

ENDRES, JAM (Legal)

From: MARTINEZ, NIDIA
Sent: Friday, June 22, 2018 12:45 PM
To: FITZGERALD, MILES; HERNANDEZGUZMAN, MARIA
Cc: MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N; BLACK, PAUL E; MARTINEZ, NIDIA
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 | 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

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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](#)

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Looks like we are back up. Do we know what caused the issue?

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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 |

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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

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AT&T

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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 | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

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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 1:45 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
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Application Sales Consultant

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601 W. Chestnut St

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ALYSSA N <am966t@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; REID, RANDAL K <rr4273@att.com>
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[Application Sales Consultant](#)

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Application Sales Consultant

AT&T
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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 |

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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@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:

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o 424-233-2845 | mh744x@att.com

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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,

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Application Sales Consultant

AT&T

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Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

Access Hours: 8am-5pm Mon-Fri

CCON: Laurie Bowling | 5029394522 | bowling@associatesin dermatology.com

LCON: Laurie Bowling | 5029394522 | bowling@associatesin dermatology.com

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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: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 2:35 PM
To: WOOD, BRADLEY D; BLACK, PAUL E
Cc: HARE, MALCOLM; GALLAGHER, WANDA C; BOCKO, ALEXANDER; FOLTINOVIC, MAROS
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Lead engineer will lead it. Please cooperate with him. Unfortunately Malcolm is not online today. Nor his backup Kevin Beardall.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal [IOS](#) & Customers [OSM](#)**

AT&T Internal partners please refer to the **[Internal Support Guide](#)** in advance of engaging next level support.

Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com



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 delete this message from your system.

From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 8:30 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Who will be leading this call, I will make the day and time work with the customer if we can have it today or tomorrow morning. Have whoever the lead engineer is contact me today.

Thanks,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 2:26 PM
To: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>

Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

The Kick off call is responsibility of Lead engineer and sales. This order should have been cancelled 10 days ago. My last concession is that I will wait until tomorrow COB. If the kick off call wouldn't be scheduled until tomorrow COB there will be hard cancellation.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com



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To: Hanzalik, Ondrej <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>

Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Customer was dealing with network impacting outage for 2 weeks during this time and the customer was spending all available free time dealing with that. There was a mix-up between this new order kickoff call and the existing issues they had going on. I understand there are certain time lines we must meet but due to the circumstances please do not cancel the order and schedule the call with the customer so we can move forward.

Regards,
Brad

From: HANZALIK, ONDREJ

Sent: Monday, October 24, 2016 2:06 PM

To: BLACK, PAUL E <pb7183@att.com>

Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Because of cycle time of this order. Normal cycle time of the order is 8 days. This order has been "dead" for 18 days because of sales and customer's inactivity. Dead order for more than two weeks has to be cancelled. Whole communication is down in this chain.

Once you raised new RDS ID, it will be allocated to the Order creator and Kick off call will be scheduled under new RDS ID.

As I said I didn't create those rules, I am just following them.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**
AT&T Internal partners please refer to the **Internal Support Guide** in advance of engaging next level support.

Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com



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From: BLACK, PAUL E
Sent: Monday, October 24, 2016 7:59 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Why are we cancelling the order if the lead engineer went out on vacation on Thursday before the deadline?

The customer is now prepared to get this moving. Do not cancel this order.

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: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 1:53 PM
To: HANZALIK, ONDREJ <oh0618@intl.att.com>
Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abockko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: Re: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Why does this order have to be cancelled, I am asking to have the welcome call scheduled. Would you like me to set the call up and send the invite to you? Please do not cancel this order the customer is ready to have the call at your convenience.

Brad

Sent from my iPhone

On Oct 24, 2016, at 1:47 PM, HANZALIK, ONDREJ <oh0618@intl.att.com> wrote:

Lead engineer left for vacation on Thursday, that's why nobody reached out to customer. But this happened 4 days ago. We have been waiting for customer since October 6th. I sent you cancellation warning on Tuesday last week. There was deadline until Friday COB. That deadline was missed and now this RDS ID will be cancelled. There is no front log, the order will be allocated to Order creator once you request new RDS ID.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**

AT&T Internal partners please refer to the **Internal Support Guide** in advance of engaging next level support.

Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com

<image001.png><image002.jpg>

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From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 7:22 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

See attached email, customer missed call due to emergency and sent an email to Malcolm to reschedule. Nobody has reached out to customer since, please get with customer to schedule the time. Due to time frame we do not have time to replace the orders, keep them open and schedule time with customer. Please include me as well on the invite.

Regards,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 1:04 PM
To: WOOD, BRADLEY D <bw6258@att.com>; HARE, MALCOLM <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Bradley,

We've been waiting for customer to participate on kick off call for more than two weeks. Sorry, but these orders have to be raised once again. I didn't create the rules.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**
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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com
<image001.png><image002.jpg>

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From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 6:46 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Customer emailed on Friday that they could not do the call on Friday but asked when the next available time the call could occur. They are ready to do the call so please schedule with AI and include me, do not cancel the order.

Regards,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 11:39 AM
To: WOOD, BRADLEY D <bw6258@att.com>; HARE, MALCOLM <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY
Importance: High

Hello Brad,

Please be aware that I am going to cancel this RDS ID. This order has been on hold for more than two weeks. I am not allowed to hold order so long per process. Please resubmit the order once again. Also please handle Kick off call with LE and customer as the first thing after resubmission.

Thank you

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**
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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com
<image001.png><image002.jpg>

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From: WOOD, BRADLEY D
Sent: Tuesday, October 18, 2016 9:56 PM
To: Hare, Malcolm <mhare@intl.att.com>; Hanzalik, Ondrej <oh0618@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Malcolm,

I just sent him an email, forgive him and me as he has been dealing with a current network outage since 9/28 so he is very upset and very busy trying to keep his business running. Please have patience with him and understand he may be confused because of both things that are going on right now.

Regards,
Brad

From: HARE, MALCOLM
Sent: Tuesday, October 18, 2016 3:47 PM
To: HANZALIK, ONDREJ <oh0618@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Brad

I've asked the customer numerous times for when they are free with no direct response to my request (you are copied)

You asked what I needed from sales on the 13th and I said "a response to my email" – I still am awaiting a response to my email.

This was allocated to me on the 5th Oct. Its now the 18th, nearly two weeks later with no progression of this order due to lack of response from the customer

Principal Lead Engineer – Global Service Delivery
AT&T Global Network Services

Design Portal : <http://ndi2.intl.att.com/DIPortal/DIPortal/>

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Mobile: +44 (0)7568 103955
Lync/Skype: mh3245@att.com
Email: iwork@att.com

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From: Hanzalik, Ondrej
Sent: 18 October 2016 19:58
To: WOOD, BRADLEY D <bw6258@att.com>; Hare, Malcolm <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

I would say cooperation between customer, sales and lead engineer is needed.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**

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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com

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From: WOOD, BRADLEY D

Sent: Tuesday, October 18, 2016 8:54 PM

To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

What is needed, DO NOT CANCEL this order?

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: HANZALIK, ONDREJ

Sent: Tuesday, October 18, 2016 2:52 PM

To: HARE, MALCOLM <mhare@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>

Subject: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Importance: High

Hello,

Please be aware, that this order is going to be cancelled on Friday COB in case LE approval won't be provided.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com

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From: Hanzalik, Ondrej
Sent: Monday, October 17, 2016 7:27 PM
To: Hare, Malcolm <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Hi Malcolm,

Please handle this Kick off call as soon as possible. Those orders have been on hold for 11 days.

Thank you

From: Hare, Malcolm
Sent: Thursday, October 13, 2016 10:51 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Hanzalik, Ondrej <oh0618@intl.att.com>; AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

If you can get a response from my email to the customer that would be advantageous !

Principal Lead Engineer – Global Service Delivery
AT&T Global Network Services

Design Portal : <http://ndi2.intl.att.com/DIPortal/DIPortal/>

Tel: +44 (0)2392 228458

Mobile: +44 (0)7568 103955

Lync/Skype: mh3245@att.com

Email: iwork@att.com

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From: WOOD, BRADLEY D
Sent: 13 October 2016 21:35
To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>; AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Is anything needed from sales?

Thanks,
Brad

From: HANZALIK, ONDREJ
Sent: Thursday, October 13, 2016 4:29 PM
To: WOOD, BRADLEY D <bw6258@att.com>; HARE, MALCOLM <mhare@intl.att.com>; AVPN MANAGED ORDERS RM <rm-avpnmanagedorders@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY
Importance: High

Team,

What is the update regarding the Kick off call and RDS approval?

Order has been allocated one week ago and RDS forms have still not been approved.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

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From: WOOD, BRADLEY D
Sent: Thursday, October 06, 2016 3:05 PM
To: Hare, Malcolm <mhare@intl.att.com>; AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; Hanzalik, Ondrej <oh0618@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Malcolm,

Al Apple is the contact at Associates in Dermatology and his info is below. He has a third party IT consultant that will be his technical contact but I do not have his/her info. Send the request to Al and he can loop in his TC.

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
aappel@associatesindermatology.com

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: HARE, MALCOLM
Sent: Thursday, October 06, 2016 7:55 AM
To: AVPN MANAGED ORDERS RM <rm-avpnmanagedorders@intl.att.com>; HANZALIK, ONDREJ <oh0618@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; GALLAGHER, WANDA C <wg2254@att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Please advise the name and email of the customer technical focal point and I'll contact them to setup a kick off call to discuss this AVPN solution.

Thanks

Malcolm

Principal Lead Engineer – Global Service Delivery
AT&T Global Network Services

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Mobile: +44 (0)7568 103955
Lync/Skype: mh3245@att.com
Email: iwork@att.com

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From: AVPN Managed Orders RM
Sent: 06 October 2016 12:35
To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Cc: AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; GALLAGHER, WANDA C <wg2254@att.com>
Subject: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Dear team,

please process attached order. LE/PE please proceed with technical validation within 48 hours.

RDS ID : #29032

OM : TBD

LE/CE : Hare, Malcolm <mhare@intl.att.com>

PE/NE : Foltinovic, Maros <mf073r@intl.att.com>

OC: Hanzalik, Ondrej <oh0618@intl.att.com>

Number of ports: 2

Customer Name	ASSOCIATES IN DERMATOLOGY
Contract Number	VVB71515-V140401
Project ID	50886616
MDS ID	1-57AARYY

Site Name	CITY/COUNTRY	Service	Lo
New Albany	NEW ALBANY/US	AVPN	
New Albany	NEW ALBANY/US	AVPN	

Springhurst	LOUISVILLE/US	AVPN	
Springhurst	LOUISVILLE/US	AVPN	
Springhurst	LOUISVILLE/US	BVoIP over AVPN	

RDS received: Tue 10/4/2016

WT ID: 1131416

Thank you

AVPN Managed Orders Gatekeeper

rm-avpnmanagedorders@intl.att.com

AT&T Order Status Manager: [AT&T OSM](#)

AT&T Internal Order Status Tool: [IOS](#)

ENDRES, JAM (Legal)

From: BEARDALL IV, KEVIN
Sent: Tuesday, October 25, 2016 11:44 AM
To: WOOD, BRADLEY D; HANZALIK, ONDREJ; BLACK, PAUL E
Cc: HARE, MALCOLM; GALLAGHER, WANDA C; BOCKO, ALEXANDER; FOLTINOVIC, MAROS
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Hi Bradley,

Could you please set up a call first thing tomorrow morning for this customer? Apologies, I have been inundated with other design work for other customers so have been unable to determine a suitable schedule with the customer in Malcolm's absence.

Regards

Kevin Beardall CCNP
Principal, Client Network Delivery
AT&T Global Network Services

Phone : +44 (0)2392 228598
Mobile : +44 (0)7568 103951
e-mail : kbeardall@emea.att.com

From: WOOD, BRADLEY D
Sent: 24 October 2016 19:39
To: Hanzalik, Ondrej <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>; Beardall, Kevin <Kevin.Beardall.IV@intl.att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Kevin,

Can you please assist in helping me setup the welcome call today or first thing in the AM with Associates in Dermatology? We have to do this as quick as possible or they are going to cancel the order.

Regards,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 2:35 PM
To: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Lead engineer will lead it. Please cooperate with him. Unfortunately Malcolm is not online today. Nor his backup Kevin Beardall.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**

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From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 8:30 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Who will be leading this call, I will make the day and time work with the customer if we can have it today or tomorrow morning. Have whoever the lead engineer is contact me today.

Thanks,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 2:26 PM
To: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

The Kick off call is responsibility of Lead engineer and sales. This order should have been cancelled 10 days ago. My last concession is that I will wait until tomorrow COB. If the kick off call wouldn't be scheduled until tomorrow COB there will be hard cancellation.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: [Internal IOS](#) & [Customers OSM](#)

AT&T Internal partners please refer to the [Internal Support Guide](#) in advance of engaging next level support.

Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com



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From: WOOD, BRADLEY D

Sent: Monday, October 24, 2016 8:21 PM

To: Hanzalik, Ondrej <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>

Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Customer was dealing with network impacting outage for 2 weeks during this time and the customer was spending all available free time dealing with that. There was a mix-up between this new order kickoff call and the existing issues they had going on. I understand there are certain time lines we must meet but due to the circumstances please do not cancel the order and schedule the call with the customer so we can move forward.

Regards,
Brad

From: HANZALIK, ONDREJ

Sent: Monday, October 24, 2016 2:06 PM

To: BLACK, PAUL E <pb7183@att.com>

Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Because of cycle time of this order. Normal cycle time of the order is 8 days. This order has been "dead" for 18 days because of sales and customer's inactivity. Dead order for more than two weeks has to be cancelled. Whole communication is down in this chain.

Once you raised new RDS ID, it will be allocated to the Order creator and Kick off call will be scheduled under new RDS ID.

As I said I didn't create those rules, I am just following them.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS** & **Customers OSM**

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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com



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From: BLACK, PAUL E
Sent: Monday, October 24, 2016 7:59 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Why are we cancelling the order if the lead engineer went out on vacation on Thursday before the deadline?

The customer is now prepared to get this moving. Do not cancel this order.

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: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 1:53 PM
To: HANZALIK, ONDREJ <oh0618@intl.att.com>
Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: Re: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Why does this order have to be cancelled, I am asking to have the welcome call scheduled. Would you like me to set the call up and send the invite to you? Please do not cancel this order the customer is ready to have the call at your convenience.

Brad

Sent from my iPhone

On Oct 24, 2016, at 1:47 PM, HANZALIK, ONDREJ <oh0618@intl.att.com> wrote:

Lead engineer left for vacation on Thursday, that's why nobody reached out to customer. But this happened 4 days ago. We have been waiting for customer since October 6th. I sent you cancellation warning on Tuesday last week. There was deadline until Friday COB. That deadline was missed and now this RDS ID will be cancelled. There is no front log, the order will be allocated to Order creator once you request new RDS ID.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**
AT&T Internal partners please refer to the **Internal Support Guide** in advance of engaging next level support.

Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com
<image001.png><image002.jpg>

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From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 7:22 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

See attached email, customer missed call due to emergency and sent an email to Malcolm to reschedule. Nobody has reached out to customer since, please get with customer to schedule the

time. Due to time frame we do not have time to replace the orders, keep them open and schedule time with customer. Please include me as well on the invite.

Regards,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 1:04 PM
To: WOOD, BRADLEY D <bw6258@att.com>; HARE, MALCOLM <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Bradley,

We've been waiting for customer to participate on kick off call for more than two weeks. Sorry, but these orders have to be raised once again. I didn't create the rules.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**
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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com

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From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 6:46 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Customer emailed on Friday that they could not do the call on Friday but asked when the next available time the call could occur. They are ready to do the call so please schedule with AI and include me, do not cancel the order.

Regards,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 11:39 AM
To: WOOD, BRADLEY D <bw6258@att.com>; HARE, MALCOLM <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY
Importance: High

Hello Brad,

Please be aware that I am going to cancel this RDS ID. This order has been on hold for more than two weeks. I am not allowed to hold order so long per process. Please resubmit the order once again. Also please handle Kick off call with LE and customer as the first thing after resubmission.

Thank you

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**
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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com
<image001.png><image002.jpg>

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From: WOOD, BRADLEY D
Sent: Tuesday, October 18, 2016 9:56 PM
To: Hare, Malcolm <mhare@intl.att.com>; Hanzalik, Ondrej <oh0618@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Malcolm,

I just sent him an email, forgive him and me as he has been dealing with a current network outage since 9/28 so he is very upset and very busy trying to keep his business running. Please have patience with him and understand he may be confused because of both things that are going on right now.

Regards,
Brad

From: HARE, MALCOLM
Sent: Tuesday, October 18, 2016 3:47 PM

To: HANZALIK, ONDREJ <oh0618@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>;
FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Brad

I've asked the customer numerous times for when they are free with no direct response to my request (you are copied)

You asked what I needed from sales on the 13th and I said "a response to my email" – I still am awaiting a response to my email.

This was allocated to me on the 5th Oct. Its now the 18th, nearly two weeks later with no progression of this order due to lack of response from the customer

Principal Lead Engineer – Global Service Delivery
AT&T Global Network Services

Design Portal : <http://ndi2.intl.att.com/DIPortal/DIPortal/>

Tel: +44 (0)2392 228458
Mobile: +44 (0)7568 103955
Lync/Skype: mh3245@att.com
Email: iwork@att.com

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From: Hanzalik, Ondrej
Sent: 18 October 2016 19:58
To: WOOD, BRADLEY D <bw6258@att.com>; Hare, Malcolm <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

I would say cooperation between customer, sales and lead engineer is needed.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**
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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com

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From: WOOD, BRADLEY D

Sent: Tuesday, October 18, 2016 8:54 PM

To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

What is needed, DO NOT CANCEL this order?

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: HANZALIK, ONDREJ

Sent: Tuesday, October 18, 2016 2:52 PM

To: HARE, MALCOLM <mhare@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>

Subject: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Importance: High

Hello,

Please be aware, that this order is going to be cancelled on Friday COB in case LE approval won't be provided.

Best Regards

Ondrej Hanzalik, Order Creator → US AVPN Managed Ordering Team

Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS** & **Customers OSM**

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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com

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From: Hanzalik, Ondrej

Sent: Monday, October 17, 2016 7:27 PM

To: Hare, Malcolm <mhare@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Hi Malcolm,

Please handle this Kick off call as soon as possible. Those orders have been on hold for 11 days.

Thank you

From: Hare, Malcolm

Sent: Thursday, October 13, 2016 10:51 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Hanzalik, Ondrej <oh0618@intl.att.com>; AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>

Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

If you can get a response from my email to the customer that would be advantageous !

Principal Lead Engineer – Global Service Delivery
AT&T Global Network Services

Design Portal : <http://ndi2.intl.att.com/DIPortal/DIPortal/>

Tel: +44 (0)2392 228458

Mobile: +44 (0)7568 103955

Lync/Skype: mh3245@att.com

Email: iwork@att.com

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From: WOOD, BRADLEY D

Sent: 13 October 2016 21:35

To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>; AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>

Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Is anything needed from sales?

Thanks,
Brad

From: HANZALIK, ONDREJ
Sent: Thursday, October 13, 2016 4:29 PM
To: WOOD, BRADLEY D <bw6258@att.com>; HARE, MALCOLM <mhare@intl.att.com>; AVPN MANAGED ORDERS RM <rm-avpnmanagedorders@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY
Importance: High

Team,

What is the update regarding the Kick off call and RDS approval?

Order has been allocated one week ago and RDS forms have still not been approved.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

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From: WOOD, BRADLEY D
Sent: Thursday, October 06, 2016 3:05 PM
To: Hare, Malcolm <mhare@intl.att.com>; AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; Hanzalik, Ondrej <oh0618@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Malcolm,

Al Appel is the contact at Associates in Dermatology and his info is below. He has a third party IT consultant that will be his technical contact but I do not have his/her info. Send the request to Al and he can loop in his TC.

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

aappel@associatesindermatology.com

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

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From: HARE, MALCOLM

Sent: Thursday, October 06, 2016 7:55 AM

To: AVPN MANAGED ORDERS RM <rm-avpnmanagedorders@intl.att.com>; HANZALIK, ONDREJ <oh0618@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>

Cc: WOOD, BRADLEY D <bw6258@att.com>; GALLAGHER, WANDA C <wg2254@att.com>

Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Please advise the name and email of the customer technical focal point and I'll contact them to setup a kick off call to discuss this AVPN solution.

Thanks

Malcolm

Principal Lead Engineer – Global Service Delivery
AT&T Global Network Services

Design Portal : <http://ndi2.intl.att.com/DIPortal/DIPortal/>

Tel: +44 (0)2392 228458

Mobile: +44 (0)7568 103955

Lync/Skype: mh3245@att.com

Email: iwork@att.com

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From: AVPN Managed Orders RM

Sent: 06 October 2016 12:35

To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>; Foltinovic, Maros

<mf073r@intl.att.com>

Cc: AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; GALLAGHER, WANDA C <wg2254@att.com>

Subject: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Dear team,

please process attached order. LE/PE please proceed with technical validation within 48 hours.

RDS ID : #29032

OM : TBD

LE/CE : Hare, Malcolm <mhare@intl.att.com>

PE/NE : Foltinovic, Maros <mf073r@intl.att.com>

OC: Hanzalik, Ondrej <oh0618@intl.att.com>

Number of ports: 2

Customer Name	ASSOCIATES IN DERMATOLOGY
Contract Number	VVB71515-V140401
Project ID	50886616
MDS ID	1-57AARYY

Site Name	CITY/COUNTRY	Service	Lo
New Albany	NEW ALBANY/US	AVPN	
New Albany	NEW ALBANY/US	AVPN	
Springhurst	LOUISVILLE/US	AVPN	
Springhurst	LOUISVILLE/US	AVPN	
Springhurst	LOUISVILLE/US	BVoIP over AVPN	

RDS received: Tue 10/4/2016

WT ID: 1131416

Thank you

AVPN Managed Orders Gatekeeper

rm-avpnmanagedorders@intl.att.com

AT&T Order Status Manager: [AT&T OSM](#)

AT&T Internal Order Status Tool: [IOS](#)

ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Tuesday, October 25, 2016 11:46 AM
To: BEARDALL IV, KEVIN; HANZALIK, ONDREJ; BLACK, PAUL E
Cc: HARE, MALCOLM; GALLAGHER, WANDA C; BOCKO, ALEXANDER; FOLTINOVIC, MAROS
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Does tomorrow morning work for you, I know you said you were going to cancel if it's not done today?

