Please rate the DTAC: Benovic Matus's work using this link

<[http://skbradb01.emea.att.com/ictool_ba/form/?attuid_dtac=mb206c&name_dtac=Benovic Matus&id_order=ISR16111114208-0001&time=2017-02-28 15:00](http://skbradb01.emea.att.com/ictool_ba/form/?attuid_dtac=mb206c&name_dtac=Benovic%20Matus&id_order=ISR16111114208-0001&time=2017-02-28%2015:00)>

This message is sent to you by DTAC Scheduling (IC) tool. <http://skbradb01.emea.att.com/ictool_ba/> If you notice any problems, please let us know via Q - preferred <qto://meeting/q_rooms_mh721g1440501974199/DTACDevSupportRoom>

or contact the system developer Marian Sabo - using Q <qto://talk/ms801p> or email <<mailto:ms801p@intl.att.com>>

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ENDRES, JAM (Legal)

From: MARTINEZ, NIDIA
Sent: Friday, June 22, 2018 1:49 PM
To: FITZGERALD, MILES; HERNANDEZGUZMAN, MARIA
Cc: MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N; BLACK, PAUL E; REID, RANDAL K; Strahl-Hargens Select Post Sales TC Support; MARTINEZ, NIDIA
Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Miles,

The call samples have not been analyzed by our T2 team, They will need to be traced and analyzed to identify if there were any errors in our Network.

Nidia Martinez

Area Manager

Consulting on behalf of AT&T Client Solutions and Operations

O (424) 233-2853 | M (915) 330-3157 nm187x@att.com

From: FITZGERALD, MILES [<mailto:mf079j@att.com>]

Sent: Friday, June 22, 2018 11:45 AM

To: Nidia Martinez <nm187x@abs.att-mail.com>; Maria Hernandez Guzman <mh744x@abs.att-mail.com>

Cc: Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; REID, RANDAL K <rr4273@att.com>; Strahl-Hargens Select Post Sales TC Support <g09565@att.com>

Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

They rebooted several times before. They had o be another issue there

Thanks,

Miles Fitzgerald

[Application Sales Consultant](#)

AT&T

Small Business Solutions

601 W. Chestnut St

Louisville, KY 40203

M: 502.415.5639

F: 866.628.4922

mf079j@att.com

From: MARTINEZ, NIDIA

Sent: Friday, June 22, 2018 1:45 PM

To: FITZGERALD, MILES <mf079j@att.com>; HERNANDEZGUZMAN, MARIA <mh744x@abs.att-mail.com>

Cc: MEZA, ALEXA <am4233@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; MORGAN, ALYSSA N <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; REID, RANDAL K <rr4273@att.com>; Strahl-Hargens Select Post Sales TC Support <g09565@att.com>

Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Miles,

We asked our customer to reboot their PBX.

Nidia Martinez

Area Manager

Consulting on behalf of AT&T Client Solutions and Operations

O (424) 233-2853 | M (915) 330-3157 nm187x@att.com

From: FITZGERALD, MILES [<mailto:mf079j@att.com>]

Sent: Friday, June 22, 2018 11:29 AM

To: Nidia Martinez <nm187x@abs.att-mail.com>; Maria Hernandez Guzman <mh744x@abs.att-mail.com>

Cc: Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; REID, RANDAL K <rr4273@att.com>

Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Looks like we are back up. Do we know what caused the issue?

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions

601 W. Chestnut St

Louisville, KY 40203

M: 502.415.5639

F: 866.628.4922

mf079j@att.com

From: MARTINEZ, NIDIA

Sent: Friday, June 22, 2018 12:59 PM

To: FITZGERALD, MILES <mf079j@att.com>; HERNANDEZGUZMAN, MARIA <mh744x@abs.att-mail.com>

Cc: MEZA, ALEXA <am4233@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; MORGAN, ALYSSA N <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; REID, RANDAL K <rr4273@att.com>

Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Updating distro

From: Nidia Martinez
Sent: Friday, June 22, 2018 10:56 AM
To: FITZGERALD, MILES <mf079j@att.com>; Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Cc: Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Mike,

We are escalating this issue with our router technicians for resolution.

Nidia Martinez

Area Manager

Consulting on behalf of AT&T Client Solutions and Operations

O (424) 233-2853 | M (915) 330-3157 nm187x@att.com

From: FITZGERALD, MILES [<mailto:mf079j@att.com>]

Sent: Friday, June 22, 2018 10:47 AM

To: Nidia Martinez <nm187x@abs.att-mail.com>; Maria Hernandez Guzman <mh744x@abs.att-mail.com>

Cc: Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>

Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

I am concerned because we lost over 2 hours this morning when we entered a ticket on this circuit and were told we had to put in a ticket for the router. The customer has already taken these steps we need this at the highest escalation possible.

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions

601 W. Chestnut St

Louisville, KY 40203

M: 502.415.5639

F: 866.628.4922

mf079j@att.com

From: MARTINEZ, NIDIA

Sent: Friday, June 22, 2018 12:45 PM

To: FITZGERALD, MILES <mf079j@att.com>; HERNANDEZGUZMAN, MARIA <mh744x@abs.att-mail.com>

Cc: MEZA, ALEXA <am4233@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; MORGAN, ALYSSA N <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; MARTINEZ, NIDIA <nm187x@abs.att-mail.com>

Subject: RE: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Miles,

Service management cannot replace the router. Our technicians will need to review the call samples and provide best next steps for resolution.

Nidia Martinez

Area Manager

Consulting on behalf of AT&T Client Solutions and Operations

O (424) 233-2853 | M (915) 330-3157 nm187x@att.com

From: FITZGERALD, MILES [<mailto:mf079j@att.com>]

Sent: Friday, June 22, 2018 10:11 AM

To: Maria Hernandez Guzman <mh744x@abs.att-mail.com>

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>

Subject: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Maria,

What needs to be done to replace equipment? We have already analyzed the calls on a separate ticket and were told it is an equipment issue

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

Small Business Solutions

601 W. Chestnut St

Louisville, KY 40203

M: 502.415.5639

F: 866.628.4922

mf079j@att.com

From: HERNANDEZGUZMAN, MARIA

Sent: Friday, June 22, 2018 11:11 AM

To: lbowling@associatesindermatology.com

Cc: MARTINEZ, NIDIA <nm187x@abs.att-mail.com>; MEZA, ALEXA <am4233@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; MORGAN, ALYSSA N <am966t@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>

Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for taking my call. At this moment I have provided call samples to our specialist team and they will be analyzing them to isolate the issue further. Meanwhile, I will continue to escalate and provide you with updates as they become available. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228

Description of the Trouble: voice outage

Engagement received: 06/22/2018 09:40 AM CST

Issue Opened: 06/22/2018 08:13 AM CDT

Type of Service: NB-IPVPN | USASIGLOUKY02R

Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

Access Hours: 8am-5pm Mon-Fri

CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

Dispatch: Yes

Intrusive Test :Yes

Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

o 424-233-2845 | mh744x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F