Regards,
Brad

From: BEARDALL IV, KEVIN
Sent: Tuesday, October 25, 2016 11:44 AM
To: WOOD, BRADLEY D <bw6258@att.com>; HANZALIK, ONDREJ <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abock@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Hi Bradley,

Could you please set up a call first thing tomorrow morning for this customer? Apologies, I have been inundated with other design work for other customers so have been unable to determine a suitable schedule with the customer in Malcolm's absence.

Regards

Kevin Beardall CCNP
Principal, Client Network Delivery
AT&T Global Network Services

Phone : +44 (0)2392 228598
Mobile : +44 (0)7568 103951
e-mail : kbeardall@emea.att.com

From: WOOD, BRADLEY D
Sent: 24 October 2016 19:39
To: Hanzalik, Ondrej <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>; Beardall, Kevin <Kevin.Beardall.IV@intl.att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abock@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Kevin,

Can you please assist in helping me setup the welcome call today or first thing in the AM with Associates in Dermatology? We have to do this as quick as possible or they are going to cancel the order.

Regards,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 2:35 PM
To: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Lead engineer will lead it. Please cooperate with him. Unfortunately Malcolm is not online today. Nor his backup Kevin Beardall.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: [Internal IOS](#) & [Customers OSM](#)

AT&T Internal partners please refer to the [Internal Support Guide](#) in advance of engaging next level support.

Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com



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From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 8:30 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Who will be leading this call, I will make the day and time work with the customer if we can have it today or tomorrow morning. Have whoever the lead engineer is contact me today.

Thanks,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 2:26 PM
To: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

The Kick off call is responsibility of Lead engineer and sales. This order should have been cancelled 10 days ago. My last concession is that I will wait until tomorrow COB. If the kick off call wouldn't be scheduled until tomorrow COB there will be hard cancellation.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS** & **Customers OSM**

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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com



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From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 8:21 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Customer was dealing with network impacting outage for 2 weeks during this time and the customer was spending all available free time dealing with that. There was a mix-up between this new order kickoff call and the existing issues they had going on. I understand there are certain time lines we must meet but due to the circumstances please do not cancel the order and schedule the call with the customer so we can move forward.

Regards,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 2:06 PM
To: BLACK, PAUL E <pb7183@att.com>

Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Because of cycle time of this order. Normal cycle time of the order is 8 days. This order has been "dead" for 18 days because of sales and customer's inactivity. Dead order for more than two weeks has to be cancelled. Whole communication is down in this chain.

Once you raised new RDS ID, it will be allocated to the Order creator and Kick off call will be scheduled under new RDS ID.

As I said I didn't create those rules, I am just following them.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**

AT&T Internal partners please refer to the **Internal Support Guide** in advance of engaging next level support.

Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com



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From: BLACK, PAUL E
Sent: Monday, October 24, 2016 7:59 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Why are we cancelling the order if the lead engineer went out on vacation on Thursday before the deadline?

The customer is now prepared to get this moving. Do not cancel this order.

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.
www.att.com/help

From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 1:53 PM
To: HANZALIK, ONDREJ <oh0618@intl.att.com>
Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: Re: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Why does this order have to be cancelled, I am asking to have the welcome call scheduled. Would you like me to set the call up and send the invite to you? Please do not cancel this order the customer is ready to have the call at your convenience.

Brad

Sent from my iPhone

On Oct 24, 2016, at 1:47 PM, HANZALIK, ONDREJ <oh0618@intl.att.com> wrote:

Lead engineer left for vacation on Thursday, that's why nobody reached out to customer. But this happened 4 days ago. We have been waiting for customer since October 6th. I sent you cancellation warning on Tuesday last week. There was deadline until Friday COB. That deadline was missed and now this RDS ID will be cancelled. There is no front log, the order will be allocated to Order creator once you request new RDS ID.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**

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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com

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From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 7:22 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

See attached email, customer missed call due to emergency and sent an email to Malcolm to reschedule. Nobody has reached out to customer since, please get with customer to schedule the time. Due to time frame we do not have time to replace the orders, keep them open and schedule time with customer. Please include me as well on the invite.

Regards,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 1:04 PM
To: WOOD, BRADLEY D <bw6258@att.com>; HARE, MALCOLM <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Bradley,

We've been waiting for customer to participate on kick off call for more than two weeks. Sorry, but these orders have to be raised once again. I didn't create the rules.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**
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From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 6:46 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Customer emailed on Friday that they could not do the call on Friday but asked when the next available time the call could occur. They are ready to do the call so please schedule with AI and include me, do not cancel the order.

Regards,
Brad

From: HANZALIK, ONDREJ

Sent: Monday, October 24, 2016 11:39 AM

To: WOOD, BRADLEY D <bw6258@att.com>; HARE, MALCOLM <mhare@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>;

FOLTINOVIC, MAROS <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Importance: High

Hello Brad,

Please be aware that I am going to cancel this RDS ID. This order has been on hold for more than two weeks. I am not allowed to hold order so long per process. Please resubmit the order once again. Also please handle Kick off call with LE and customer as the first thing after resubmission.

Thank you

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team

Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS** & **Customers OSM**

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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com

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From: WOOD, BRADLEY D

Sent: Tuesday, October 18, 2016 9:56 PM

To: Hare, Malcolm <mhare@intl.att.com>; Hanzalik, Ondrej <oh0618@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Malcolm,

I just sent him an email, forgive him and me as he has been dealing with a current network outage since 9/28 so he is very upset and very busy trying to keep his business running. Please have patience with him and understand he may be confused because of both things that are going on right now.

Regards,
Brad

From: HARE, MALCOLM
Sent: Tuesday, October 18, 2016 3:47 PM
To: HANZALIK, ONDREJ <oh0618@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Brad

I've asked the customer numerous times for when they are free with no direct response to my request (you are copied)

You asked what I needed from sales on the 13th and I said "a response to my email" – I still am awaiting a response to my email.

This was allocated to me on the 5th Oct. Its now the 18th, nearly two weeks later with no progression of this order due to lack of response from the customer

Principal Lead Engineer – Global Service Delivery
AT&T Global Network Services

Design Portal : <http://ndi2.intl.att.com/DIPortal/DIPortal/>

Tel: +44 (0)2392 228458
Mobile: +44 (0)7568 103955
Lync/Skype: mh3245@att.com
Email: iwork@att.com

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From: Hanzalik, Ondrej
Sent: 18 October 2016 19:58
To: WOOD, BRADLEY D <bw6258@att.com>; Hare, Malcolm <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

I would say cooperation between customer, sales and lead engineer is needed.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**

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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com

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From: WOOD, BRADLEY D

Sent: Tuesday, October 18, 2016 8:54 PM

To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

What is needed, DO NOT CANCEL this order?

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

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From: HANZALIK, ONDREJ

Sent: Tuesday, October 18, 2016 2:52 PM

To: HARE, MALCOLM <mhare@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>

Subject: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Importance: High

Hello,

Please be aware, that this order is going to be cancelled on Friday COB in case LE approval won't be provided.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

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From: Hanzalik, Ondrej
Sent: Monday, October 17, 2016 7:27 PM
To: Hare, Malcolm <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Hi Malcolm,

Please handle this Kick off call as soon as possible. Those orders have been on hold for 11 days.

Thank you

From: Hare, Malcolm
Sent: Thursday, October 13, 2016 10:51 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Hanzalik, Ondrej <oh0618@intl.att.com>; AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

If you can get a response from my email to the customer that would be advantageous !

Principal Lead Engineer – Global Service Delivery
AT&T Global Network Services

Design Portal : <http://ndi2.intl.att.com/DIPortal/DIPortal/>

Tel: +44 (0)2392 228458
Mobile: +44 (0)7568 103955
Lync/Skype: mh3245@att.com

Email: iwork@att.com

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From: WOOD, BRADLEY D
Sent: 13 October 2016 21:35
To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>; AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Is anything needed from sales?

Thanks,
Brad

From: HANZALIK, ONDREJ
Sent: Thursday, October 13, 2016 4:29 PM
To: WOOD, BRADLEY D <bw6258@att.com>; HARE, MALCOLM <mhare@intl.att.com>; AVPN MANAGED ORDERS RM <rm-avpnmanagedorders@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY
Importance: High

Team,

What is the update regarding the Kick off call and RDS approval?

Order has been allocated one week ago and RDS forms have still not been approved.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS** & **Customers OSM**

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From: WOOD, BRADLEY D
Sent: Thursday, October 06, 2016 3:05 PM
To: Hare, Malcolm <mhare@intl.att.com>; AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; Hanzalik, Ondrej <oh0618@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>

Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Malcolm,

Al Appel is the contact at Associates in Dermatology and his info is below. He has a third party IT consultant that will be his technical contact but I do not have his/her info. Send the request to Al and he can loop in his TC.

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

aappel@associatesindermatology.com

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

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From: HARE, MALCOLM

Sent: Thursday, October 06, 2016 7:55 AM

To: AVPN MANAGED ORDERS RM <rm-avpnmanagedorders@intl.att.com>; HANZALIK, ONDREJ <oh0618@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>

Cc: WOOD, BRADLEY D <bw6258@att.com>; GALLAGHER, WANDA C <wg2254@att.com>

Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Please advise the name and email of the customer technical focal point and I'll contact them to setup a kick off call to discuss this AVPN solution.

Thanks

Malcolm

Principal Lead Engineer – Global Service Delivery

Design Portal : <http://ndi2.intl.att.com/DIPortal/DIPortal/>

Tel: +44 (0)2392 228458

Mobile: +44 (0)7568 103955

Lync/Skype: mh3245@att.com

Email: iwork@att.com

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From: AVPN Managed Orders RM

Sent: 06 October 2016 12:35

To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Cc: AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; GALLAGHER, WANDA C <wg2254@att.com>

Subject: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Dear team,

please process attached order. LE/PE please proceed with technical validation within 48 hours.

RDS ID : #29032

OM : TBD

LE/CE : Hare, Malcolm <mhare@intl.att.com>

PE/NE : Foltinovic, Maros <mf073r@intl.att.com>

OC: Hanzalik, Ondrej <oh0618@intl.att.com>

Number of ports: 2

Customer Name	ASSOCIATES IN DERMATOLOGY
Contract Number	VVB71515-V140401
Project ID	50886616
MDS ID	1-57AARYY

Site Name	CITY/COUNTRY	Service	Lo
-----------	--------------	---------	----

New Albany	NEW ALBANY/US	AVPN
New Albany	NEW ALBANY/US	AVPN
Springhurst	LOUISVILLE/US	AVPN
Springhurst	LOUISVILLE/US	AVPN
Springhurst	LOUISVILLE/US	BVoIP over AVPN

RDS received: Tue 10/4/2016

WT ID: 1131416

Thank you

AVPN Managed Orders Gatekeeper

rm-avpnmanagedorders@intl.att.com

AT&T Order Status Manager: [AT&T OSM](#)

AT&T Internal Order Status Tool: [IOS](#)

ENDRES, JAM (Legal)

From: HANZALIK, ONDREJ
Sent: Tuesday, October 25, 2016 11:50 AM
To: WOOD, BRADLEY D; BEARDALL IV, KEVIN; BLACK, PAUL E
Cc: HARE, MALCOLM; GALLAGHER, WANDA C; BOCKO, ALEXANDER; FOLTINOVIC, MAROS
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

OK. I will wait until tomorrow morning. But if there would be some other complications, this RDS ID will be cancelled.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: [Internal IOS](#) & [Customers OSM](#)
AT&T Internal partners please refer to the [Internal Support Guide](#) in advance of engaging next level support.

Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com



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From: WOOD, BRADLEY D
Sent: Tuesday, October 25, 2016 5:46 PM
To: Beardall, Kevin <Kevin.Beardall.IV@intl.att.com>; Hanzalik, Ondrej <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Does tomorrow morning work for you, I know you said you were going to cancel if it's not done today?

Regards,
Brad

From: BEARDALL IV, KEVIN
Sent: Tuesday, October 25, 2016 11:44 AM
To: WOOD, BRADLEY D <bw6258@att.com>; HANZALIK, ONDREJ <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>

Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Hi Bradley,

Could you please set up a call first thing tomorrow morning for this customer? Apologies, I have been inundated with other design work for other customers so have been unable to determine a suitable schedule with the customer in Malcolm's absence.

Regards

Kevin Beardall CCNP
Principal, Client Network Delivery
AT&T Global Network Services

Phone : +44 (0)2392 228598
Mobile : +44 (0)7568 103951
e-mail : kbeardall@emea.att.com

From: WOOD, BRADLEY D
Sent: 24 October 2016 19:39
To: Hanzalik, Ondrej <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>; Beardall, Kevin <Kevin.Beardall.IV@intl.att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Kevin,

Can you please assist in helping me setup the welcome call today or first thing in the AM with Associates in Dermatology? We have to do this as quick as possible or they are going to cancel the order.

Regards,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 2:35 PM
To: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Lead engineer will lead it. Please cooperate with him. Unfortunately Malcolm is not online today. Nor his backup Kevin Beardall.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: [Internal IOS](#) & [Customers OSM](#)

AT&T Internal partners please refer to the [Internal Support Guide](#) in advance of engaging next level support.

Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com



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From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 8:30 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Who will be leading this call, I will make the day and time work with the customer if we can have it today or tomorrow morning. Have whoever the lead engineer is contact me today.

Thanks,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 2:26 PM
To: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

The Kick off call is responsibility of Lead engineer and sales. This order should have been cancelled 10 days ago. My last concession is that I will wait until tomorrow COB. If the kick off call wouldn't be scheduled until tomorrow COB there will be hard cancellation.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: [Internal IOS](#) & [Customers OSM](#)

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From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 8:21 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Customer was dealing with network impacting outage for 2 weeks during this time and the customer was spending all available free time dealing with that. There was a mix-up between this new order kickoff call and the existing issues they had going on. I understand there are certain time lines we must meet but due to the circumstances please do not cancel the order and schedule the call with the customer so we can move forward.

Regards,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 2:06 PM
To: BLACK, PAUL E <pb7183@att.com>
Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Because of cycle time of this order. Normal cycle time of the order is 8 days. This order has been "dead" for 18 days because of sales and customer's inactivity. Dead order for more than two weeks has to be cancelled. Whole communication is down in this chain.

Once you raised new RDS ID, it will be allocated to the Order creator and Kick off call will be scheduled under new RDS ID.

As I said I didn't create those rules, I am just following them.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS** & **Customers OSM**

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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com



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From: BLACK, PAUL E
Sent: Monday, October 24, 2016 7:59 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Why are we cancelling the order if the lead engineer went out on vacation on Thursday before the deadline?

The customer is now prepared to get this moving. Do not cancel this order.

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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www.att.com/help

From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 1:53 PM
To: HANZALIK, ONDREJ <oh0618@intl.att.com>
Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>; BLACK, PAUL E <pb7183@att.com>

Subject: Re: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Why does this order have to be cancelled, I am asking to have the welcome call scheduled. Would you like me to set the call up and send the invite to you? Please do not cancel this order the customer is ready to have the call at your convenience.

Brad

Sent from my iPhone

On Oct 24, 2016, at 1:47 PM, HANZALIK, ONDREJ <oh0618@intl.att.com> wrote:

Lead engineer left for vacation on Thursday, that's why nobody reached out to customer. But this happened 4 days ago. We have been waiting for customer since October 6th. I sent you cancellation warning on Tuesday last week. There was deadline until Friday COB. That deadline was missed and now this RDS ID will be cancelled. There is no front log, the order will be allocated to Order creator once you request new RDS ID.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**

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From: WOOD, BRADLEY D

Sent: Monday, October 24, 2016 7:22 PM

To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

See attached email, customer missed call due to emergency and sent an email to Malcolm to reschedule. Nobody has reached out to customer since, please get with customer to schedule the time. Due to time frame we do not have time to replace the orders, keep them open and schedule time with customer. Please include me as well on the invite.

Regards,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 1:04 PM
To: WOOD, BRADLEY D <bw6258@att.com>; HARE, MALCOLM <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Bradley,

We've been waiting for customer to participate on kick off call for more than two weeks. Sorry, but these orders have to be raised once again. I didn't create the rules.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**
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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com
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From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 6:46 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Customer emailed on Friday that they could not do the call on Friday but asked when the next available time the call could occur. They are ready to do the call so please schedule with AI and include me, do not cancel the order.

Regards,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 11:39 AM
To: WOOD, BRADLEY D <bw6258@att.com>; HARE, MALCOLM <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN

DERMATOLOGY 1-57AARYY

Importance: High

Hello Brad,

Please be aware that I am going to cancel this RDS ID. This order has been on hold for more than two weeks. I am not allowed to hold order so long per process. Please resubmit the order once again. Also please handle Kick off call with LE and customer as the first thing after resubmission.

Thank you

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team

Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**

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From: WOOD, BRADLEY D

Sent: Tuesday, October 18, 2016 9:56 PM

To: Hare, Malcolm <mhare@intl.att.com>; Hanzalik, Ondrej <oh0618@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Malcolm,

I just sent him an email, forgive him and me as he has been dealing with a current network outage since 9/28 so he is very upset and very busy trying to keep his business running. Please have patience with him and understand he may be confused because of both things that are going on right now.

Regards,

Brad

From: HARE, MALCOLM

Sent: Tuesday, October 18, 2016 3:47 PM

To: HANZALIK, ONDREJ <oh0618@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>;

FOLTINOVIC, MAROS <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Brad

I've asked the customer numerous times for when they are free with no direct response to my request (you are copied)

You asked what I needed from sales on the 13th and I said "a response to my email" – I still am awaiting a response to my email.

This was allocated to me on the 5th Oct. Its now the 18th, nearly two weeks later with no progression of this order due to lack of response from the customer

Principal Lead Engineer – Global Service Delivery
AT&T Global Network Services

Design Portal : <http://ndi2.intl.att.com/DIPortal/DIPortal/>

Tel: +44 (0)2392 228458

Mobile: +44 (0)7568 103955

Lync/Skype: mh3245@att.com

Email: iwork@att.com

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From: Hanzalik, Ondrej

Sent: 18 October 2016 19:58

To: WOOD, BRADLEY D <bw6258@att.com>; Hare, Malcolm <mhare@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

I would say cooperation between customer, sales and lead engineer is needed.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team

Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**

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From: WOOD, BRADLEY D
Sent: Tuesday, October 18, 2016 8:54 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

What is needed, DO NOT CANCEL this order?

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: HANZALIK, ONDREJ
Sent: Tuesday, October 18, 2016 2:52 PM
To: HARE, MALCOLM <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY
Importance: High

Hello,

Please be aware, that this order is going to be cancelled on Friday COB in case LE approval won't be provided.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS** & **Customers OSM**

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From: Hanzalik, Ondrej
Sent: Monday, October 17, 2016 7:27 PM
To: Hare, Malcolm <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Hi Malcolm,

Please handle this Kick off call as soon as possible. Those orders have been on hold for 11 days.

Thank you

From: Hare, Malcolm
Sent: Thursday, October 13, 2016 10:51 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Hanzalik, Ondrej <oh0618@intl.att.com>; AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

If you can get a response from my email to the customer that would be advantageous !

Principal Lead Engineer – Global Service Delivery
AT&T Global Network Services

Design Portal : <http://ndi2.intl.att.com/DIPortal/DIPortal/>

Tel: +44 (0)2392 228458
Mobile: +44 (0)7568 103955
Lync/Skype: mh3245@att.com
Email: iwork@att.com

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From: WOOD, BRADLEY D
Sent: 13 October 2016 21:35
To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>; AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Is anything needed from sales?

Thanks,
Brad

From: HANZALIK, ONDREJ
Sent: Thursday, October 13, 2016 4:29 PM

To: WOOD, BRADLEY D <bw6258@att.com>; HARE, MALCOLM <mhare@intl.att.com>; AVPN MANAGED ORDERS RM <rm-avpnmanagedorders@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY
Importance: High

Team,

What is the update regarding the Kick off call and RDS approval?

Order has been allocated one week ago and RDS forms have still not been approved.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**

AT&T Internal partners please refer to the **Internal Support Guide** in advance of engaging next level support.

Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com

<image001.png><image002.jpg>

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From: WOOD, BRADLEY D
Sent: Thursday, October 06, 2016 3:05 PM
To: Hare, Malcolm <mhare@intl.att.com>; AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; Hanzalik, Ondrej <oh0618@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Malcolm,

Al Apple is the contact at Associates in Dermatology and his info is below. He has a third party IT consultant that will be his technical contact but I do not have his/her info. Send the request to Al and he can loop in his TC.

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
aappel@associatesindermatology.com

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: HARE, MALCOLM

Sent: Thursday, October 06, 2016 7:55 AM

To: AVPN MANAGED ORDERS RM <rm-avpnmanagedorders@intl.att.com>; HANZALIK, ONDREJ <oh0618@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>

Cc: WOOD, BRADLEY D <bw6258@att.com>; GALLAGHER, WANDA C <wg2254@att.com>

Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Please advise the name and email of the customer technical focal point and I'll contact them to setup a kick off call to discuss this AVPN solution.

Thanks

Malcolm

Principal Lead Engineer – Global Service Delivery
AT&T Global Network Services

Design Portal : <http://ndi2.intl.att.com/DIPortal/DIPortal/>

Tel: +44 (0)2392 228458

Mobile: +44 (0)7568 103955

Lync/Skype: mh3245@att.com

Email: iwork@att.com

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From: AVPN Managed Orders RM

Sent: 06 October 2016 12:35

To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Cc: AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; GALLAGHER, WANDA C <wg2254@att.com>

Subject: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Dear team,

please process attached order. LE/PE please proceed with technical validation within 48 hours.

RDS ID : #29032

OM : TBD

LE/CE : Hare, Malcolm <mhare@intl.att.com>

PE/NE : Foltinovic, Maros <mf073r@intl.att.com>

OC: Hanzalik, Ondrej <oh0618@intl.att.com>

Number of ports: 2

Customer Name	ASSOCIATES IN DERMATOLOGY
Contract Number	VVB71515-V140401
Project ID	50886616
MDS ID	1-57AARYY

Site Name	CITY/COUNTRY	Service	Lo
New Albany	NEW ALBANY/US	AVPN	
New Albany	NEW ALBANY/US	AVPN	
Springhurst	LOUISVILLE/US	AVPN	
Springhurst	LOUISVILLE/US	AVPN	
Springhurst	LOUISVILLE/US	BVoIP over AVPN	

RDS received: Tue 10/4/2016

WT ID: 1131416

Thank you

AVPN Managed Orders Gatekeeper

rm-avpnmanagedorders@intl.att.com

AT&T Order Status Manager: [AT&T OSM](#)
AT&T Internal Order Status Tool: [IOS](#)

ENDRES, JAM (Legal)

From: HANZALIK, ONDREJ
Sent: Wednesday, October 26, 2016 5:05 PM
To: WOOD, BRADLEY D; BEARDALL IV, KEVIN; BLACK, PAUL E
Cc: HARE, MALCOLM; GALLAGHER, WANDA C; BOCKO, ALEXANDER; FOLTINOVIC, MAROS
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Importance: High

Hello all,

It's Wednesday evening and I haven't received any update regarding Kick Off call.

Please be aware that this RDS # 29032 has been cancelled.

Re-raise the new RDS ID for these orders.

Thank you

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: [Internal IOS](#) & [Customers OSM](#)

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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com



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From: Hanzalik, Ondrej
Sent: Tuesday, October 25, 2016 5:50 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Beardall, Kevin <Kevin.B Beardall.IV@intl.att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

OK. I will wait until tomorrow morning. But if there would be some other complications, this RDS ID will be cancelled.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team

Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**

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From: WOOD, BRADLEY D

Sent: Tuesday, October 25, 2016 5:46 PM

To: Beardall, Kevin <Kevin.Beardall.IV@intl.att.com>; Hanzalik, Ondrej <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>

Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Does tomorrow morning work for you, I know you said you were going to cancel if it's not done today?

Regards,
Brad

From: BEARDALL IV, KEVIN

Sent: Tuesday, October 25, 2016 11:44 AM

To: WOOD, BRADLEY D <bw6258@att.com>; HANZALIK, ONDREJ <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>

Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Hi Bradley,

Could you please set up a call first thing tomorrow morning for this customer? Apologies, I have been inundated with other design work for other customers so have been unable to determine a suitable schedule with the customer in Malcolm's absence.

Regards

Kevin Beardall CCNP

Principal, Client Network Delivery
AT&T Global Network Services

Phone : +44 (0)2392 228598
Mobile : +44 (0)7568 103951
e-mail : kbeardall@emea.att.com

From: WOOD, BRADLEY D

Sent: 24 October 2016 19:39

To: Hanzalik, Ondrej <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>; Beardall, Kevin <Kevin.Beardall.IV@intl.att.com>

Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Kevin,

Can you please assist in helping me setup the welcome call today or first thing in the AM with Associates in Dermatology? We have to do this as quick as possible or they are going to cancel the order.

Regards,
Brad

From: HANZALIK, ONDREJ

Sent: Monday, October 24, 2016 2:35 PM

To: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>

Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Lead engineer will lead it. Please cooperate with him. Unfortunately Malcolm is not online today. Nor his backup Kevin Beardall.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS** & **Customers OSM**

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From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 8:30 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Who will be leading this call, I will make the day and time work with the customer if we can have it today or tomorrow morning. Have whoever the lead engineer is contact me today.

Thanks,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 2:26 PM
To: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

The Kick off call is responsibility of Lead engineer and sales. This order should have been cancelled 10 days ago. My last concession is that I will wait until tomorrow COB. If the kick off call wouldn't be scheduled until tomorrow COB there will be hard cancellation.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

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From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 8:21 PM

To: Hanzalik, Ondrej <oh0618@intl.att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Customer was dealing with network impacting outage for 2 weeks during this time and the customer was spending all available free time dealing with that. There was a mix-up between this new order kickoff call and the existing issues they had going on. I understand there are certain time lines we must meet but due to the circumstances please do not cancel the order and schedule the call with the customer so we can move forward.

Regards,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 2:06 PM
To: BLACK, PAUL E <pb7183@att.com>
Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Because of cycle time of this order. Normal cycle time of the order is 8 days. This order has been "dead" for 18 days because of sales and customer's inactivity. Dead order for more than two weeks has to be cancelled. Whole communication is down in this chain.

Once you raised new RDS ID, it will be allocated to the Order creator and Kick off call will be scheduled under new RDS ID.

As I said I didn't create those rules, I am just following them.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

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From: BLACK, PAUL E
Sent: Monday, October 24, 2016 7:59 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>
Cc: Hare, Malcolm <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Why are we cancelling the order if the lead engineer went out on vacation on Thursday before the deadline?

The customer is now prepared to get this moving. Do not cancel this order.

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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www.att.com/help

From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 1:53 PM
To: HANZALIK, ONDREJ <oh0618@intl.att.com>
Cc: HARE, MALCOLM <mhare@intl.att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: Re: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Why does this order have to be cancelled, I am asking to have the welcome call scheduled. Would you like me to set the call up and send the invite to you? Please do not cancel this order the customer is ready to have the call at your convenience.

Brad

Sent from my iPhone

On Oct 24, 2016, at 1:47 PM, HANZALIK, ONDREJ <oh0618@intl.att.com> wrote:

Lead engineer left for vacation on Thursday, that's why nobody reached out to customer. But this happened 4 days ago. We have been waiting for customer since October 6th. I sent you cancellation warning on Tuesday last week. There was deadline until Friday COB. That deadline was missed and now this RDS ID will be cancelled. There is no front log, the order will be allocated to Order creator once you request new RDS ID.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**

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From: WOOD, BRADLEY D

Sent: Monday, October 24, 2016 7:22 PM

To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

See attached email, customer missed call due to emergency and sent an email to Malcolm to reschedule. Nobody has reached out to customer since, please get with customer to schedule the time. Due to time frame we do not have time to replace the orders, keep them open and schedule time with customer. Please include me as well on the invite.

Regards,

Brad

From: HANZALIK, ONDREJ

Sent: Monday, October 24, 2016 1:04 PM

To: WOOD, BRADLEY D <bw6258@att.com>; HARE, MALCOLM <mhare@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Bradley,

We've been waiting for customer to participate on kick off call for more than two weeks. Sorry, but these orders have to be raised once again. I didn't create the rules.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**

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From: WOOD, BRADLEY D
Sent: Monday, October 24, 2016 6:46 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Ondrej,

Customer emailed on Friday that they could not do the call on Friday but asked when the next available time the call could occur. They are ready to do the call so please schedule with AI and include me, do not cancel the order.

Regards,
Brad

From: HANZALIK, ONDREJ
Sent: Monday, October 24, 2016 11:39 AM
To: WOOD, BRADLEY D <bw6258@att.com>; HARE, MALCOLM <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY
Importance: High

Hello Brad,

Please be aware that I am going to cancel this RDS ID. This order has been on hold for more than two weeks. I am not allowed to hold order so long per process. Please resubmit the order once again. Also please handle Kick off call with LE and customer as the first thing after resubmission.

Thank you

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**

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From: WOOD, BRADLEY D

Sent: Tuesday, October 18, 2016 9:56 PM

To: Hare, Malcolm <mhare@intl.att.com>; Hanzalik, Ondrej <oh0618@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Malcolm,

I just sent him an email, forgive him and me as he has been dealing with a current network outage since 9/28 so he is very upset and very busy trying to keep his business running. Please have patience with him and understand he may be confused because of both things that are going on right now.

Regards,
Brad

From: HARE, MALCOLM

Sent: Tuesday, October 18, 2016 3:47 PM

To: HANZALIK, ONDREJ <oh0618@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>

Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Brad

I've asked the customer numerous times for when they are free with no direct response to my request (you are copied)

You asked what I needed from sales on the 13th and I said "a response to my email" – I still am awaiting a response to my email.

This was allocated to me on the 5th Oct. Its now the 18th, nearly two weeks later with no progression of this order due to lack of response from the customer

Principal Lead Engineer – Global Service Delivery
AT&T Global Network Services

Design Portal : <http://ndi2.intl.att.com/DIPortal/DIPortal/>

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From: Hanzalik, Ondrej
Sent: 18 October 2016 19:58
To: WOOD, BRADLEY D <bw6258@att.com>; Hare, Malcolm <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

I would say cooperation between customer, sales and lead engineer is needed.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**
AT&T Internal partners please refer to the **Internal Support Guide** in advance of engaging next level support.

Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com

<image001.png><image002.jpg>

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From: WOOD, BRADLEY D
Sent: Tuesday, October 18, 2016 8:54 PM
To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

What is needed, DO NOT CANCEL this order?

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: HANZALIK, ONDREJ
Sent: Tuesday, October 18, 2016 2:52 PM
To: HARE, MALCOLM <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Subject: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY
Importance: High

Hello,

Please be aware, that this order is going to be cancelled on Friday COB in case LE approval won't be provided.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: [Internal IOS](#) & [Customers OSM](#)

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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com

<image001.png><image002.jpg>

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From: Hanzalik, Ondrej
Sent: Monday, October 17, 2016 7:27 PM
To: Hare, Malcolm <mhare@intl.att.com>
Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Hi Malcolm,

Please handle this Kick off call as soon as possible. Those orders have been on hold for 11 days.

Thank you

From: Hare, Malcolm

Sent: Thursday, October 13, 2016 10:51 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Hanzalik, Ondrej <oh0618@intl.att.com>; AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>

Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

If you can get a response from my email to the customer that would be advantageous !

Principal Lead Engineer – Global Service Delivery
AT&T Global Network Services

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Email: iwork@att.com

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From: WOOD, BRADLEY D

Sent: 13 October 2016 21:35

To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>; AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; Bocko, Alexander <abocko@intl.att.com>

Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Is anything needed from sales?

Thanks,
Brad

From: HANZALIK, ONDREJ

Sent: Thursday, October 13, 2016 4:29 PM

To: WOOD, BRADLEY D <bw6258@att.com>; HARE, MALCOLM <mhare@intl.att.com>; AVPN MANAGED ORDERS RM <rm-avpnmanagedorders@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>; BOCKO, ALEXANDER <abocko@intl.att.com>

Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Importance: High

Team,

What is the update regarding the Kick off call and RDS approval?

Order has been allocated one week ago and RDS forms have still not been approved.

Best Regards

Ondrej Hanzalik, Order Creator – US AVPN Managed Ordering Team
Phone: 816-569-8132 Email: oh0618@intl.att.com

AT&T Order Status Tools: **Internal IOS & Customers OSM**

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Next Level Support – Manager Alex Bocko 612-376-6708 or ab128b@att.com

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From: WOOD, BRADLEY D

Sent: Thursday, October 06, 2016 3:05 PM

To: Hare, Malcolm <mhare@intl.att.com>; AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; Hanzalik, Ondrej <oh0618@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>

Cc: GALLAGHER, WANDA C <wg2254@att.com>

Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Malcolm,

Al Apple is the contact at Associates in Dermatology and his info is below. He has a third party IT consultant that will be his technical contact but I do not have his/her info. Send the request to Al and he can loop in his TC.

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

aappel@associatesindermatology.com

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

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From: HARE, MALCOLM
Sent: Thursday, October 06, 2016 7:55 AM
To: AVPN MANAGED ORDERS RM <rm-avpnmanagedorders@intl.att.com>; HANZALIK, ONDREJ <oh0618@intl.att.com>; FOLTINOVIC, MAROS <mf073r@intl.att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; GALLAGHER, WANDA C <wg2254@att.com>
Subject: RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Please advise the name and email of the customer technical focal point and I'll contact them to setup a kick off call to discuss this AVPN solution.

Thanks

Malcolm

Principal Lead Engineer – Global Service Delivery
AT&T Global Network Services

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Mobile: +44 (0)7568 103955
Lync/Skype: mh3245@att.com
Email: jwork@att.com

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From: AVPN Managed Orders RM
Sent: 06 October 2016 12:35
To: Hanzalik, Ondrej <oh0618@intl.att.com>; Hare, Malcolm <mhare@intl.att.com>; Foltinovic, Maros <mf073r@intl.att.com>
Cc: AVPN Managed Orders RM <rm-avpnmanagedorders@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; GALLAGHER, WANDA C <wg2254@att.com>
Subject: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Dear team,

please process attached order. LE/PE please proceed with technical validation within 48 hours.

RDS ID : #29032

OM : TBD

LE/CE : Hare, Malcolm <mhare@intl.att.com>

PE/NE : Foltinovic, Maros <mf073r@intl.att.com>

OC: Hanzalik, Ondrej <oh0618@intl.att.com>

Number of ports: 2

Customer Name	ASSOCIATES IN DERMATOLOGY
Contract Number	VVB71515-V140401
Project ID	50886616
MDS ID	1-57AARYY

Site Name	CITY/COUNTRY	Service	Lo
New Albany	NEW ALBANY/US	AVPN	
New Albany	NEW ALBANY/US	AVPN	
Springhurst	LOUISVILLE/US	AVPN	
Springhurst	LOUISVILLE/US	AVPN	
Springhurst	LOUISVILLE/US	BVoIP over AVPN	

RDS received: Tue 10/4/2016

WT ID: 1131416

Thank you

AVPN Managed Orders Gatekeeper

rm-avpnmanagedorders@intl.att.com

AT&T Order Status Manager: [AT&T OSM](#)

AT&T Internal Order Status Tool: [IOS](#)

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Tuesday, August 22, 2017 12:17 PM
To: BLACK, PAUL E; WOOD, BRADLEY D
Subject: RE: ATT Bill - AID 0822.pdf

I will send the invoice on to them. It has nothing to do with us. I would change the mailing address.

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Tuesday, August 22, 2017 11:50 AM
To: Hope Flannery; WOOD, BRADLEY D
Subject: RE: ATT Bill - AID 0822.pdf

This shows for service at 7800 Sutherland Farm Rd, Louisville, KY 40059. Account has been active since 01/09/1996.

If you no longer need this line let us know and we can get it disconnected ASAP.

thanks

Paul Black
Sales Manager KY

AT&T

Small Business Solutions
534 Armory Place
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.

www.att.com/help

From: Hope Flannery [mailto:lhf@associatesindermatology.com]
Sent: Tuesday, August 22, 2017 11:36 AM
To: BLACK, PAUL E <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: ATT Bill - AID 0822.pdf

Hello,

I have received the attached bill and I have no idea why. Michael McCall has not worked for us since 2013. This is not one of our phone numbers.

Can one of you help with this?

Thanks

Hope Flannery
Associates in Dermatology
502-625-2221

ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Tuesday, August 22, 2017 3:04 PM
To: Hope Flannery; BLACK, PAUL E
Subject: RE: ATT Bill - AID 0822.pdf

Address was changed.

Regards,
Brad

From: Hope Flannery [mailto:lhf@associatesin dermatology.com]
Sent: Tuesday, August 22, 2017 1:20 PM
To: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: ATT Bill - AID 0822.pdf

Change the billing address to

P O Box 749
Prospect, KY 40059

From: WOOD, BRADLEY D [mailto:bw6258@att.com]
Sent: Tuesday, August 22, 2017 12:38 PM
To: Hope Flannery; BLACK, PAUL E
Subject: RE: ATT Bill - AID 0822.pdf

Hope,

Do we need to change the name and billing address on this or disconnect? If we need to change the name and billing address please provide us with that info.

Regards,
Brad

From: Hope Flannery [mailto:lhf@associatesin dermatology.com]
Sent: Tuesday, August 22, 2017 12:17 PM
To: BLACK, PAUL E <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: ATT Bill - AID 0822.pdf

I will send the invoice on to them. It has nothing to do with us. I would change the mailing address.

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Tuesday, August 22, 2017 11:50 AM
To: Hope Flannery; WOOD, BRADLEY D
Subject: RE: ATT Bill - AID 0822.pdf

This shows for service at 7800 Sutherland Farm Rd, Louisville, KY 40059. Account has been active since 01/09/1996.

If you no longer need this line let us know and we can get it disconnected ASAP.

thanks

Paul Black

Sales Manager KY

AT&T

Small Business Solutions

534 Armory Place

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.

www.att.com/help

From: Hope Flannery [<mailto:lhf@associatesindermatology.com>]

Sent: Tuesday, August 22, 2017 11:36 AM

To: BLACK, PAUL E <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>

Subject: ATT Bill - AID 0822.pdf

Hello,

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Can one of you help with this?

Thanks

Hope Flannery

Associates in Dermatology

502-625-2221

ENDRES, JAM (Legal)

From: Drue Best <dbest@matrixintegration.com>
Sent: Tuesday, July 10, 2018 10:52 AM
To: MCBRIDE, HERMAN G; Al Appel; Larry Jarrell; CHOWDHURY, ARINDAM; TAYLOR, TEMIKA; WOOD, BRADLEY D; FITZGERALD, MILES; BLACK, PAUL E; JEFFRIES, DERRICK A
Cc: Sherry Hurt; Chris Ball; Pete Mikiten; Drue Best
Subject: RE: AT&T VPN Network Migration for Associates In Dermatology, 2241 Green Valley Rd, NEW ALBANY, IN 47150 United States - ISR18012206253-0001

Hello everyone,

Do we have any update here? Can we make this happen on the 17th or not? Please advise.

Regards,

Drue Best
Project Manager | RCDD

Matrix Integration
812.481.5014 | dbest@matrixintegration.com

From: Drue Best
Sent: Thursday, July 5, 2018 11:35 AM
To: 'MCBRIDE, HERMAN G' <hm4260@att.com>; Al Appel <aappel@associatesindermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>; CHOWDHURY, ARINDAM <ac600d@intl.att.com>; TAYLOR, TEMIKA <tj6439@att.com>; WOOD, BRADLEY D <bw6258@att.com>; FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>
Subject: RE: AT&T VPN Network Migration for Associates In Dermatology, 2241 Green Valley Rd, NEW ALBANY, IN 47150 United States - ISR18012206253-0001

AT&T,

We would like to move forward with porting of the New Albany telephone numbers as soon as possible. I have held my Mitel engineer for this activity on 1-5pm EST, Tuesday, July 17th. Can we make this happen the afternoon of July 17th ?

Please advise.

Drue Best
Project Manager | RCDD

Matrix Integration
812.481.5014 | dbest@matrixintegration.com

From: MCBRIDE, HERMAN G <hm4260@att.com>
Sent: Tuesday, June 19, 2018 11:47 AM
To: Al Appel <aappel@associatesindermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>; CHOWDHURY, ARINDAM <ac600d@intl.att.com>; TAYLOR, TEMIKA <tj6439@att.com>; Drue Best <dbest@matrixintegration.com>; WOOD, BRADLEY D <bw6258@att.com>; FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>
Subject: RE: AT&T VPN Network Migration for Associates In Dermatology, 2241 Green Valley Rd, NEW ALBANY, IN 47150 United States - ISR18012206253-0001

Hi Al,

Is there someone you have been working with specifically with the Sales/Account Team that may not have been included on this email? Maybe they can help.

Thanks,

Herman McBride—AVPN Flex-Ordering Team
Phone: (732) 844-5047 Email: hm4260@att.com

AT&T Order Status Tools: Internal [IOS](#) & Customers [OSM](#)
AT&T Internal partners please refer to the [Internal Support Guide](#) in advance of engaging next level support.

Next Level Support—Area Manager Network Customer Service Center—Tim Kilkenney-Phone: 216-496-8591 or Email: tk2698@att.com



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From: Al Appel <aappel@associatesindermatology.com>
Sent: Tuesday, June 19, 2018 11:40 AM
To: MCBRIDE, HERMAN G <hm4260@att.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>; CHOWDHURY, ARINDAM <ac600d@intl.att.com>; TAYLOR, TEMIKA <tj6439@att.com>; Drue Best <dbest@matrixintegration.com>; WOOD, BRADLEY D <bw6258@att.com>; FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>
Subject: RE: AT&T VPN Network Migration for Associates In Dermatology, 2241 Green Valley Rd, NEW ALBANY, IN 47150 United States - ISR18012206253-0001

Is there anyone who can help us expedite this?

From: MCBRIDE, HERMAN G <hm4260@att.com>
Sent: Monday, June 18, 2018 10:00 AM
To: Larry Jarrell <Larry.Jarrell@intermedix.com>; CHOWDHURY, ARINDAM <ac600d@intl.att.com>; Al Appel <aappel@associatesindermatology.com>; TAYLOR, TEMIKA <tj6439@att.com>; Drue Best <dbest@matrixintegration.com>; WOOD, BRADLEY D <bw6258@att.com>; FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>
Subject: RE: AT&T VPN Network Migration for Associates In Dermatology, 2241 Green Valley Rd, NEW ALBANY, IN 47150 United States - ISR18012206253-0001

Good morning,

I was looking over this order and did some digging. I found an order where the circuit was installed on 4/13/2018 and the voice portion was completed on 6/8/2018. I looked over both orders and they appear to be for the same things. Both orders were for 100mb circuits. Can someone from the sales team confirm? I don't think the customer wanted two 100mb circuits for the same location with two different voice services.

Completed orders: Circuit-USO-3249-5454 Voice: 183502829 (Order Manager Circuit: Renata Jurcova Voice: Stephanie Spikner)

My orders: Circuit-USO-3250-3300 Voice: 183054105

Thanks,

Herman McBride—AVPN Flex-Ordering Team
Phone: (732) 844-5047 Email: hm4260@att.com

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From: Larry Jarrell <Larry.Jarrell@intermedix.com>
Sent: Friday, June 15, 2018 6:28 AM
To: CHOWDHURY, ARINDAM <ac600d@intl.att.com>; Al Appel <aappel@associatesin dermatology.com>; MCBRIDE, HERMAN G <hm4260@att.com>; TAYLOR, TEMIKA <tj6439@att.com>; Drue Best <dbest@matrixintegration.com>
Subject: RE: AT&T VPN Network Migration for Associates In Dermatology, 2241 Green Valley Rd, NEW ALBANY, IN 47150 United States - ISR18012206253-0001

Before we make any changes I want to know why we are doing this. We have already did a migration to the AVPN. Also we are not doing local lan on the avpn. We are using our own internal firewall.

Sent with BlackBerry Work
(www.blackberry.com)

From: Chowdhury, Arindam <ac600d@intl.att.com>
Date: Friday, Jun 15, 2018, 03:41
To: Al Appel <aappel@associatesin dermatology.com>, MCBRIDE, HERMAN G <hm4260@att.com>, Larry Jarrell <Larry.Jarrell@intermedix.com>, TAYLOR, TEMIKA <tj6439@att.com>, Drue Best <dbest@matrixintegration.com>
Subject: RE: AT&T VPN Network Migration for Associates In Dermatology, 2241 Green Valley Rd, NEW ALBANY, IN 47150 United States - ISR18012206253-0001

Hi Appel,

Do you want us to reuse LAN IP address on the new router from existing router (USASIGNEWIN02R) as follows?

1. 172.20.6.253/24
2. 12.187.180.14/30
3. And related details

Regards,

Arindam Chowdhury

Global Lead Engineer
AT&T Communication Services
Desk Phone : +91-80-43546086
Mobile: +91-9886031820

TEXTING and DRIVING... It Can Wait.

From: Al Appel <aappel@associatesindermatology.com>
Sent: Thursday, June 14, 2018 10:24 PM
To: MCBRIDE, HERMAN G <hm4260@att.com>; larry.jarrell@intermedix.com; TAYLOR, TEMIKA <tj6439@att.com>;
Chowdhury, Arindam <ac600d@intl.att.com>; Drue Best <dbest@matrixintegration.com>
Subject: RE: AT&T VPN Network Migration for Associates In Dermatology, 2241 Green Valley Rd, NEW ALBANY, IN 47150
United States - ISR18012206253-0001

ASAP

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: MCBRIDE, HERMAN G <hm4260@att.com>
Sent: Thursday, June 14, 2018 11:46 AM
To: Al Appel <aappel@associatesindermatology.com>; larry.jarrell@intermedix.com; TAYLOR, TEMIKA <tj6439@att.com>; CHOWDHURY, ARINDAM <ac600d@intl.att.com>
Subject: AT&T VPN Network Migration for Associates In Dermatology, 2241 Green Valley Rd, NEW ALBANY, IN 47150
United States - ISR18012206253-0001

Dear Al Appel,

The circuit and the equipment have been delivered and installed and we are ready to move forward with the LAN Migration. Please let me know what date and time is convenient for you.

Once you let me know a date and time that will fit your schedule, I will schedule a LAN Migration call where there will be a DTAC engineer who will upload the configurations for the router. Please bear in mind that during this activity NO AT&T representative will be on site. You or someone responsible on site will plug your LAN network to the AT&T VPN router

and will do all tests from your perspective. Once your technician confirms everything works, LAN Migration will be successful and you will start use AVPN service.

Thanks,

Herman McBride—AVPN Flex-Ordering Team
Phone: (732) 844-5047 Email: hm4260@att.com

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Next Level Support—Area Manager Network Customer Service Center—Tim Kilkenney-Phone: 216-496-8591 or Email: tk2698@att.com



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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Thursday, December 31, 2015 2:55 PM
To: FITZGERALD, MILES; 'Hope Flannery'
Cc: BLACK, PAUL E
Subject: RE: AT&T Rep

Congratulations!

From: FITZGERALD, MILES [mailto:mf079j@att.com]
Sent: Thursday, December 31, 2015 1:30 PM
To: Hope Flannery <lhf@associatesin dermatology.com>
Cc: BLACK, PAUL E <pb7183@att.com>; aappel@associatesin dermatology.com
Subject: Re: AT&T Rep

Yes ma'am ,

I have moved onto a new position at att so Paul will be your direct account manager. I will work with him to transition all of your pending orders through to completion. I have copied him to this email as well. Happy new year!
Sent from my iPhone

On Dec 30, 2015, at 8:51 AM, Hope Flannery <lhf@associatesin dermatology.com> wrote:

Good Morning Miles:

I received a phone call from Paul Black who says he is our new AT&T Rep for 2016. His phone number is 502-555-3788.

I just wanted to check on this before I put him in as a contact.

Hope Flannery
Chief Financial Officer
Associates in Dermatology, PLLC
3810 Springhurst Blvd., Suite 200
Louisville, KY 40241
Phone - 502-625-2221
Fax - 502-329-8184

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ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Thursday, December 8, 2016 1:13 PM
To: Al Appel
Cc: BLACK, PAUL E
Subject: RE: AT&T Integrated Solutions Team

Al,

Very sorry for all of the calls, no this person is not your account manager and I am still here. I ensure you if I was to leave or be replaced myself or Paul would notify your first. You can disregard them and I will reach out to them to have them stop.

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, December 08, 2016 1:10 PM
To: WOOD, BRADLEY D <bw6258@att.com>
Subject: FW: AT&T Integrated Solutions Team

Hi Brad,

What do I receive so many calls from ATT? Is this person replacing you?

Please shed some light.

Thank you,
Al

From: BURKS, SHAVONNE [mailto:sb483d@att.com]
Sent: Thursday, December 08, 2016 1:08 PM
To: aappel@associatesindermatology.com
Subject: AT&T Integrated Solutions Team

Hello Al,

I am contacting you regarding our call yesterday, and would like you to have my direct contact information if you have any questions. We discussed the services that are in process through Bradley. However, I would like to discuss this more in-depth to ensure a smooth process, and also discuss mobility at this location or existing locations. Please call me at your earliest convenience, so we can get this situation handled quickly.


Shavonne Burks

AT&T Integrated Solutions Team

AT&T Business Solution Center

AT&T | *Rethink Possible*

Attn: Shavonne Burks

: 855-743-3260

: 8:00 a.m. - 5:00 p.m. PST (Mon-Fri)

ENDRES, JAM (Legal)

From: FITZGERALD, MILES
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ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Wednesday, August 24, 2016 5:16 PM
To: aappel@associatesin dermatology.com
Cc: BLACK, PAUL E
Subject: RE: AT&T Contract Ready for Your eSignature

Al,

Here is the contract for what we talked about on the phone, I called Pete and confirmed the Mitel version and handoff type prior to proceeding. Let me know if you have any questions.

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](#)

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Cc: WOOD, BRADLEY D <bw6258@att.com>
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Dear Al Appel,

The AT&T eSignature process enables you to sign your contracts with your voice on the phone or through the web.

With eSignature, your electronic signature is equivalent to your hand written signature. Should you elect not to sign your contracts via the phone or web, please contact me at 502-287-8027. If you are not the authorized person of **ASSOCIATES IN DERMATOLOGY** that will ultimately choose to sign or not sign this contract, again, please contact me on 502-287-8027 or at bw6258@us.att.com.

Choices:

To sign via phone:

1. Dial 1-866-374-4633 or 1-866-eSigned.
2. When prompted, **enter** or **say** the digits of the **Contract ID(s)** below.

<u>Contract ID</u>	<u>Contract To Sign</u>
4876093	Pricing Schedule

To sign via web:

1. To log into eSign, use **esign1293431** as your UserID.
2. To obtain your password check your email for - Subject: **Your Login to AT&T eSignature is Enabled.**
3. With your login and password open [this link](#) and follow the instructions.

Thank you for using AT&T

Sincerely,

BRADLEY
CBS - CLIENT SOLUTIONS EXECUTIVE 2
AT&T
502-287-8027
bw6258@us.att.com

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ENDRES, JAM (Legal)

From: Bart Meyer <bartmeyer@tekconnection.com>
Sent: Wednesday, April 6, 2016 1:49 PM
To: BLACK, PAUL E
Cc: Al Appel; WOOD, BRADLEY D
Subject: Re: AT&T Contract Ready for Your eSignature **Associates in Dermatology**

I'm betting Vicki tudor is still our account manager.

On Wednesday, April 6, 2016, BLACK, PAUL E <pb7183@att.com> wrote:

Al:

Brad Wood is your newly assigned Account Manager that works on my team. He will be happy to assist.

Brad:

Please reach out to Mr. Appel to introduce yourself and dig in to his request.

Thanks!

Paul Black

AT&T Small Business Solutions

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

Sent: Tuesday, April 05, 2016 4:04 PM

To: BLACK, PAUL E <pb7183@att.com>

Cc: Bart Meyer <bartmeyer@tekconnection.com>

Subject: RE: AT&T Contract Ready for Your eSignature

Hi Paul,

Can you help me?

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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Cc: Bart Meyer <bartmeyer@tekconnection.com>
Subject: RE: AT&T Contract Ready for Your eSignature

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Bertram should be able to assist.

Sincerely,

BERTRAM
CBS - APPLICATION SALES CONSULTANT S1*
AT&T
502-561-5966
bb531x@us.att.com

Gail Holder

Order Manager Global Ordering EaFlex

Phone: (404) 986-2170

E-mail gh6282@att.com

Customer Self Order Status Website: [OSM](#)

AT&T Internal Order Status Tool: [IOS](#)

Please refer to AT&T Internal Support Guide in advance of engaging next level support: [Link](#)

Next Level Support Contact: Area Manager Lashun Burns (404) 745-6132 lb1303@att.com

I promise to deliver an extraordinary customer experience in all customer interactions.

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Sent: Tuesday, April 05, 2016 3:46 PM
To: HOLDER, GAIL <gh6282@att.com>
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Subject: FW: AT&T Contract Ready for Your eSignature

Hi Gail,

Here is the contract I signed in August. Can you help us figure out what the next step is?

Thank you,

Al

From: bb531x@us.att.com [<mailto:bb531x@us.att.com>]
Sent: Monday, August 10, 2015 3:00 PM
To: aappel@associatesindermatology.com
Cc: bb531x@us.att.com
Subject: AT&T Contract Ready for Your eSignature

Dear Al Appel,

The AT&T eSignature process enables you to sign your contracts with your voice on the phone, through the web or via fax.

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<u>Contract ID</u>	<u>Contract To Sign</u>
4586341	Pricing Schedule

To sign via web:

1. To log into eSign, use **esign1103671** as your username.
2. To obtain your password check your email for - Subject: ***Your Login to AT&T eSignature is Enabled.***
3. With your login and password open [this link](#) and follow the instructions.

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Thank you for using AT&T

Sincerely,

BERTRAM
CBS - APPLICATION SALES CONSULTANT S1*
AT&T
502-561-5966
bb531x@us.att.com

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From: Al Appel <aappel@associatesin dermatology.com>
Sent: Wednesday, April 6, 2016 1:51 PM
To: 'Bart Meyer'; BLACK, PAUL E
Cc: WOOD, BRADLEY D
Subject: RE: AT&T Contract Ready for Your eSignature **Associates in Dermatology**

No, I worked with Miles Fitzpatrick on this order.

Al

From: Bart Meyer [mailto:bartmeyer@tekconnection.com]
Sent: Wednesday, April 06, 2016 1:49 PM
To: BLACK, PAUL E <pb7183@att.com>
Cc: Al Appel <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: Re: AT&T Contract Ready for Your eSignature **Associates in Dermatology**

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Brad Wood is your newly assigned Account Manager that works on my team. He will be happy to assist.

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Please reach out to Mr. Appel to introduce yourself and dig in to his request.

Thanks!

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Sales Manager

Phone: 502-561-5835

Mobile: 502-553-3788

Fax: 866-398-2530

Email: pb7183@att.com

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Hi Paul,

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Louisville, KY 40241

Phone 502-583-1749

Fax 502-329-7599

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AT&T
502-561-5966
bb531x@us.att.com

Gail Holder

Order Manager Global Ordering EaFlex

Phone: (404) 986-2170

E-mail gh6282@att.com

Customer Self Order Status Website: [OSM](#)

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To: Al Appel; 'Bart Meyer'; BLACK, PAUL E
Subject: RE: AT&T Contract Ready for Your eSignature **Associates in Dermatology**

Al,

Just called and left you a message, as Paul stated I am your AT&T account manager going forward and am eager to assist. Please give me a call at your earliest convenience.

Regards,

Brad Wood

Client Solutions Executive
AT&T Corporate Business Solutions
M 502-287-8027
BW6258@att.com

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Cc: Bart Meyer <bartmeyer@tekconnection.com>

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Al Appel

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Louisville, KY 40241

Phone 502-583-1749

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Gail Holder

Order Manager Global Ordering EaFlex

Phone: (404) 986-2170

E-mail gh6282@att.com

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Al Appel

Chief Administrative Officer
Associates in Dermatology, PLLC
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Louisville, KY 40241
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Thank you,

Al

From: bb531x@us.att.com [<mailto:bb531x@us.att.com>]
Sent: Monday, August 10, 2015 3:00 PM
To: aappel@associatesin dermatology.com
Cc: bb531x@us.att.com
Subject: AT&T Contract Ready for Your eSignature

Dear Al Appel,

The AT&T eSignature process enables you to sign your contracts with your voice on the phone, through the web or via fax.

With eSignature, your electronic signature is equivalent to your hand written signature. Should you elect not to sign your contracts via the phone, web, or fax, please contact me at 502-561-5966. If you are not the authorized person of **ASSOCIATES IN DERMOTOLGY** that will ultimately choose to sign or not sign this contract, again, please contact me on 502-561-5966 or at bb531x@us.att.com.

Choices:

To sign via phone:

1. Dial 1-866-374-4633 or 1-866-eSigned.
2. When prompted, **enter** or **say** the digits of the **Contract ID(s)** below.

Contract ID **Contract To Sign**

4586341

Pricing Schedule

To sign via web:

1. To log into eSign, use **esign1103671** as your username.
2. To obtain your password check your email for - Subject: **Your Login to AT&T eSignature is Enabled.**
3. With your login and password open [this link](#) and follow the instructions.

To sign via fax:

1. Print the attached contract documents. (Retain the fax cover sheet as the first page of each attached contract).
2. Sign the contracts as indicated on the Documents.
3. Assemble all contract pages following each fax cover sheet into one package. (Fax cover sheets are used as contract document separators).
4. See the fax cover sheet for fax numbers and additional instructions.

Thank you for using AT&T

Sincerely,

BERTRAM
CBS - APPLICATION SALES CONSULTANT S1*
AT&T
502-561-5966
bb531x@us.att.com

Disclaimer:

This message and any attachments to it contain PRIVILEGED AND CONFIDENTIAL CLIENT INFORMATION AND/OR CONTRACT DOCUMENTATION exclusively for intended recipients. ***In addition, any attached contracts may not be altered.*** Please DO NOT FORWARD OR DISTRIBUTE to anyone else.

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
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: FITZGERALD, MILES
Sent: Tuesday, May 22, 2018 4:07 PM
To: Chris Ball; POWELL, TAMIKA N; Drue Best
Cc: Larry Jarrell; BLACK, PAUL E; Al Appel; SPIKNER, STEPHANIE J; WOOD, BRADLEY D; EXCONDE, ROINEL; MATHEWS, THOMAS
Subject: RE: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

The fax will work fine over the IPFlex as long as you are confident the equipment is compatible

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: Chris Ball [mailto:cball@matrixintegration.com]
Sent: Tuesday, May 22, 2018 3:58 PM
To: POWELL, TAMIKA N <tp2379@att.com>; Drue Best <dbest@matrixintegration.com>; FITZGERALD, MILES <mf079j@att.com>
Cc: Larry Jarrell <Larry.Jarrell@intermedix.com>; BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesindermatology.com>; SPIKNER, STEPHANIE J <ss2481@att.com>; WOOD, BRADLEY D <bw6258@att.com>; EXCONDE, ROINEL <re388t@att.com>; MATHEWS, THOMAS <tm018x@att.com>
Subject: RE: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Below are the numbers I could find for the alarm(s) and pbx. I feel like we should have the alarms be POTS from AT&T but everything else come in o. The PRI. Thoughts?

812-948-1148 Line 1
812-948-1149 Line 2 - Primary Alarm
812-948-5949 Line 3 - Secondary Alarm
812-948-7858 Line 4
812-948-1555 Line 5
812-948-1607 Line 6
812-948-1617 Line 7
812-948-1647 Line 8
812-948-0032 Fax

Chris Ball

Matrix Integration
Lead UC Implementation Engineer
502-242-5316

On May 21, 2018 2:42 PM, Chris Ball <cball@matrixintegration.com> wrote:
Thank you Tamika. I will go to the customer site tomorrow morning, and personally verify the POTS numbers connected to the phone system, fax, and alarm lines.

*"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: POWELL, TAMIKA N [<mailto:tp2379@att.com>]
Sent: Monday, May 21, 2018 2:25 PM
To: Drue Best <dbest@matrixintegration.com>; FITZGERALD, MILES <mf079j@att.com>
Cc: Larry Jarrell <Larry.Jarrell@intermedix.com>; BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesindermatology.com>; SPIKNER, STEPHANIE J <ss2481@att.com>; Chris Ball <cball@matrixintegration.com>; WOOD, BRADLEY D <bw6258@att.com>; EXCONDE, ROINEL <re388t@att.com>; MATHEWS, THOMAS <tm018x@att.com>
Subject: RE: Associates In Dermatology, PLLc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Team,
The ATT records indicate that the below list of phone numbers provided represents all the numbers listed on the account. Please confirm the port list. Also find the CSR attached.

812-948-7858
812-948-1555
812-948-1607
812-948-1617
812-948-1647
812-948-1148
812-948-1149
812-948-5949
812-948-0032

Warm Regards,
Tamika N. Powell - EAFLEX/HALO Support
Order Specialist - TTU Chat-Room Manager

Global Ordering & Managed Services
5005 Executive Parkway San Ramon CA 94583
Office 925-543-1531 | Skype 925-365-3735 | Email TP2379@att.com

From: Drue Best <dbest@matrixintegration.com>
Sent: Friday, May 18, 2018 9:20 AM
To: FITZGERALD, MILES <mf079j@att.com>
Cc: Larry Jarrell <Larry.Jarrell@intermedix.com>; BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesindermatology.com>; SPIKNER, STEPHANIE J <ss2481@att.com>; Chris Ball <cball@matrixintegration.com>; POWELL, TAMIKA N <tp2379@att.com>; WOOD, BRADLEY D <bw6258@att.com>; EXCONDE, ROINEL <re388t@att.com>; MATHEWS, THOMAS <tm018x@att.com>
Subject: Re: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

I will make that work thank you

Drue Best
Project Manager/RCDD
812.481.5014 office
812.486.7248 mobile

Sent from my iPhone

On May 18, 2018, at 11:51 AM, FITZGERALD, MILES <mf079j@att.com> wrote:

Has this been addressed yet? I am fine for a status call anytime Monday after lunch. Would 2:00 est work for everyone?

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

[Click for Immediate Assistance](#)

From: Larry Jarrell [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, May 17, 2018 9:43 AM
To: BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesindermatology.com>; Drue Best <dbest@matrixintegration.com>; SPIKNER, STEPHANIE J <ss2481@att.com>; Chris Ball <cball@matrixintegration.com>; POWELL, TAMIKA N <tp2379@att.com>; WOOD, BRADLEY D <bw6258@att.com>; EXCONDE, ROINEL <re388t@att.com>; MATHEWS, THOMAS <tm018x@att.com>
Cc: FITZGERALD, MILES <mf079j@att.com>
Subject: RE: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Let's get a call scheduled.

Larry Jarrell II
IT Manager

intermedix, an R1 Company

Office: (502)290-0153

Phone: (502)599-3007

larry.jarrell@intermedix.com | www.intermedix.com

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From: BLACK, PAUL E [<mailto:pb7183@att.com>]

Sent: Tuesday, May 15, 2018 10:09 AM

To: Al Appel <aappel@associatesin dermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>;

Drue Best <dbest@matrixintegration.com>; SPIKNER, STEPHANIE J <ss2481@att.com>; Chris Ball

<cball@matrixintegration.com>; POWELL, TAMIKA N <tp2379@att.com>; WOOD, BRADLEY D

<bw6258@att.com>; EXCONDE, ROINEL <re388t@att.com>; MATHEWS, THOMAS <tm018x@att.com>

Cc: FITZGERALD, MILES <mf079j@att.com>

Subject: RE: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Larry and Drue:

What is your availability for the call today? 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: Al Appel <aappel@associatesin dermatology.com>

Sent: Wednesday, May 09, 2018 10:04 AM

To: Larry Jarrell <Larry.Jarrell@intermedix.com>; Drue Best <dbest@matrixintegration.com>; BLACK,

PAUL E <pb7183@att.com>; SPIKNER, STEPHANIE J <ss2481@att.com>; Chris Ball

<cball@matrixintegration.com>; POWELL, TAMIKA N <tp2379@att.com>; WOOD, BRADLEY D

<bw6258@att.com>; EXCONDE, ROINEL <re388t@att.com>; MATHEWS, THOMAS <tm018x@att.com>

Cc: FITZGERALD, MILES <mf079j@att.com>

Subject: RE: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

I am out Friday for 8 days but Larry/Drue can carry my message.

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 <Larry.Jarrell@intermedix.com>
Sent: Wednesday, May 9, 2018 8:13 AM
To: Drue Best <dbest@matrixintegration.com>; 'BLACK, PAUL E' <pb7183@att.com>; AI Appel <aappel@associatesin dermatology.com>; SPIKNER, STEPHANIE J <ss2481@att.com>; Chris Ball <cball@matrixintegration.com>; POWELL, TAMIKA N <tp2379@att.com>; WOOD, BRADLEY D <bw6258@att.com>; EXCONDE, ROINEL <re388t@att.com>; MATHEWS, THOMAS <tm018x@att.com>
Cc: FITZGERALD, MILES <mf079j@att.com>
Subject: RE: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Monday for me. I am out Thurs and Fri.

Larry Jarrell II

IT Manager

Intermedix

Office: (502)290-0153
Phone: (502)599-3007
larry.jarrell@intermedix.com | www.intermedix.com

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From: Drue Best [<mailto:dbest@matrixintegration.com>]
Sent: Wednesday, May 09, 2018 8:07 AM
To: 'BLACK, PAUL E' <pb7183@att.com>; AI Appel <aappel@associatesin dermatology.com>; SPIKNER, STEPHANIE J <ss2481@att.com>; Chris Ball <cball@matrixintegration.com>; POWELL, TAMIKA N <tp2379@att.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>; WOOD, BRADLEY D <bw6258@att.com>; EXCONDE, ROINEL <re388t@att.com>; MATHEWS, THOMAS <tm018x@att.com>
Cc: FITZGERALD, MILES <mf079j@att.com>
Subject: RE: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

My availability is as follows:

- Thursday, May 10th 10:30am-4pm EST

- Friday, May 11th 8am-11am and 1pm-5pm EST
- Monday, May 14th 8am-3pm EST

Regards,

Drue Best
Project Manager

Matrix Integration
812.481.5014 | dbest@matrixintegration.com

From: BLACK, PAUL E <pb7183@att.com>
Sent: Tuesday, May 8, 2018 5:32 PM
To: Al Appel <aappel@associatesin dermatology.com>; SPIKNER, STEPHANIE J <ss2481@att.com>; Chris Ball <cball@matrixintegration.com>; POWELL, TAMIKA N <tp2379@att.com>; Larry.Jarrell@intermedix.com; Drue Best <dbest@matrixintegration.com>; WOOD, BRADLEY D <bw6258@att.com>; EXCONDE, ROINEL <re388t@att.com>; MATHEWS, THOMAS <tm018x@att.com>; Drue Best <dbest@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>
Subject: Re: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Al please let me know some available times and i will set it up.

Thanks

Paul Black

Sent from my LG V20, an AT&T 4G LTE smartphone

----- Original message-----

From: Al Appel
Date: Tue, May 8, 2018 9:04 AM
To: SPIKNER, STEPHANIE J;Chris Ball;POWELL, TAMIKA N;Larry.Jarrell@intermedix.com;Drue Best;WOOD, BRADLEY D;BLACK, PAUL E;EXCONDE, ROINEL;MATHEWS, THOMAS;Drue Best;
Cc:
Subject:RE: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Brad,

We need a conference call with Larry, Paul, Drue and whoever else can help us wrap up this cut over.

This situation has turned into a disaster and anyone at AT&T who has involvement in this should be embarrassed.

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: SPIKNER, STEPHANIE J <ss2481@att.com>

Sent: Monday, May 7, 2018 5:15 PM

To: Chris Ball <cball@matrixintegration.com>; POWELL, TAMIKA N <tp2379@att.com>; Larry.Jarrell@intermedix.com; Al Appel <aappel@associatesindermatology.com>; Drue Best <dbest@matrixintegration.com>; WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; EXCONDE, ROINEL <re388t@att.com>; MATHEWS, THOMAS <tm018x@att.com>

Subject: RE: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Team,

Are we going to move forward with the following 2 sites?

The orders are to add BVOIP/Voice to AVPN

Main_Search_I										
Customer Name	Site Name	Address	OrderCSMNumber	EFMS Number	USO	GIOM Number	Site Status	OC /IP Manager	OM Name	Back O: Nar
Associates In Dermatology, Pllc – SOR: 1-64SH4HF (V) – 2 sites	Springhurst	3810 Springhurst Blvd, LOUISVILLE, KY	1-64SH4HF-B0001-0002	VR17060977	32495482	171505100	Pending TTU	Deanna Moore	Stephanie Spikner	
Main_Search_Form_Subform										
Customer Name	Site Name	Address	OrderCSMNumber	EFMS Number	USO	GIOM Number	Site Status	OC /IP Manager	OM Name	
Associates In Dermatology, Pllc – SOR: 1-64SH4HF (V) – 2 sites	New Albany	2241 GREEN VALLEY RD, NEW ALBANY, IN	1-64SH4HF-B0001-0001	VR17060967	32495454	183502829	TTU Scheduled	Deanna Moore	Stephanie Spikner	

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 & QSM](#)

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

I promise to deliver an extraordinary customer experience in all customer interactions.

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<image002.png>

TEXTING and DRIVING... It Can Wait. Take the pledge today and pass it on.

From: Chris Ball [<mailto:cball@matrixintegration.com>]

Sent: Friday, April 27, 2018 1:05 PM

To: POWELL, TAMIKA N <tp2379@att.com>; Larry.Jarrell@intermedix.com;

aappel@associatesindermatology.com; Drue Best <dbest@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>; MATHEWS, THOMAS <tm018x@att.com>

Cc: SPIKNER, STEPHANIE J <ss2481@att.com>

Subject: RE: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

I asked Brad or maybe Thomas to get an additional 5-10 new DID's for the New Albany location.

*"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: POWELL, TAMIKA N [<mailto:tp2379@att.com>]

Sent: Friday, April 27, 2018 12:58 PM

To: Larry.Jarrell@intermedix.com; aappel@associatesindermatology.com; Drue Best

<dbest@matrixintegration.com>; Chris Ball <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>; MATHEWS, THOMAS <tm018x@att.com>

Cc: SPIKNER, STEPHANIE J <ss2481@att.com>

Subject: RE: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Team,

The ATT records indicate that the below list of phone numbers provided represents all the numbers listed on the account. Would you like to add any additional numbers?

812-948-7858

812-948-1555

812-948-1607

812-948-1617

812-948-1647

812-948-1148

812-948-1149

812-948-5949

812-948-0032

Warm Regards,

Tamika N.Powell - EAFLEX/HALO Support

Order Specialist - TTU Chat-Room Manager

Global Ordering & Managed Services

5005 Executive Parkway San Ramon CA 94583

Office 925-543-1531 | Skype 925-365-3735 | Email TP2379@att.com

Next Level Support – Area Manger – David Mandarino - 732.844.5223 or dm5821@att.com

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From: POWELL, TAMIKA N

Sent: Thursday, April 26, 2018 5:22 PM

To: 'Larry.Jarrell@intermedix.com' <Larry.Jarrell@intermedix.com>;

'aappel@associatesindermatology.com' <aappel@associatesindermatology.com>;

'dbest@matrixintegration.com' <dbest@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>; SPIKNER, STEPHANIE J <ss2481@att.com>;

MATHEWS, THOMAS <tm018x@att.com>

Cc: SPIKNER, STEPHANIE J <ss2481@att.com>

Subject: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Team,

The service activation failed tonight for several reasons.

1. Handoff incorrect- customer has requested PRI- the current handoff is analog
2. Port list not found – customer has requested to port the existing phone numbers.

We need the correct port list, on the call we found this list of numbers but we were not sure if this is a completed list for this site.

812-948-7858

812-948-1555

812-948-1607

812-948-1617

812-948-1647

812-948-1148

812-948-1149

812-948-5949

812-948-0032

In addition, I will try to change the handoff from Analog to PRI, please be advised that this process can take up to 3 days. If the handoff can be corrected.

I will keep all of you up to date on status as it becomes available.

Warm Regards,

Tamika N.Powell - EAFLEX/HALO Support
Order Specialist - TTU Chat-Room Manager

Global Ordering & Managed Services

5005 Executive Parkway San Ramon CA 94583
Office 925-543-1531 | Skype 925-365-3735 | Email TP2379@att.com

Next Level Support – Area Manger – David Mandarino - 732.844.5223 or dm5821@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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<image003.png>

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ENDRES, JAM (Legal)

From: Chris Ball <cball@matrixintegration.com>
Sent: Friday, April 27, 2018 1:05 PM
To: POWELL, TAMIKA N; Larry.Jarrell@intermedix.com;
aappel@associatesindermatology.com; Drue Best; WOOD, BRADLEY D; BLACK, PAUL E;
EXCONDE, ROINEL; SPIKNER, STEPHANIE J; MATHEWS, THOMAS
Cc: SPIKNER, STEPHANIE J
Subject: RE: Associates In Dermatology, PLLc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

I asked Brad or maybe Thomas to get an additional 5-10 new DID's for the New Albany location.

*"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: POWELL, TAMIKA N [mailto:tp2379@att.com]
Sent: Friday, April 27, 2018 12:58 PM
To: Larry.Jarrell@intermedix.com; aappel@associatesindermatology.com; Drue Best <dbest@matrixintegration.com>; Chris Ball <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>; MATHEWS, THOMAS <tm018x@att.com>
Cc: SPIKNER, STEPHANIE J <ss2481@att.com>
Subject: RE: Associates In Dermatology, PLLc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Team,
The ATT records indicate that the below list of phone numbers provided represents all the numbers listed on the account. Would you like to add any additional numbers?

812-948-7858
812-948-1555
812-948-1607
812-948-1617
812-948-1647
812-948-1148
812-948-1149
812-948-5949
812-948-0032

Warm Regards,
Tamika N.Powell - EAFLEX/HALO Support
Order Specialist - TTU Chat-Room Manager

Global Ordering & Managed Services
5005 Executive Parkway San Ramon CA 94583
Office 925-543-1531 | Skype 925-365-3735 | Email TP2379@att.com

Next Level Support – Area Manger – David Mandarino - 732.844.5223 or dm5821@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: POWELL, TAMIKA N

Sent: Thursday, April 26, 2018 5:22 PM

To: 'Larry.Jarrell@intermedix.com' <Larry.Jarrell@intermedix.com>; 'aappel@associatesindermatology.com' <aappel@associatesindermatology.com>; 'dbest@matrixintegration.com' <dbest@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>; SPIKNER, STEPHANIE J <ss2481@att.com>; MATHEWS, THOMAS <tm018x@att.com>

Cc: SPIKNER, STEPHANIE J <ss2481@att.com>

Subject: Associates In Dermatology, PLLc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Team,

The service activation failed tonight for several reasons.

1. Handoff incorrect- customer has requested PRI- the current handoff is analog
2. Port list not found – customer has requested to port the existing phone numbers.

We need the correct port list, on the call we found this list of numbers but we were not sure if this is a completed list for this site.

812-948-7858
812-948-1555
812-948-1607
812-948-1617
812-948-1647
812-948-1148
812-948-1149
812-948-5949
812-948-0032

In addition, I will try to change the handoff from Analog to PRI, please be advised that this process can take up to 3 days. If the handoff can be corrected.

I will keep all of you up to date on status as it becomes available.

Warm Regards,

Tamika N.Powell - EAFLEX/HALO Support
Order Specialist - TTU Chat-Room Manager

Global Ordering & Managed Services

5005 Executive Parkway San Ramon CA 94583

Office 925-543-1531 | Skype 925-365-3735 | Email TP2379@att.com

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ENDRES, JAM (Legal)

From: SPIKNER, STEPHANIE J
Sent: Monday, May 7, 2018 5:15 PM
To: Chris Ball; POWELL, TAMIKA N; Larry.Jarrell@intermedix.com; aappel@associatesindermatology.com; Drue Best; WOOD, BRADLEY D; BLACK, PAUL E; EXCONDE, ROINEL; MATHEWS, THOMAS
Subject: RE: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Team,

Are we going to move forward with the following 2 sites?
The orders are to add BVOIP/Voice to AVPN

Main_Search_Form_1											
Customer Name	Site Name	Address	OrderCSMNumber	EFMS Number	USO	GIOM Number	Site Status	OC /IP Manager	OM Name	Backup OS Name	Cancel
Associates In Dermatology, Pllc - SOR: 1-64SH4HF (V) - 2 sites	Springhurst	3810 Springhurst Blvd, LOUISVILLE, KY	1-64SH4HF-B0001-0002	VR17060977	32495482	171505100	Pending TTU	Deanna Moore	Stephanie Spikner		
Main_Search_Form_Subform											
Customer Name	Site Name	Address	OrderCSMNumber	EFMS Number	USO	GIOM Number	Site Status	OC /IP Manager	OM Name		
Associates In Dermatology, Pllc - SOR: 1-64SH4HF (V) - 2 sites	New Albany	2241 GREEN VALLEY RD, NEW ALBANY, IN	1-64SH4HF-B0001-0001	VR17060967	32495454	183502829	TTU Scheduled	Deanna Moore	Stephanie Spikner		

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 & QSM](#)

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: Chris Ball [mailto:cball@matrixintegration.com]

Sent: Friday, April 27, 2018 1:05 PM

To: POWELL, TAMIKA N <tp2379@att.com>; Larry.Jarrell@intermedix.com; aappel@associatesin dermatology.com; Drue Best <dbest@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>; MATHEWS, THOMAS <tm018x@att.com>

Cc: SPIKNER, STEPHANIE J <ss2481@att.com>

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Implementation UC Lead Engineer

[Matrix Integration](#)

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Warm Regards,

Tamika N.Powell - EAFLEX/HALO Support

Order Specialist - TTU Chat-Room Manager

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Sent: Thursday, April 26, 2018 5:22 PM

To: 'Larry.Jarrell@intermedix.com' <Larry.Jarrell@intermedix.com>; 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>; 'dbest@matrixintegration.com' <dbest@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>; SPIKNER, STEPHANIE J <ss2481@att.com>; MATHEWS, THOMAS <tm018x@att.com>

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Tamika N.Powell - EAFLEX/HALO Support
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ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Monday, January 23, 2017 9:50 AM
To: BLACK, PAUL E; WOOD, BRADLEY D
Cc: 'Al Appel'
Subject: RE: Associates in Dermatology

Thanks for your quick response.

From: BLACK, PAUL E [mailto:pb7183@att.com]
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: WOOD, BRADLEY D
Sent: Friday, April 8, 2016 8:58 AM
To: BLACK, PAUL E
Cc: Hope Flannery
Subject: RE: Associates in Dermatology Bills

Hope,

I am glad to help with this and will look into this here shortly and respond back.

Regards,
Brad

From: BLACK, PAUL E
Sent: Friday, April 08, 2016 8:55 AM
To: WOOD, BRADLEY D <bw6258@att.com>
Cc: Hope Flannery <lhf@associatesin dermatology.com>
Subject: FW: Associates in Dermatology Bills

Brad:

Hope Flannery over at Associates in Dermatology needs assistance with some POTS accounts for an alarm line.

Thanks!

Paul Black

AT&T Small Business Solutions
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@associatesin dermatology.com>]
Sent: Thursday, April 07, 2016 7:14 AM
To: BLACK, PAUL E <pb7183@att.com>
Subject: Associates in Dermatology Bills

Good Morning, Paul.

I think we still have confusion over the church alarm phone. Please find attached copies of 2 bills that we get each month. One of the bills is being sent to the physical address and the other is being mailed to my location. The line in question is used by our alarm company for monitoring services. I believe the \$129.62 invoice is the correct one (but I think it is too high) as it has the phone number listed. I have no idea what the \$100 invoice is for. Can you look into this and get this straightened out ASAP.

Thanks.

Hope Flannery
CFO
502-625-2221

ENDRES, JAM (Legal)

From: DAUGHERTY, KERRY L
Sent: Thursday, April 28, 2016 4:22 PM
To: BLACK, PAUL E
Subject: RE: Associates in Dermatology ASAP AVPN Express

You are on it. 1-3DGDCDW

Kerry Daugherty
Application Sales Consultant II

AT&T

Small Business Solutions
5115 Frederica St.
Owensboro, KY 42301
M: 270.316.7683
kd0925@att.com

[Click for Immediate Assistance](#)

From: BLACK, PAUL E
Sent: Thursday, April 28, 2016 12:23 PM
To: DAUGHERTY, KERRY L <kd0925@att.com>
Subject: RE: Associates in Dermatology ASAP AVPN Express

Can you add me to that opp?

If the original SR is still in there it needs to be cancelled.

Paul Black

AT&T Small Business Solutions
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: DAUGHERTY, KERRY L
Sent: Thursday, April 28, 2016 1:22 PM
To: BLACK, PAUL E <pb7183@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>
Subject: Re: Associates in Dermatology ASAP AVPN Express

Hmmmm. Ok.

Sent from my iPhone

On Apr 28, 2016, at 12:05 PM, BLACK, PAUL E <pb7183@att.com> wrote:

I don't know anything about the original request. The ASC at the time was Bert Byam but I doubt he can help us either.

Paul Black

AT&T Small Business Solutions

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: DAUGHERTY, KERRY L

Sent: Thursday, April 28, 2016 1:00 PM

To: BLACK, PAUL E <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>

Subject: Fwd: Associates in Dermatology ASAP AVPN Express

You guys know anything about the original order?

Sent from my iPhone

Begin forwarded message:

From: "BUSH, WILLIAM" <wb7665@att.com>

Date: April 28, 2016 at 11:38:37 AM CDT

To: "DIMARCO, LINDA J" <ld1653@att.com>

Cc: "DAUGHERTY, KERRY L" <kd0925@att.com>

Subject: RE: Associates in Dermatology ASAP AVPN Express

Linda,

I support orders that are processed through HALO and do not have knowledge of the upfront ordering system aside from being able to view order status in ROME.

I see MDS 1-3KZHKD6 was gated to default flow and is in approved status.

--Bill

—

William Bush

Platform Solutions & Strategy
CGI for AT&T Services, Inc.

404.496.6592

wb7665@att.com

From: DIMARCO, LINDA J
Sent: Thursday, April 28, 2016 12:29 PM
To: BUSH, WILLIAM
Cc: DAUGHERTY, KERRY L; DIMARCO, LINDA J
Subject: Associates in Dermatology ASAP AVPN Express

Hi William,

Hoping you can provide some insight on this request. I received a new AVPN Express ASAP request, and was informed the ABR was completed on a previous Opportunity in August '15. I've been added to the original Opportunity and was going to work my request off of the original. When I went into the SR sub tab, I found a pending SR with my site on it. My site is 2241 Green Valley Rd, New Albany, IN. I don't want to resubmit if this pending SR is stuck in the system somewhere.

Opportunity #1-3DGDGDW
SR #1-3G50TMH
MDS #1-3KZHKD6

Your help is greatly appreciated.

Thanks,

Linda J. DiMarco
CSS Manager, Global Ordering Customer Service
AT&T Architecture Technology Operations (ATO)
216.476.6053
ld1653@att.com

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ENDRES, JAM (Legal)

From: PORCHE, MARY B
Sent: Tuesday, February 2, 2016 11:21 AM
To: HOLDER, GAIL; Tanna Mabrey; Al Appel; 'Bart Meyer'
Cc: 'Hope Flannery'; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; BLACK, PAUL E
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

As advised earlier, we have nothing for the month to move the numbers at 6PM EST. Unless you are going to do it earlier in the day or just turn up the data and test the voice with the test numbers, you have all day open. As for the moving the number, nothing has changed with the times.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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 Jane Wilson (732) 844-5113 or Cell (732) 397-4796 – jw1934@att.com

I promise to deliver an extraordinary customer experience in all customer interactions.

AT&T Order Status Manager: [AT&T OSM](#)

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.

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From: HOLDER, GAIL
Sent: Tuesday, February 02, 2016 8:10 AM
To: Tanna Mabrey; Al Appel; PORCHE, MARY B; 'Bart Meyer'
Cc: 'Hope Flannery'; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; BLACK, PAUL E; HOLDER, GAIL
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Tanna,

I was trying to negotiate a date for the data to be released, if you're wanting the final test and turn up and the Hot Cut Moving of existing numbers Mary and I both have to confirm the date and time.

Mary, can you confirm a date for the week of 2/15 thru 2/19?

Gail Holder

Order Manager Global Ordering EaFlex

Phone: (404) 986-2170

E-mail gh6282@att.com

Customer Self Order Status Website: [OSM](#)

AT&T Internal Order Status Tool: [IOS](#)

Please refer to AT&T Internal Support Guide in advance of engaging next level support: [Link](#)

Next Level Support Contact: Area Manager Howard Boyer (732) 844-5592 hb2595@att.com

[I promise to deliver an extraordinary customer experience in all customer interactions.](#)

From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Tuesday, February 02, 2016 10:24 AM

To: HOLDER, GAIL <gh6282@att.com>; Al Appel <aappel@associatesindermatology.com>; PORCHE, MARY B <mp1485@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>

Cc: 'Hope Flannery' <lhf@associatesindermatology.com>; Pete Mikiten <pmikiten@matrixintegration.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; BLACK, PAUL E <pb7183@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team

I am sorry that I haven't got back to everyone on Matrix Integration role in this project. I have had to switch engineers. This has opened up every day in the week of 02/15 – 02/19 to do everything at one time if we all want to still try and make that happen.

In the previous email, Gail you mentioned doing it on 02/15 at 5:00 pm this works for Matrix if it works for Al?

Let me know your thoughts.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p (812) 481-5160 | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: HOLDER, GAIL [<mailto:gh6282@att.com>]

Sent: Friday, January 29, 2016 4:21 PM

To: Al Appel <aappel@associatesindermatology.com>; PORCHE, MARY B <mp1485@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>

Cc: Tanna Mabrey <tmabrey@matrixintegration.com>; Chris Schmitt <cschmitt@matrixintegration.com>; 'Hope Flannery' <lhf@associatesindermatology.com>; Pete Mikiten <pmikiten@matrixintegration.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; BLACK, PAUL E <pb7183@att.com>; HOLDER, GAIL <gh6282@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Al,

Please forgive my delay, Mary advised you wish to move forward with activating the data and test the voice with the test numbers No porting.

This will be a standard test and turn up not the hot cut move and we can do the test and turn up at any time of day with our engineer's available time frames of course.

Our earliest to test would be 2/15 5PM ET still available and that day is pretty much open if we schedule quickly.

Gail Holder

Order Manager Global Ordering EaFlex

Phone: (404) 986-2170

E-mail gh6282@att.com

Customer Self Order Status Website: [OSM](#)

AT&T Internal Order Status Tool: [IOS](#)

Please refer to AT&T Internal Support Guide in advance of engaging next level support: [Link](#)

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

Sent: Friday, January 29, 2016 3:56 PM

To: PORCHE, MARY B <mp1485@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>

Cc: 'Tanna Mabrey' <tmabrey@matrixintegration.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Hope Flannery' <lhf@associatesindermatology.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; BLACK, PAUL E <pb7183@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

If we move the data early and we are just porting over the phone lines we can do a 5:00 pm slot. Which days do you have available?

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Tuesday, January 26, 2016 4:16 PM

To: Bart Meyer <bartmeyer@tekconnection.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Tanna Mabrey <tmabrey@matrixintegration.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Hope Flannery <lhf@associatesindermatology.com>; Pete Mikiten <pmikiten@matrixintegration.com>; BYAM, BERTRAM B

<bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We don't have any 6PM EST slots available for the month of February. The latest is 5PM EST and then it jumps to 8PM EST with an opening on the 15th and 17th. Let me know.

Thanks

Mary Porche, Order Specialist
AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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 Jane Wilson (732) 844-5113 or Cell (732) 397-4796 – jw1934@att.com

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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.

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From: Bart Meyer [<mailto:bartmeyer@tekconnection.com>]
Sent: Tuesday, January 26, 2016 12:39 PM
To: Al Appel
Cc: Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E
Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <aappel@associatesindermatology.com> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

From: Tanna Mabrey [mailto:tmabrey@matrixintegration.com]

Sent: Tuesday, January 26, 2016 3:19 PM

To: Al Appel <aappel@associatesin dermatology.com>; 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p (812) 481-5160 | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

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

Sent: Tuesday, January 26, 2016 2:00 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Friday, January 22, 2016 11:35 AM

To: Chris Schmitt <cschmitt@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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From: Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

Sent: Thursday, January 21, 2016 5:42 PM

To: Al Appel; PORCHE, MARY B; Tanna Mabrey; lhf@associatesindermatology.com; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

Chris Schmitt

Systems Engineer

Matrix Integration

p [812-481-5157](tel:812-481-5157) | c [502-356-2013](tel:502-356-2013) | e

cschmitt@matrixintegration.com

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

Sent: Thursday, January 21, 2016 6:54 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 3:27 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

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[Link](#)

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) –
jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:33 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 1:32 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17th or 18th. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support:
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Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 –
jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:08 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 12:53 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19th will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do

it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19th is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]
Sent: Thursday, January 21, 2016 9:40 AM
To: Al Appel; PORCHE, MARY B; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten
Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Thursday, January 21, 2016 12:33 PM
To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>
Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Tuesday, January 05, 2016 9:00 PM
To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>; 'lhf@associatesin dermatology.com' <lhf@associatesin dermatology.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey' <tmabrey@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL <gh6282@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- aappel@associatesin dermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing **20mbps MIS TDM Digital PRI MMEC.959433** to **50mbps EaMIS TDM Digital PRI BBEC.554292** that is **currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.**

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959
502	5697344	5697344
502	5697711	5697711
502	5831749	5831749
502	5835024	5835024
502	5835228	5835228
502	5839061	5839061
502	6143008	6143008
502	6252200	6252221
502	8227101	8227102

The TN move will follow the Hot Cut processes.

Moving 51 TN's

AT&T provided Leave behind TN:

Hot Cut process approved on 12/21/2015 by customer (email attached)

Customer is requesting a move date of 1/22/2016 @3PM EST

Sales Account Mgr: Name: Miles Fitzgerald [\(502\) 415-5639](tel:5024155639) mf079j@att.com

TSC: Bertram Byam Jr. [\(502\) 836-6131](tel:5028366131) - bb531x@att.com

CSS: Chloe Jane Paguntalan - [402-399-4041](tel:4023994041) - cp754g@att.com

Order Specialist: Mary Porche- MP1485@att.com-<<mailto:MP1485@att.com>> [9255431529](tel:9255431529)

Project Manager: Kristine Sarmiento [402-392-9324](tel:4023929324) ks812c@att.com

Flex/EaFlex OM: GAIL HOLDER gh6282@att.com

[\(404\)986-2170](tel:4049862170)

New Start order numbers:

New Start Order: CSM151109122752

USRP Order: IP15085440

GIOM Order: ISR15110943075 - 158897693

- **Acknowledge acceptance of the “Hot Cut” process: YES (a minimum of 3 hours downtime)**
- **Confirm the list of TNs to move: YES**
- **Provide a current number on the PBX that we can leave behind: AT&T provided**
- **Confirm if we are disconnecting MMEC.959433 circuit after the move is completed. YES**

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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 Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell (732) 397-4796 – jw1934@att.com

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ENDRES, JAM (Legal)

From: Bart Meyer <bartmeyer@tekconnection.com>
Sent: Tuesday, January 26, 2016 3:39 PM
To: Al Appel
Cc: Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E
Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <aappel@associatesin dermatology.com> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

From: Tanna Mabrey [mailto:tmabrey@matrixintegration.com]
Sent: Tuesday, January 26, 2016 3:19 PM
To: Al Appel <aappel@associatesin dermatology.com>; 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

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

Sent: Tuesday, January 26, 2016 2:00 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Friday, January 22, 2016 11:35 AM

To: Chris Schmitt <cschmitt@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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From: Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

Sent: Thursday, January 21, 2016 5:42 PM

To: Al Appel; PORCHE, MARY B; Tanna Mabrey; lhf@associatesindermatology.com; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

Chris Schmitt

Systems Engineer

Matrix Integration

p [812-481-5157](tel:812-481-5157) | c [502-356-2013](tel:502-356-2013) | e

cschmitt@matrixintegration.com

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

Sent: Thursday, January 21, 2016 6:54 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 3:27 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]
Sent: Thursday, January 21, 2016 10:33 AM
To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten
Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

Tanna Mabrey

Project Management Specialist

[Matrix Integration](#)

p [\(812\) 481-5160](tel:(812)481-5160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Thursday, January 21, 2016 1:32 PM
To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17th or 18th. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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 Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell (732) 397-4796 – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:08 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesin dermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 12:53 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19th will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19th is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell (732) 397-4796 – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 9:40 AM

To: Al Appel; PORCHE, MARY B; lhf@associatesin dermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

[Matrix Integration](#)

p [\(812\) 481-5160](tel:812-481-5160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

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

Sent: Thursday, January 21, 2016 12:33 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Tuesday, January 05, 2016 9:00 PM

To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>; 'lhf@associatesin dermatology.com' <lhf@associatesin dermatology.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey' <tmabrey@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL <gh6282@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- aappel@associatesin dermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing **20mbps MIS TDM Digital PRI MMEC.959433** to **50mbps EaMIS TDM Digital PRI BBEC.554292** that is

currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959
502	5697344	5697344
502	5697711	5697711
502	5831749	5831749
502	5835024	5835024
502	5835228	5835228
502	5839061	5839061
502	6143008	6143008
502	6252200	6252221
502	8227101	8227102

The TN move will follow the Hot Cut processes.

. Moving 51 TN's

AT&T provided Leave behind TN:

. Hot Cut process approved on 12/21/2015 by customer (email attached)

. Customer is requesting a move date of 1/22/2016 @3PM EST

Sales Account Mgr: Name: Miles Fitzgerald [502\) 415-5639](tel:5024155639) mf079j@att.com

TSC: Bertram Byam Jr. [502\) 836-6131](tel:5028366131)- bb531x@att.com

CSS: Chloe Jane Paguntalan - [402-399-4041](tel:4023994041)- cp754g@att.com

Order Specialist: Mary Porche- MP1485@att.com-<<mailto:MP1485@att.com>> [9255431529](tel:9255431529)

Project Manager: Kristine Sarmiento [402-392-9324](tel:4023929324) ks812c@att.com

Flex/EaFlex OM: GAIL HOLDER gh6282@att.com

(404)986-2170

New Start order numbers:

New Start Order: CSM151109122752

USRP Order: IP15085440

GIOM Order: ISR15110943075 - 158897693

- Acknowledge acceptance of the "Hot Cut" process: **YES (a minimum of 3 hours downtime)**
- Confirm the list of TNs to move: **YES**
- Provide a current number on the PBX that we can leave behind: **AT&T provided**
- Confirm if we are disconnecting MMEC.959433 circuit after the move is completed. **YES**

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

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Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 –
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ENDRES, JAM (Legal)

From: PORCHE, MARY B
Sent: Tuesday, January 26, 2016 4:16 PM
To: Bart Meyer; Al Appel
Cc: Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We don't have any 6PM EST slots available for the month of February. The latest is 5PM EST and then it jumps to 8PM EST with an opening on the 15th and 17th. Let me know.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

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Sent: Tuesday, January 26, 2016 12:39 PM

To: Al Appel

Cc: Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <aappel@associatesin dermatology.com> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

From: Tanna Mabrey [mailto:tmabrey@matrixintegration.com]

Sent: Tuesday, January 26, 2016 3:19 PM

To: Al Appel <aappel@associatesin dermatology.com>; 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

Tanna Mabrey

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

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

Sent: Tuesday, January 26, 2016 2:00 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Friday, January 22, 2016 11:35 AM

To: Chris Schmitt <cschmitt@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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 Jane Wilson (732) 844-5113 or Cell (732) 397-4796 – jw1934@att.com

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AT&T Internal Order Status Tool: [IOS](#) & [OSM](#)

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From: Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

Sent: Thursday, January 21, 2016 5:42 PM

To: Al Appel; PORCHE, MARY B; Tanna Mabrey; lhf@associatesindermatology.com; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

Chris Schmitt

Systems Engineer

Matrix Integration

p [812-481-5157](tel:8124815157) | c [502-356-2013](tel:5023562013) | e

cschmitt@matrixintegration.com

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Thursday, January 21, 2016 6:54 PM
To: 'PORCHE, MARY B' <mp1485@att.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Thursday, January 21, 2016 3:27 PM
To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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 Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) –
jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:33 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesin dermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 1:32 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17th or 18th. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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 Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell (732) 397-4796 – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:08 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 12:53 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19th will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19th is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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 Jane Wilson (732) 844-5113 or Cell (732) 397-4796 – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]
Sent: Thursday, January 21, 2016 9:40 AM
To: Al Appel; PORCHE, MARY B; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten
Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p (812) 481-5160 | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Thursday, January 21, 2016 12:33 PM
To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>
Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Tuesday, January 05, 2016 9:00 PM
To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>; 'lhf@associatesin dermatology.com' <lhf@associatesin dermatology.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey' <tmabrey@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL <gh6282@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- aappel@associatesin dermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing **20mbps MIS TDM Digital PRI MMEC.959433** to **50mbps EaMIS TDM Digital PRI BBEC.554292** that is **currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.**

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959
502	5697344	5697344
502	5697711	5697711
502	5831749	5831749
502	5835024	5835024
502	5835228	5835228
502	5839061	5839061
502	6143008	6143008
502	6252200	6252221
502	8227101	8227102

The TN move will follow the Hot Cut processes.

Moving 51 TN's

AT&T provided Leave behind TN:

Hot Cut process approved on 12/21/2015 by customer (email attached)

Customer is requesting a move date of 1/22/2016 @3PM EST

Sales Account Mgr: Name: Miles Fitzgerald [\(502\) 415-5639](tel:5024155639) mf079j@att.com

TSC: Bertram Byam Jr. [\(502\) 836-6131](tel:5028366131)- bb531x@att.com

CSS: Chloe Jane Paguntalan - [402-399-4041](tel:4023994041)- cp754g@att.com

Order Specialist: Mary Porche- MP1485@att.com-<<mailto:MP1485@att.com>> [9255431529](tel:9255431529)

Project Manager: Kristine Sarmiento [402-392-9324](tel:4023929324) ks812c@att.com

Flex/EaFlex OM: GAIL HOLDER gh6282@att.com

[\(404\)986-2170](tel:4049862170)

New Start order numbers:

New Start Order: CSM151109122752

USRP Order: IP15085440

GIOM Order: ISR15110943075 - 158897693

- Acknowledge acceptance of the "Hot Cut" process: **YES (a minimum of 3 hours downtime)**
- Confirm the list of TNs to move: **YES**
- Provide a current number on the PBX that we can leave behind: **AT&T provided**
- Confirm if we are disconnecting MMEC.959433 circuit after the move is completed. **YES**

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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[Link](#)

Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 –
jw1934@att.com

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To read this disclaimer please [click here](#)

ENDRES, JAM (Legal)

From: Bart Meyer <bartmeyer@tekconnection.com>
Sent: Tuesday, January 26, 2016 4:22 PM
To: PORCHE, MARY B
Cc: Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E
Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Can we go ahead and move forward with the internet cut-over and then do the phone cut-over at a different time?

On Tue, Jan 26, 2016 at 4:15 PM, PORCHE, MARY B <mp1485@att.com> wrote:

Team,

We don't have any 6PM EST slots available for the month of February. The latest is 5PM EST and then it jumps to 8PM EST with an opening on the 15th and 17th. Let me know.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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From: Bart Meyer [mailto:bartmeyer@tekconnection.com]

Sent: Tuesday, January 26, 2016 12:39 PM

To: Al Appel

Cc: Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <aappel@associatesindermatology.com> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

From: Tanna Mabrey [mailto:tmabrey@matrixintegration.com]

Sent: Tuesday, January 26, 2016 3:19 PM

To: Al Appel <aappel@associatesindermatology.com>; 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

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

Sent: Tuesday, January 26, 2016 2:00 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Tanna Mabrey

<tmabrey@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten

<pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Friday, January 22, 2016 11:35 AM

To: Chris Schmitt <cschmitt@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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[Link](#)

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) –
jw1934@att.com

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From: Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

Sent: Thursday, January 21, 2016 5:42 PM

To: Al Appel; PORCHE, MARY B; Tanna Mabrey; lhf@associatesindermatology.com; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

Chris Schmitt

Systems Engineer

Matrix Integration

p [812-481-5157](tel:812-481-5157) | c [502-356-2013](tel:502-356-2013) | e

cschmitt@matrixintegration.com

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

Sent: Thursday, January 21, 2016 6:54 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 3:27 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:925-543-1529) Email: mp1485@att.com

Next Level Support:

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[Link](#)

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:732-844-5113) or Cell [\(732\) 397-4796](tel:732-397-4796) –
jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:33 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 1:32 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17th or 18th. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:(925)543-1529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell [\(732\) 397-4796](tel:(732)397-4796) – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:08 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

Tanna Mabrey

Project Management Specialist

[Matrix Integration](#)

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 12:53 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19th will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19th is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support:
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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:732-844-5113) or Cell [\(732\) 397-4796](tel:732-397-4796) – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 9:40 AM

To: Al Appel; PORCHE, MARY B; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

[Matrix Integration](#)

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

Sent: Thursday, January 21, 2016 12:33 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Tuesday, January 05, 2016 9:00 PM

To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>; 'lhf@associatesin dermatology.com' <lhf@associatesin dermatology.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey' <tmabrey@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL <gh6282@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- aappel@associatesindermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing **20mbps MIS TDM Digital PRI MMEC.959433** to **50mbps EaMIS TDM Digital PRI BBEC.554292** that is currently located at **3810 Springhurst Blvd Louisville KY 40241** to the same address.

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959
502	5697344	5697344
502	5697711	5697711
502	5831749	5831749
502	5835024	5835024
502	5835228	5835228
502	5839061	5839061
502	6143008	6143008
502	6252200	6252221
502	8227101	8227102

The TN move will follow the Hot Cut processes.

Moving 51 TN's

AT&T provided Leave behind TN:

Hot Cut process approved on 12/21/2015 by customer (email attached)

Customer is requesting a move date of 1/22/2016 @3PM EST

Sales Account Mgr: Name: Miles Fitzgerald ([502\) 415-5639](tel:5024155639) mf079j@att.com

TSC: Bertram Byam Jr. ([502\) 836-6131](tel:5028366131)- bb531x@att.com

CSS: Chloe Jane Paguntalan - [402-399-4041](tel:4023994041)- cp754g@att.com

Order Specialist: Mary Porche- MP1485@att.com-<<mailto:MP1485@att.com>> [9255431529](tel:9255431529)

Project Manager: Kristine Sarmiento [402-392-9324](tel:4023929324) ks812c@att.com

Flex/EaFlex OM: GAIL HOLDER gh6282@att.com

[\(404\)986-2170](tel:4049862170)

New Start order numbers:

New Start Order: CSM151109122752

USRP Order: IP15085440

GIOM Order: ISR15110943075 - 158897693

- **Acknowledge acceptance of the "Hot Cut" process: YES (a minimum of 3 hours downtime)**
- **Confirm the list of TNs to move: YES**
- **Provide a current number on the PBX that we can leave behind: AT&T provided**
- **Confirm if we are disconnecting MMEC.959433 circuit after the move is completed. YES**

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:732-844-5113) or Cell [\(732\) 397-4796](tel:732-397-4796) –
jw1934@att.com

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To read this disclaimer please [click here](#)

ENDRES, JAM (Legal)

From: PORCHE, MARY B
Sent: Tuesday, January 26, 2016 4:29 PM
To: Bart Meyer; HOLDER, GAIL
Cc: Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

If you can get the voice and data tested with some new test numbers, then I can move the numbers later without an engineer. This is providing that you keep the new numbers up and working on the same equipment that will be used to add the moving numbers. If this will work for you, then Gail can add some new numbers for you at the time of the turn up. Once that is done and order is closed out, I can move your numbers for you at the time that you request. Let me know.

Thanks

Mary Porche, Order Specialist
AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 –
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If you have received this email in error please do not forward or distribute it to anyone else, call (925) 543-1529 to report the error and then delete this message from your system.

From: Bart Meyer [mailto:bartmeyer@tekconnection.com]
Sent: Tuesday, January 26, 2016 1:22 PM
To: PORCHE, MARY B
Cc: Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E
Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Can we go ahead and move forward with the internet cut-over and then do the phone cut-over at a different time?

On Tue, Jan 26, 2016 at 4:15 PM, PORCHE, MARY B <mp1485@att.com> wrote:

Team,

We don't have any 6PM EST slots available for the month of February. The latest is 5PM EST and then it jumps to 8PM EST with an opening on the 15th and 17th. Let me know.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) –
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From: Bart Meyer [mailto:bartmeyer@tekconnection.com]
Sent: Tuesday, January 26, 2016 12:39 PM
To: Al Appel
Cc: Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E
Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <aappel@associatesin dermatology.com> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

From: Tanna Mabrey [mailto:tmabrey@matrixintegration.com]
Sent: Tuesday, January 26, 2016 3:19 PM
To: Al Appel <aappel@associatesin dermatology.com>; 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

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

Sent: Tuesday, January 26, 2016 2:00 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Friday, January 22, 2016 11:35 AM

To: Chris Schmitt <cschmitt@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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 Jane Wilson [\(732\) 844-5113](tel:732-844-5113) or Cell [\(732\) 397-4796](tel:732-397-4796) –
jw1934@att.com

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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.

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From: Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

Sent: Thursday, January 21, 2016 5:42 PM

To: Al Appel; PORCHE, MARY B; Tanna Mabrey; lhf@associatesindermatology.com; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

Chris Schmitt

Systems Engineer

Matrix Integration

p [812-481-5157](tel:812-481-5157) | c [502-356-2013](tel:502-356-2013) | e

cschmitt@matrixintegration.com

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

Sent: Thursday, January 21, 2016 6:54 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 3:27 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:(925)543-1529) Email: mp1485@att.com

Next Level Support:

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 Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell [\(732\) 397-4796](tel:(732)397-4796) – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:33 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 1:32 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17th or 18th. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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 Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:08 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

Tanna Mabrey

Project Management Specialist

[Matrix Integration](#)

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 12:53 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19th will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19th is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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 Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell [\(732\) 397-4796](tel:(732)397-4796) – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 9:40 AM

To: Al Appel; PORCHE, MARY B; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

[Matrix Integration](#)

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

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

Sent: Thursday, January 21, 2016 12:33 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Tuesday, January 05, 2016 9:00 PM

To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>; 'lhf@associatesin dermatology.com' <lhf@associatesin dermatology.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey' <tmabrey@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL <gh6282@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- aappel@associatesindermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing **20Mbps MIS TDM Digital PRI MMEC.959433** to **50Mbps EaMIS TDM Digital PRI BBEC.554292** that is **currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.**

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959
502	5697344	5697344
502	5697711	5697711
502	5831749	5831749
502	5835024	5835024
502	5835228	5835228
502	5839061	5839061
502	6143008	6143008
502	6252200	6252221
502	8227101	8227102

The TN move will follow the Hot Cut processes.

Moving 51 TN's

AT&T provided Leave behind TN:

Hot Cut process approved on 12/21/2015 by customer (email attached)

Customer is requesting a move date of 1/22/2016 @3PM EST

Sales Account Mgr: Name: Miles Fitzgerald [\(502\) 415-5639](tel:5024155639) mf079j@att.com

TSC: Bertram Byam Jr. [\(502\) 836-6131](tel:5028366131)- bb531x@att.com

CSS: Chloe Jane Paguntalan - [402-399-4041](tel:4023994041)- cp754g@att.com

Order Specialist: Mary Porche- MP1485@att.com-<<mailto:MP1485@att.com>->
[9255431529](tel:9255431529)

Project Manager: Kristine Sarmiento [402-392-9324](tel:4023929324) ks812c@att.com

Flex/EaFlex OM: GAIL HOLDER gh6282@att.com

[\(404\)986-2170](tel:4049862170)

New Start order numbers:

New Start Order: CSM151109122752

USRP Order: IP15085440

GIOM Order: ISR15110943075 - 158897693

- **Acknowledge acceptance of the "Hot Cut" process: YES (a minimum of 3 hours downtime)**
- **Confirm the list of TNs to move: YES**
- **Provide a current number on the PBX that we can leave behind: AT&T provided**
- **Confirm if we are disconnecting MMEC.959433 circuit after the move is completed. YES**

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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 Jane Wilson (732) 844-5113 or Cell (732) 397-4796 –
jw1934@att.com

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To read this disclaimer please [click here](#)

ENDRES, JAM (Legal)

From: RODRICKS, RON
Sent: Friday, April 21, 2017 3:20 PM
To: aappel@associatesin dermatology.com; Larry.Jarrell@intermedix.com
Cc: WOOD, BRADLEY D; BLACK, PAUL E; EXCONDE, ROINEL; SPIKNER, STEPHANIE J
Subject: Updated Telephone Number Move - Associates in Dermatology - ***HOT CUT*** - 1-69ZG81Y - AVPN

Hello Al/Larry,

I am the Order Specialist working on your upcoming Telephone Number (TN) "move" from your existing **50m MIS TDM PRI at 3810 Springhurst Blvd; 1st Floor/ Suite 200; Louisville, KY 40241** to your new **100m AVPN TDM PRI at 3810 Springhurst Blvd; 1st Floor/Telco; Louisville, KY 40241**. The TN move will follow the Hot Cut processes. **Please follow up with your New Start Order Manager – Stephanie Spikner; 404-853-2106; ssm2491@aatt.com as she will be assisting you with scheduling.**

Hot Cut Process: All Requested Telephone Numbers (TNs) on the original circuit will be disconnected. During this transition period, your TNs will be moved from the current IP Flex service to the new IP Flex service. **For planning purposes, please allow approximately 3 hours** downtime. Some of our telephone number moves take more/less time however we are not able to guarantee exactly how long it will take us to complete this work for you. The majority of our TN moves are completed in 3 hours or less. The orders will be progressed as quickly as possible in hopes of completing the telephone number move in the shortest amount of time possible.

The 53 total Telephone Numbers on your current circuit are as follows. With the "hot cut" process, at least 1 TN must stay on the original IP Flex. **(This TN would not be available at any future date on the new IP Flex).**

Gateway City Code	PBX Begin Range	PBX End Range	Ported /Native Ind	
502	3026066	3026067	N	2
502	3221940	3221959	P	20
502	5697344	5697344	P	1
502	5697711	5697711	P	1
502	5831749	5831749	P	1
502	5835024	5835024	P	1
502	5835228	5835228	P	1
502	5839061	5839061	P	1
502	6143008	6143008	P	1
502	6252200	6252221	P	22
502	8227101	8227102	N	2
				53

Cut times offered are Monday – Friday, 8AM - 5PM EST. Please consider what will work best for you and your vendor(s).

Your phone and data vendors may need to be onsite prior to or on the date of the cut to complete any/all necessary wiring and/or programming. On the cut date, no AT&T personnel will be onsite – the cut will be initiated via a conference call.

When you have confirmed the following information with me, I will be able to work with you to schedule a specific date and time to start the cut.

Items to confirm or follow up on:

- **Confirm the list of TN's to move**
- **Need to know if any of the existing TN's above can be left behind, if not I have a workaround**
- **Confirm if you would like to disconnect the old circuit once the move is complete**
- **Confirm if you would like to migrate your existing LAN IPs to the new circuit**
- **Acknowledge understanding of the Hot Cut process**

Let me know of any other special considerations I need to be aware of and/or any questions or concerns you might have.

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Ron Rodricks

Global Ordering, IP Flex Move Team

Global Customer Service

AT&T Technology Operations

95 W. Algonquin Blvd. Arlington Heights, IL 60005

Phone: (312) 656-9280 Email: rr533h@att.com

Next Level Support Contact: Area Manager: Bill Smith (732) 208-9975 ws6943@att.com

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support: [Link](#)
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ENDRES, JAM (Legal)

From: BLACK, PAUL E
Sent: Thursday, February 4, 2016 10:07 PM
To: BUNCH, SHAUN
Subject: update an order for Suzanne

Shaun:

Can you update N order on 502-589-5090 with a new due date? It was originally dated for 1/28 but never completed and is still PD.

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>

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www.att.com/help



ASSOCIATES IN DERMATOLOGY
3910 SPRINGHURST BLVD
LOUISVILLE KY 40241-5152

Page 1 of 3
Account Number 502 636-3795 443 0485
Billing Date Nov 11, 2016

Web Site att.com

Monthly Statement

We've found new ways you can save on your phone bill. We're standing by, ready to help!

Bill-At-A-Glance

Previous Bill	.00
Payment	.00
Adjustments	162.63CR
Balance	162.63CR
Current Charges	37.02
Balance	\$125.61CR
Payment is Not Required	

Billing Summary

Online: att.com/myatt	Page	
Plans and Services	1	8.03CR
1 866-820-6000 PIN: 6098		
Repair Service		
1 888 804-6444		
AT&T Long Distance Service	2	45.05
1 866 620-6000		
Total Current Charges		37.02

News You Can Use Summary

• PREVENT DISCONNECT • CARRIER INFORMATION
• MOVING SOON?
See 'News You Can Use' for additional information.

Return bottom portion with your check in the enclosed envelope.

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	10-26	Account Balance Adjustment	162.63CR	

Plans and Services

Promotions and Discounts

Item No.	Description	Amount
2	Discount for Business Local Calling for Bill Period Nov 11, 2016 EESN0RLW3.	6.27

Monthly Service - Nov 11 thru Dec 10

Item No.	Description	Quantity	Amount
3	Bus Local Call Unlimited A	1	97.00
	Business Line		
	Three-Way Calling		
	Remote Activation of Call Forwarding		
	Caller-ID Name-Number Delivery		
	Anonymous Call Blocking		

Additions and Charges to Service

This section of your bill reflects charges and credits resulting from account activity.

Item No.	Description	Quantity	Monthly Rate	Amount Billed
Activity on Oct 24, 2016				
PON: ML2242721				
Order No. C4C5LF08				
Charges for 502 634-9447				
Services Removed				
(Monthly Charges were Billed in Advance and are Prorated from Oct 25, 2016 through Nov 10, 2016)				
4	TRS/TAP Surcharge	1	.04	.02CR
Total Charges for PON: ML2242721				.02CR
5	Federal Universal Svc Fee-Mult	1	1.51	91CR
6	Kentucky Lifeline Support	1	.14	.08CR
7	Federal Subscriber Line Charge	1	8.28	4.69CR
8	Bus Local Call Unlimited A	2	194.00	109.95CR
Total Charges for 502 634-9447				115.85CR

Charges for 502 636-3794

Services Removed

(Monthly Charges were Billed in Advance and are Prorated from Oct 25, 2016 through Nov 10, 2016)

9	TRS/TAP Surcharge	1	.04	.02CR
10	Federal Universal Svc Fee-Mult	1	1.51	91CR

Local Services provided by AT&T Kentucky.



ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD
LOUISVILLE KY 40241-5162

Page 1 of 2
Account Number 502 636-3794 443 0482
Billing Date Oct 11, 2016
Web Site att.com

Monthly Statement

We've found new ways you can save on your phone bill. We're standing by, ready to help!

Bill-At-A-Glance

Previous Bill	168.63
Payment Received 9-30 Thank You!	168.63CR
Adjustments	.00
Balance	00
Current Charges	162.63CR
Balance	\$162.63CR
Payment is Not Required	

Billing Summary

Online: att.com/myatt	Page	
Plans and Services	1	185.31CR
1 866-620-6000 PIN: 6098		
Repair Service:		
1 888 804-8444		
AT&T Long Distance Service	2	22.68
1 866 620-6000		
Total Current Charges		162.63CR

News You Can Use Summary

- PREVENT DISCONNECT
 - MOVING SOON?
 - CARRIER INFORMATION
- See "News You Can Use" for additional information

Return bottom portion with your check in the enclosed envelope.

Plans and Services

Promotions and Discounts

Item No.	Description	
1.	Discount for Business ADL Promo for Bill Period Oct 11, 2016 EESN0RLVM	300.00CR
2.	Discount for Business Local Calling for Bill Period Oct 11, 2016 EESN0RLV3	141.00CR
3.	Discount for Bus Local Calling for Bill Period Oct 11, 2016 EESN0RLV5	50.00CR
Total Promotions and Discounts		491.00CR

Monthly Service - Oct 11 thru Nov 10

	Quantity	
4. Bus Local Call Unlimited A	1	97.00
Business Line		
Three-Way Calling		
Remote Activation of Call Forwarding		
Caller-ID Name-Number Delivery		
Anonymous Call Blocking		
5. Bus Local Call Unlimited A	1	97.00
Business Line		
Three-Way Calling		
Call Forwarding Busy Line		
Call Forwarding Don't Answer		
Remote Activation of Call Forwarding		
Caller-ID Name-Number Delivery		
Anonymous Call Blocking		
6. Bus Local Call Unlimited A	1	97.00
Business Line		
Three-Way Calling		
Remote Activation of Call Forwarding		
Caller-ID Name-Number Delivery		
Anonymous Call Blocking		

Total Monthly Service 291.00

Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity

Item No.	Description	Quantity	Monthly Rate	Amount Billed
Activity on Sep 30, 2016				
Charges for 502 636-3794				
Your bill reflects a credit for a change in rates for:				
(Monthly Charges are prorated from Oct 1, 2016 through Oct 10, 2016)				
7	Federal Universal Service Fee	3	15	.66CR

Local Services provided by AT&T Kentucky.

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Monday, January 23, 2017 11:24 AM
To: WOOD, BRADLEY D; BLACK, PAUL E; 'Al Appel'
Attachments: att 0117 2.pdf

More mystery for our telephone question.

I have attached 2 bills that we have in our files. Telephone Number 502-626-3794 had a credit of \$162.63. It appears that the credit transferred to 502-636-3795. I am not sure where 636-3795 came from. According to our records we have the following numbers:

636-3794
907-0065
384-0607
634-9447 – Fax

I have dialed 636-3795 and it just rings and rings.

Can you all help us figure this phone mystery out?

Thanks.

Hope Flannery
Associates in Dermatology
502-625-2221 (direct line)

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Thursday, July 7, 2016 7:20 AM
To: BLACK, PAUL E
Cc: 'Al Appel'
Attachments: att bill.pdf

Paul,

Please find attached the latest AT&T bill (for my cell phone) which shows billing for 2 office@hand services.

Hopefully this will help you set up the service that we need.

If you have any further questions, please give me a call.

Hope



ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD # 200
LOUISVILLE, KY 40241-6100

Page: 1 of 4
Bill Cycle Date: 05/13/16 - 06/12/16
Account: 990492681

Visit us online at: www.att.com/business

Wireless Statement

Bill-At-A-Glance

Previous Balance	\$145.44
Payment - 06/01 - Thank You!	\$145.44CR
Adjustments	\$0.00
Balance	\$0.00
New Charges	\$145.74

Total Amount Due \$145.74

Amount Due in Full by Jul 07, 2016

Service Summary

Service	Page	Total
Wireless		\$145.74
502 417-2105	\$103.92 2	
502 594-9408	\$41.82 2	
Total New Charges		\$145.74

53000-08 1287
53000-02 1287

B.Y. 5088
JUN 27 2016

Manage Your Account:

Online: att.com/myatt
Mobile App: att.com/myattapp
Support: 800 331-0500 or 611 from your mobile device
TTY: 866 241-6567



For Important Information about your bill, please see the **News You Can Use** section (Page 3).

Return bottom portion with your check in the enclosed envelope.
Payments may take 7 days to post.

Add a line and give your grad the gift of a new smartphone!

Add a new smartphone for \$0 down* with AT&T Next!
Visit att.com/next or go to an AT&T store. Call 800-331-0500.

AT&T Next*: \$0 down req'd. elig. installment agmt. Tax due at sale. Down payment option avail. Service: Qual. voice & data req'd. If eva cancelled, remaining installment agmt balance due. Deposit may be req'd. Subj. to Wireless Customer Agmt. Activ. Upgrade (\$20), restocking & other fees, monthly & other charges & restr's apply. Subject to change.

Wireless

Group 2 - Data Summary - May 13 thru Jun 12

Mobile Share Value 2GB with Rollover Data - Includes 2 gigabytes of domestic data. \$15 each additional 1GB. Unused plan data from the current bill period rolls over for use and expires after 1 billing period. Additional monthly charge applies for each device on the plan. Unlimited talk & text on mobile phones. Unlimited talk on Wireless Home Phone. Mobile Hotspot, video calling, and Visual Voicemail available with compatible devices. Unlimited domestic data usage on the AT&T Wi-Fi Basic network for smartphones and select data devices.

	Data Used (MB)
502 417-2105	457
502 594-9408	0
Total	457

Mobile Share Value 2GB with Rollover Data

	Megabytes (MB)
Rollover available through Jun 12*	1,569
Included in Plan	2,048
Total Data Used	457

Rollover available on Jun 13

1,592

Usage and available Rollover are rounded up to the next megabyte. For more details on your Data Summary, visit att.com/business.

* Unused Rollover Data expires after 1 billing period or when you change your plan or account.



502 417-2105
 ASSOCIATES IN DERMATOLOGY

Mobile Share Value iPhone on 4G LTE w/ VVM - Includes unlimited Anytime minutes, Nationwide Long Distance & Roaming, unlimited domestic and International text, picture, and video messages sent or received from the U.S., Puerto Rico and the U.S. Virgin Islands, Call Forward feature, Caller ID, Call Wait, Conference Call feature. Mobile Share voice and data plan required.

Mobile Insurance Premium - Includes Coverage for loss, theft, accidental damage, liquid damage, and out-of-warranty malfunction.

Office@Hand Standard Edition 2 Users - Includes a cloud based (PBX) business phone system with virtually unlimited calling and faxing in the U.S. and Canada, an auto-attendant, local, toll free and fax numbers, integrated business SMS and voicemail, call management including answering rules, call forwarding, call transfer and conferencing. Plug & Ring(R) ready phones are available for each extension plus free 24/7 specialized customer support. Standard Edition includes 1,000 minutes of Toll Free at no additional cost.



Monthly Charges - Jun 13 thru Jul 12

1. Mobile Share Value iPhone on 4G LTE w/ VVM	40.00
2. Discount for Access	15.00CR
3. Mobile Insurance Premium	7.99
4. Office@Hand Standard Edition 2 Users	56.00
5. Office@Hand e911 Fee 2 Users	4.00
Total Monthly Charges	92.99

Other Charges and Credits

Voice Usage Summary

Shared Minutes	Unlimited
Daytime Minutes	
Minutes Used	171
Night & Weekend Minutes	
Minutes Used	67

Data Usage Summary

Shared Messaging	Unlimited
Used	73

Mobile Share Value 2GB with Rollover Data
 Individual MB Used 457
 1 Gigabyte (GB) = 1024MB, 1 Megabyte (MB) = 1024KB

ENDRES, JAM (Legal)

Subject: TTU Invitation for Associates In Dermatology, PLLC (NEW ALBANY, IN)
Location: CONFERENCE BRIDGE: 888-331-6293 PARTICIPANTS CODE: 8849295 - HOST: 64955221

Start: Thu 4/26/2018 6:00 PM
End: Thu 4/26/2018 8:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: SPIKNER, STEPHANIE J
Required Attendees: MATHEWS, THOMAS; Larry.Jarrell@intermedix.com;
aappel@associatesindermatology.com; dbest@matrixintegration.com; dglassford@psr-cis.com; cball@matrixintegration.com; BLACK, PAUL E; EXCONDE, ROINEL;
RAVISHANKAR, U

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 TTU date and time for Associates In Dermatology is Thursday, 04/26/18 at 6pm est/5pm Central. During the TTU a BVOIP SME will work with the customer to make test calls. The SME will test inbound and outbound (local, long distance, toll free, international and 411). You will need to make sure that all of your Customer Managed Equipment is configured and ready so the test calls can complete. The calls have to complete and two-way audio has to be confirmed.

All parties who plan to take part in these TTU activities please take note of the "location" for the appointment (listed below the subject line in this message) which is the teleconference bridge and access code where all involved parties will meet:

- OM TTU Bridge: 888-331-6293
- Participant's Code: 8849295#

Please forward to anyone else who would be required for this TTU call.

Please dial the Toll Free number and when prompted enter the "participant" code. The bridge will be opened by either the TTE or me via the "host" code.

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.

Here are the details of your scheduled Test & Turn-Up:

TTU Date: 04/26/2018 6pm est

TTU Category: TTU-SA

TTEC: TTEC BVoIP-AVPN

Customer Order Information:

BVoIP Order Number: 171502086

USRP Order

USO Number:

Local Contact (LCON): Al Appel

Local Contact Number: 5025831749

Premise Location: 2241 GREEN VALLEY RD, NEW ALBANY, IN

BVoIP Order Manager/SSM: Stephanie Spikner

Office: 404-745-6379

Alternate:

Email: ss2481@att.com

OM TTU Bridge: 888-331-6293

Host Code: 64955221

Participant's Code: 8849295

PhoneUID:

TTE: RAVISHANKAR, U

Office: 91 8043547246

Email: ru7240@att.com

ENDRES, JAM (Legal)

Subject: Test & Turn-Up (TTU) activities for: ASSOCIATES IN DERMATOLOGY SOR 1-5FIF865, Order Number: 1-5FIF865

Location: 888-331-6293 Participant Code 6148322 Host Code 6639584

Start: Mon 3/6/2017 6:00 PM

End: Mon 3/6/2017 8:00 PM

Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: BELIN, MATT

Required Attendees: BELIN, MATT; KP, DHANESH; WOOD, BRADLEY D; BLACK, PAUL E; RODRICKS, RON; AI Appel



BGPRCustomer...

This is a conference call test and turn up, there will be no AT&T technician dispatched to your site*** Please make sure that your IT/PBX-phone vendor is at your site on 03/06/2017 at 06:00 PM EST; call into the conference bridge promptly, our testing engineer has been reserved for 2 hours****

Thank you for ordering AT&T IP Flexible Reach service. I am pleased to inform you that we are ready to perform the Test & Turn-Up (TTU) activities for your site.

The Test & Turn-Up date and time for your site, is **03/06/2017 at 06:00 PM EST** (All times are **EST** unless otherwise noted). The Test and Turn-up Engineer (TTE) who will be conducting the TTU will be **KP, DHANESH <dk505t@intl.att.com>**. If the date or time for the TTU is inconvenient for you, please contact me immediately at +1 (404) 486-6090 as failure to do so could lead to an interruption of your service and potential Customer Not Ready charges resulting from any delay.

Your AT&T IP Flexible Reach service will be activated with the following telephone numbers (TNs):

- We are activating the following new telephone numbers

Telephone Number	
From	To
5023136759	6760

- AT&T has assigned the following IP addresses (IPV4) for programming into your equipment.

AT&T Assigned Public Signaling IP Address	
IP Addresses	Offset
32.253.69.106	2

Number of Public Media IP Addresses: 1

AT&T Assigned Public Media IP Addresses	
IP Addresses	Offset
32.253.69.105	1

WAN Link IP Address(IPV4):

WAN Link IP Address(IPV6):

Data Private LAN IP Address:

Data Private LAN IP Mask:

VDNA Media IP Address:

Site Survivability Primary WAN IP Address(IPV4):

Site Survivability Primary WAN IP Address(IPV6):

Site Survivability Primary Gateway Address(IPV4):

Site Survivability Primary Gateway Address(IPV6):

Site Survivability Primary WAN IP Mask:

Logical Channel IP Address(IPV4): 32.6.211.162

Logical Channel IP Address/Prefix Length(IPV6):

Logical Channel Subnet Mask(IPV4): 255.255.255.252

ICORE PVC ID: 12923228

Native Public Signaling IP Address:

Non-Native Public Signaling IP Address:

Customer Provided Native Public Signaling IP Address:

Customer Provided Non-Native Public Signaling IP Address:

IP Border Element Assignments

IP Border Element Name	IP Address (IPV4)	SD Media IP Address(IPV4)	Vlan-ID
ch4il19sds	12.194.44.197	12.194.44.206	
mi4mn19sds	12.194.44.5	12.194.44.14	

All parties who plan to take part in the TTU activities should take note of the "location" for the appointment (listed below the subject line in this message) which is the teleconference bridge and access code where all involved parties will meet:

- TTU Bridge: 888-331-6293
- Participant's Code: 6148322

Please dial the Toll Free number and when prompted enter the "participant" code. The bridge will be opened by either the TTE or me via the "host" code.

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.

The following are your order details.

TTU Date: N/A

Customer Order Information: ASSOCIATES IN DERMATOLOGY SOR 1-5FIF865

CSM Order Number: 1-5FIF865

USRP Order Number: 32502237

USO Number: VR16224780

BVoIP Order Number: 160810262

Local Contact(LCON): N/A

Premise Location: N/A

Office: N/A

BVoIP Order Manager(OM): Matt Belin

Office: +1 (404) 486-6090

Email: mb067f@att.com;

Bridge: 888-331-6293

Participant's Code: 6148322

TTE: N/A

Thank you for choosing AT&T

Sincerely,

Matt Belin

Phone: +1 (404) 486-6090

AT&T Business Solutions

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ENDRES, JAM (Legal)

From: RODRICKS, RON
Sent: Friday, April 21, 2017 2:04 PM
To: aappel@associatesin dermatology.com; Larry.Jarrell@intermedix.com
Cc: WOOD, BRADLEY D; BLACK, PAUL E; EXCONDE, ROINEL; MOORE, DEANNA
Subject: Telephone Number Move - Associates in Dermatology - ***HOT CUT*** - 1-69ZG81Y - AVPN

Importance: High

Hello Al/Larry,

I am the Order Specialist working on your upcoming Telephone Number (TN) "move" from your existing **50m MIS TDM PRI at 3810 Springhurst Blvd; 1st Floor/ Suite 200; Louisville, KY 40241 to your new 100m AVPN TDM PRI at 3810 Springhurst Blvd; 1st Floor/Telco; Louisville, KY 40241**. The TN move will follow the Hot Cut processes. **Please follow up with your New Start Order Manager – Deanna Moore; 404-829-6751; dm155s@aif.com as he will be assisting you with scheduling.**

Hot Cut Process: All Requested Telephone Numbers (TNs) on the original circuit will be disconnected. During this transition period, your TNs will be moved from the current IP Flex service to the new IP Flex service. **For planning purposes, please allow approximately 3 hours downtime.** Some of our telephone number moves take more/less time however we are not able to guarantee exactly how long it will take us to complete this work for you. The majority of our TN moves are completed in 3 hours or less. The orders will be progressed as quickly as possible in hopes of completing the telephone number move in the shortest amount of time possible.

The 53 total Telephone Numbers on your current circuit are as follows. With the "hot cut" process, at least 1 TN must stay on the original IP Flex. **(This TN would not be available at any future date on the new IP Flex).**

Gateway City Code	PBX Begin Range	PBX End Range	Ported /Native Ind	
502	3026066	3026067	N	2
502	3221940	3221959	P	20
502	5697344	5697344	P	1
502	5697711	5697711	P	1
502	5831749	5831749	P	1
502	5835024	5835024	P	1
502	5835228	5835228	P	1
502	5839061	5839061	P	1
502	6143008	6143008	P	1
502	6252200	6252221	P	22
502	8227101	8227102	N	2
				53

Cut times offered are Monday – Friday, 8AM - 5PM EST. Please consider what will work best for you and your vendor(s).

Your phone and data vendors may need to be onsite prior to or on the date of the cut to complete any/all necessary wiring and/or programming. On the cut date, no AT&T personnel will be onsite – the cut will be initiated via a conference call.

When you have confirmed the following information with me, I will be able to work with you to schedule a specific date and time to start the cut.

Items to confirm or follow up on:

- **Confirm the list of TN's to move**
- **Need to know if any of the existing TN's above can be left behind, if not I have a workaround**
- **Confirm if you would like to disconnect the old circuit once the move is complete**
- **Confirm if you would like to migrate your existing LAN IPs to the new circuit**
- **Acknowledge understanding of the Hot Cut process**

Let me know of any other special considerations I need to be aware of and/or any questions or concerns you might have.

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 (312) 656-9280 to report the error, and then delete this message from your system.

Ron Rodricks

Global Ordering, IP Flex Move Team

Global Customer Service

AT&T Technology Operations

95 W. Algonquin Blvd. Arlington Heights, IL 60005

Phone: (312) 656-9280 Email: rr533h@att.com

Next Level Support Contact: Area Manager: Bill Smith (732) 208-9975 ws6943@att.com

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support: [Link](#)
I promise to deliver an extraordinary customer experience in all customer interactions.

ENDRES, JAM (Legal)

From: RODRICKS, RON
Sent: Wednesday, January 11, 2017 10:03 AM
To: aappel@associatesindermatology.com
Cc: WOOD, BRADLEY D; BLACK, PAUL E; GALLAGHER, WANDA C; BELIN, MATT
Subject: Telephone Number Move - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN

Importance: High

Hello Al,

I am the Order Specialist working on your upcoming Telephone Number (TN) "move" from your existing **50m MIS TDM PRI at 3810 Springhurst Blvd. 1st Floor/Suite 200, Louisville, KY 40241 to your new 100m AVPN IP SIP at the same location.** The TN move will follow the Hot Cut processes. **Please follow up with your New Start Order Manager – Matt Belin - mb0671@att.com - (404) 486-6090 as he will be assisting you with scheduling.**

Hot Cut Process: All Requested Telephone Numbers (TNs) on the original circuit will be disconnected. During this transition period, your TNs will be moved from the current IP Flex service to the new IP Flex service. **For planning purposes, please allow approximately 3 hours downtime.** Some of our telephone number moves take more/less time however we are not able to guarantee exactly how long it will take us to complete this work for you. The majority of our TN moves are completed in 3 hours or less. The orders will be progressed as quickly as possible in hopes of completing the telephone number move in the shortest amount of time possible.

The 53 total Telephone Numbers on your current circuit are as follows. With the "hot cut" process, at least 1 TN must stay on the original IP Flex. **(This TN would not be available at any future date on the new IP Flex).**

Gateway City Code	PBX Begin Range	PBX End Range	Ported /Native Ind	
502	3026066	3026067	N	2
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502	5831749	5831749	P	1
502	5835024	5835024	P	1
502	5835228	5835228	P	1
502	5839061	5839061	P	1
502	6143008	6143008	P	1
502	6252200	6252221	P	22
502	8227101	8227102	N	2
				53

Cut times offered are Monday – Friday, 7AM - 6PM EST. Please consider what will work best for you and your vendor(s).

Your phone and data vendors may need to be onsite prior to or on the date of the cut to complete any/all necessary wiring and/or programming. On the cut date, no AT&T personnel will be onsite – the cut will be initiated via a conference call.

When you have confirmed the following information with me, I will be able to work with you to schedule a specific date and time to start the cut.

Items to confirm or follow up on:

- **Confirm the list of TN's to move**
- **Need to know if any of the existing TN's above can be left behind, if not I have a workaround**
- **Confirm if you would like to disconnect the old circuit once the move is complete**
- **Confirm if you would like to migrate your existing LAN IPs to the new circuit**
- **Acknowledge understanding of the Hot Cut process**

Let me know of any other special considerations I need to be aware of and/or any questions or concerns you might have.

Ron Rodricks - Global Ordering - IPFlex Move Team
Phone: (312) 656-9280. Email: rr533h@att.com

AT&T Order Status Tools: Internal [IOS](#) & Customers [OSM](#)
AT&T Internal partners please refer to the [Internal Support Guide](#) in advance of engaging next level support.

Next Level Support – Area Manager – Bill Smith - Phone: (732) 208-9975 or Email: ws6943@att.com



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ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Wednesday, February 17, 2016 7:13 AM
To: BLACK, PAUL E
Subject: Statement question

Good Morning, Paul.

Could you get the name changed on account #831-000-5538 323 from Al Appel to Associates in Dermatology. We need to have the company name on all bills instead of individual names.

Any help you can give me on this would be greatly appreciated.

Hope Flannery
Chief Financial Officer
Associates in Dermatology, PLLC
3810 Springhurst Blvd., Suite 200
Louisville, KY 40241
Phone - 502-625-2221
Fax - 502-329-8184

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ENDRES, JAM (Legal)

From: BLACK, PAUL E
Sent: Thursday, September 22, 2016 6:50 PM
To: ANDERSON, DAMIEN
Cc: WOOD, BRADLEY D; DAUGHERTY, KERRY L
Subject: SR 1-53OLAT1 Associates In Dermatology

Damien:

This SR (1-53OLAT1) for AVPN is assigned to you in ROME and we are looking for assistance in moving it downstream to accepted status. The order was handed off on 9/15 and we are committed to SIPping it for EOD results tomorrow. Can you assist?

thanks

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

ENDRES, JAM (Legal)

From: RDS Worklist <rds@rdsmail.ims.att.com>
Sent: Thursday, January 21, 2016 3:33 PM
To: BLACK, PAUL E
Subject: SOR Received, Associates in Dermatology, SOR MDS-ID

Thank You for submitting your request to the Customer Care Center. Your RDS Tracking # is 012116OSW56078IO. Your Shopping Cart # is ISR16012112369. Please keep this information. We will refer to the Tracking Number in all future correspondence regarding this request.

Note: Please do not reply via e-mail. This address is automated and unattended.

ENDRES, JAM (Legal)

From: Chrisel Daño <chrisel.dano@ringcentral.com>
Sent: Monday, February 1, 2016 4:17 PM
To: aappel@associatesin dermatology.com; LHF@associatesin dermatology.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: BELIN, MATT
Sent: Tuesday, February 21, 2017 12:24 PM
To: KP, DHANESH; WOOD, BRADLEY D; BLACK, PAUL E; RODRICKS, RON; Al Appel
Cc: 'Pete Mikiten (pmikiten@matrixintegration.com)'; BELIN, MATT
Subject: RE: Test & Turn-Up (TTU) activities for: ASSOCIATES IN DERMATOLOGY SOR 1-5FIF865, Order Number: 1-5FIF865

Importance: High

Al,

I tried leaving a voice message but was unable too.

Please confirm via email or a phone call that your planning on still moving forward with the 3/6 Move TTU and 2/28 Scheduled LAN Migration

Thanks,

Matt Belin

Order Specialist
IPFLEX over AVPN

AT&T

754 Peachtree St, Atlanta, Georgia, 30324
Office: 404-486-6090 Email: mb067f@att.com

Next Level Support: Area Manager Tim Kilkenney - Phone: 216-496-8591 or Email: tk2698@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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-----Original Appointment-----

From: BELIN, MATT
Sent: Monday, January 30, 2017 3:01 PM
To: BELIN, MATT; KP, DHANESH; WOOD, BRADLEY D; BLACK, PAUL E; RODRICKS, RON; Al Appel
Cc: Pete Mikiten (pmikiten@matrixintegration.com)
Subject: Test & Turn-Up (TTU) activities for: ASSOCIATES IN DERMATOLOGY SOR 1-5FIF865, Order Number: 1-5FIF865
When: Monday, March 06, 2017 6:00 PM-8:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: 888-331-6293 Participant Code 6148322 Host Code 6639584

<< File: BGPRCustomerRouterConfiguration1428428.doc >>

This is a conference call test and turn up, there will be no AT&T technician dispatched to your site***
Please make sure that your IT/PBX-phone vendor is at your site on 03/06/2017 at 06:00 PM EST; call
into the conference bridge promptly, our testing engineer has been reserved for 2 hours****

Thank you for ordering AT&T IP Flexible Reach service. I am pleased to inform you that we are ready to perform the
Test & Turn-Up (TTU) activities for your site.

The Test & Turn-Up date and time for your site, is 03/06/2017 at 06:00 PM EST (All times are **EST** unless otherwise
noted). The Test and Turn-up Engineer (TTE) who will be conducting the TTU will be **KP, DHANESH**
<dk505t@intl.att.com>. If the date or time for the TTU is inconvenient for you, please contact me immediately at
+1 (404) 486-6090 as failure to do so could lead to an interruption of your service and potential Customer Not Ready
charges resulting from any delay.

Your AT&T IP Flexible Reach service will be activated with the following telephone numbers (TNs):

- We are activating the following new telephone numbers
- << OLE Object: Picture (Device Independent Bitmap) >>
- AT&T has assigned the following IP addresses (IPV4) for programming into your equipment.

<< OLE Object: Picture (Device Independent Bitmap) >>

All parties who plan to take part in the TTU activities should take note of the "location" for the appointment (listed
below the subject line in this message) which is the teleconference bridge and access code where all involved parties
will meet:

- TTU Bridge: 888-331-6293
- Participant's Code: 6148322

Please dial the Toll Free number and when prompted enter the "participant" code. The bridge will opened by either the
TTE or me via the "host" code.

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.**

The following are your order details.

TTU Date: N/A

Customer Order Information: ASSOCIATES IN DERMATOLOGY SOR 1-5FIF865

CSM Order Number: 1-5FIF865

USRP Order Number: 32502237

USO Number: VR16224780

BVoIP Order Number: 160810262

Local Contact(LCON): N/A

Premise Location: N/A

Office: N/A

BVoIP Order Manager(OM): Matt Belin

Office: +1 (404) 486-6090

Email: mb067f@att.com;

Bridge: 888-331-6293

Participant's Code: 6148322

TTE: N/A

Thank you for choosing AT&T

Sincerely,

Matt Belin

Phone: +1 (404) 486-6090

AT&T Business Solutions

This e-mail and any files transmitted with it are AT&T property, are confidential, and are intended solely for the use of the individual or entity to whom this e-mail is addressed. If you are not one of the named recipient(s) or otherwise have reason to believe that you have received this message in error, please notify the sender and delete this message immediately from your computer. Any other use, retention, dissemination, forwarding, printing, or copying of this e-mail is strictly prohibited.

ENDRES, JAM (Legal)

From: BELIN, MATT
Sent: Thursday, January 12, 2017 12:19 PM
To: RODRICKS, RON; Al Appel
Cc: WOOD, BRADLEY D; BLACK, PAUL E; GALLAGHER, WANDA C; BELIN, MATT
Subject: RE: Telephone Number Move - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN

Al,

I see your PreTest is scheduled for 1/19 and once that completes I'll give you a call to schedule your Move TTU.

—
Ron- Please provide your availability for the next 6 weeks to schedule

Thanks

From: RODRICKS, RON
Sent: Wednesday, January 11, 2017 7:36 PM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BELIN, MATT <mb067f@att.com>
Subject: RE: Telephone Number Move - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN

Yes, and you will need to work with Matt as far as scheduling.

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, January 11, 2017 9:51 AM
To: RODRICKS, RON <rr533h@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BELIN, MATT <mb067f@att.com>
Subject: RE: Telephone Number Move - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN

Good morning,

Our telephone provider is Matrix Integration, will they need to be onsite?

Al

From: RODRICKS, RON [<mailto:rr533h@att.com>]
Sent: Wednesday, January 11, 2017 10:03 AM
To: aappel@associatesin dermatology.com
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BELIN, MATT <mb067f@att.com>
Subject: Telephone Number Move - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN
Importance: High

Hello AI,

I am the Order Specialist working on your upcoming Telephone Number (TN) "move" from your existing **50m MIS TDM PRI at 3810 Springhurst Blvd. 1st Floor/Suite 200, Louisville, KY 40241 to your new 100m AVPN IP SIP at the same location.** The TN move will follow the Hot Cut processes. **Please follow up with your New Start Order Manager – Matt Belin - mab677@att.com - (404) 486-6090 as he will be assisting you with scheduling.**

Hot Cut Process: All Requested Telephone Numbers (TNs) on the original circuit will be disconnected. During this transition period, your TNs will be moved from the current IP Flex service to the new IP Flex service. For planning purposes, please allow approximately **3 hours** downtime. Some of our telephone number moves take more/less time however we are not able to guarantee exactly how long it will take us to complete this this work for you. The majority of our TN moves are completed in 3 hours or less. The orders will be progressed as quickly as possible in hopes of completing the telephone number move in the shortest amount of time possible.

The 53 total Telephone Numbers on your current circuit are as follows. With the "hot cut" process, at least 1 TN must stay on the original IP Flex. **(This TN would not be available at any future date on the new IP Flex).**

Gateway City Code	PBX Begin Range	PBX End Range	Ported	
			/Native Ind	
502	3026066	3026067	N	2
502	3221940	3221959	P	20
502	5697344	5697344	P	1
502	5697711	5697711	P	1
502	5831749	5831749	P	1
502	5835024	5835024	P	1
502	5835228	5835228	P	1
502	5839061	5839061	P	1
502	6143008	6143008	P	1
502	6252200	6252221	P	22
502	8227101	8227102	N	2
				53

Cut times offered are Monday – Friday, 7AM - 6PM EST. Please consider what will work best for you and your vendor(s).

Your phone and data vendors may need to be onsite prior to or on the date of the cut to complete any/all necessary wiring and/or programming. On the cut date, no AT&T personnel will be onsite – the cut will be initiated via a conference call.

When you have confirmed the following information with me, I will be able to work with you to schedule a specific date and time to start the cut.

Items to confirm or follow up on:

- Confirm the list of TN's to move
- Need to know if any of the existing TN's above can be left behind, if not I have a workaround
- Confirm if you would like to disconnect the old circuit once the move is complete
- Confirm if you would like to migrate your existing LAN IPs to the new circuit
- Acknowledge understanding of the Hot Cut process

Let me know of any other special considerations I need to be aware of and/or any questions or concerns you might have.

Ron Rodricks - Global Ordering - IPFlex Move Team
Phone: (312) 656-9280. Email: rr533h@att.com

AT&T Order Status Tools: Internal [IOS](#) & Customers [OSM](#)
AT&T Internal partners please refer to the [Internal Support Guide](#) in advance of engaging next level support.

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, January 11, 2017 10:51 AM
To: RODRICKS, RON
Cc: WOOD, BRADLEY D; BLACK, PAUL E; GALLAGHER, WANDA C; BELIN, MATT
Subject: RE: Telephone Number Move - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN

Good morning,

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Al

From: RODRICKS, RON [mailto:rr533h@att.com]
Sent: Wednesday, January 11, 2017 10:03 AM
To: aappel@associatesin dermatology.com
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BELIN, MATT <mb067f@att.com>
Subject: Telephone Number Move - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN
Importance: High

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Ron Rodricks - Global Ordering - IPFlex Move Team
 Phone: (312) 656-9280. Email: rr533h@att.com

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ENDRES, JAM (Legal)

From: RODRICKS, RON
Sent: Wednesday, January 11, 2017 7:36 PM
To: Al Appel
Cc: WOOD, BRADLEY D; BLACK, PAUL E; GALLAGHER, WANDA C; BELIN, MATT
Subject: RE: Telephone Number Move - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN

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Sent: Wednesday, January 11, 2017 9:51 AM
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502	5835024	5835024	P	1
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Ron Rodricks - Global Ordering - IPFlex Move Team
Phone: (312) 656-9280. Email: rr533h@att.com

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AT&T Internal partners please refer to the [Internal Support Guide](#) in advance of engaging next level support.

Next Level Support – Area Manager – Bill Smith - Phone: (732) 208-9975 or Email: ws6943@att.com



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ENDRES, JAM (Legal)

From: CREMONE, LISA M
Sent: Thursday, September 22, 2016 1:08 PM
To: BLACK, PAUL E; CORDOVA, SONIA M
Cc: DAUGHERTY, KERRY L; WOOD, BRADLEY D
Subject: RE: SR 1-53OLAT1 Associates In Dermatology

Paul

Ordering would not be able to answer that question – whoever creates these orders on your side needs to do that and submit into HALO – it has not hit us yet

Lisa Cremona, Area Manager, Halo Customer Care Operations - Ordering Team
Phone: (732)-844-5677 Mobile: (732) 915-7352 Email: lc2612@att.com

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AT&T Internal partners please refer to the [Internal Support Guide](#) in advance of engaging next level support.

Next Level Support – Director – Dan Elliott – Phone: 732-885-7520 or Email: de9489@att.com



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From: BLACK, PAUL E
Sent: Thursday, September 22, 2016 1:04 PM
To: CORDOVA, SONIA M <sc2414@att.com>; CREMONE, LISA M <lc2612@att.com>
Cc: DAUGHERTY, KERRY L <kd0925@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: SR 1-53OLAT1 Associates In Dermatology

Thank you for the quick response.

This order was handed off on 9/15/16 and we are 6 business days in today. When can we expect the SOR to be available so the SR can be accepted?

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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www.att.com/help

From: CORDOVA, SONIA M

Sent: Thursday, September 22, 2016 9:55 AM

To: CREMONE, LISA M <lc2612@att.com>; BLACK, PAUL E <pb7183@att.com>

Cc: DAUGHERTY, KERRY L <kd0925@att.com>; WOOD, BRADLEY D <bw6258@att.com>

Subject: RE: SR 1-53OLAT1 Associates In Dermatology

Lisa,

This is an AVPN order. The related Sales Order Request (SOR) does not appear to have been created yet – it is not available in ROME

Sonia Cordova, Order Specialist, Halo Customer Care Operations - Ordering Team
Phone: (732)-844-5776; Email: sc2414@att.com

AT&T Order Status Tools: [Internal IOS](#) & [Customers OSM](#)

AT&T Internal partners please refer to the [Internal Support Guide](#) in advance of engaging next level support.

Next Level Support – Area Manager– Lisa Cremone - Phone: (732)844-5677 or Email: lc2612@att.com



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From: CREMONE, LISA M

Sent: Thursday, September 22, 2016 8:27 AM

To: BLACK, PAUL E <pb7183@att.com>; CORDOVA, SONIA M <sc2414@att.com>

Cc: DAUGHERTY, KERRY L <kd0925@att.com>; WOOD, BRADLEY D <bw6258@att.com>

Subject: RE: SR 1-53OLAT1 Associates In Dermatology

Sonia can you please check this one?

Lisa Cremone, Area Manager, Halo Customer Care Operations - Ordering Team

Phone: (732)-844-5677 Mobile: (732) 915-7352 Email: lc2612@att.com

AT&T Order Status Tools: Internal [IOS](#) & Customers [OSM](#)

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Next Level Support – Director – Dan Elliott - Phone: 732-885-7520 or Email: de9489@att.com



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From: BLACK, PAUL E

Sent: Thursday, September 22, 2016 12:01 AM

To: CREMONE, LISA M <lc2612@att.com>

Cc: DAUGHERTY, KERRY L <kd0925@att.com>; WOOD, BRADLEY D <bw6258@att.com>

Subject: RE: SR 1-53OLAT1 Associates In Dermatology

Lisa:

Any assistance you can provide us in getting this order accepted would be appreciated. It is a deal that has been committed to leadership for Friday, and we want to make sure we have everything needed before we get into a tight spot during end of month orders.

thanks

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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www.att.com/help

From: WOOD, BRADLEY D
Sent: Wednesday, September 21, 2016 4:38 PM
To: CREMONE, LISA M <lc2612@att.com>
Cc: BLACK, PAUL E <pb7183@att.com>; DAUGHERTY, KERRY L <kd0925@att.com>
Subject: SR 1-53OLAT1 Associates In Dermatology

Good Afternoon Lisa,

Looking for some assistance with SR 1-53OLAT1, the order was handed off last Wednesday or Thursday and has still not been accepted or order numbers been given. To avoid the end of month rush can you help push this through so we can get this order progressing and get order numbers? Thanks in advance.

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](#)

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@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 <bowling@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 <bowling@associatesin dermatology.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Team,
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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

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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 10:14 AM
To: BLACK, PAUL E; SANCHEZ, ARACELLI
Cc: CHAVEZ, RAMIRO; HERNANDEZ, HERLINDA; Laurie Bowling
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

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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](#)

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Regional Sales Director – Kentucky/Southern Indiana

AT&T

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Please update the email address to Laurie Bowling <lbowling@associatesin dermatology.com>

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

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Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
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Intrusive Test: Y
Power to CPE: Y

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mf079j@att.com
Subject: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

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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: BLACK, PAUL E
Sent: Thursday, August 16, 2018 11:18 AM
To: Al Appel
Cc: ETHERTON, BRITTANEE; Corky Webb (corky@sptsolutions.com); Larry Jarrell; Charlie McCall; HERBERT, ERIC A
Subject: RE: Accounts

Mr. Appel:

I believe your claim covers two main areas of dispute. I will attempt to address each below.

1. Associates in Dermatology is requesting to be let out of all contracts with AT&T without a penalty.
 - a. We cannot release Associates in Dermatology from any contractual obligation. Contracts are legally binding agreements and we are not authorized to terminate a contract without penalty if the contract states a penalty is applicable.
 - b. Are you requesting that AT&T prepare a formal Early Termination Fee calculation for services? If so please provide a written request to include the services you are requesting the calculation for, including account numbers, and the termination date you would like applied for calculation purposes.
 - c. Are you formally requesting AT&T to move forward with disconnecting all of your services? If so please provide all account numbers and any subaccount numbers you are requesting to be disconnected. We require these requests in writing to make sure incorrect services are not disconnected and that we are receiving the requests from an authorized party.
2. Associates in Dermatology is asking for credits.
 - a. We cannot grant credits or adjustments to your account without a thorough investigation being completed, with that investigation being based off of a detailed dispute provided by the customer to include dates, account numbers, amounts, and documentation to support your claim. To date I do not believe this has been provided, only a very general request to cancel services without a termination penalty. If you have specific charges you are disputing please provide a detailed claim including account numbers, dates, and amounts, and we will provide to our billing care team for investigation. The claim will be investigated and a determination will be made if any credits are contractually owed.

When Brittaneer introduced herself to you as your new account manager she requested to sit down with you to work with you on completing the existing project and work through any billing issues. You declined this offer and threatened legal action. It is our opinion that AT&T made an effort to help resolve your issues but you declined, then filed this complaint and again threatened further legal action. If you wish to provide the information outlined above please do so and we will work on your request.

Respectfully,

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

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Thursday, August 16, 2018 9:20 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@associatesin dermatology.com>
Subject: RE: Accounts

Hi Eric,

I spoke with Brittanee 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

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: HERBERT, ERIC A <eh2345@att.com>
Sent: Thursday, August 2, 2018 5:34 PM
To: Al Appel <aappel@associatesin dermatology.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@associatesin dermatology.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 cancellation 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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ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD STE 200
LOUISVILLE KY 40241

Page 1 of 2
Account Number 171-800-3774 001
Billing Date Aug 5, 2018
Questions? 1 800 358-1111
Web Site att.com

Invoice 7675873400
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	8,750.58
Payment	.00
Adjustments	1,051.77
Past Due - Please Pay Immediately	9,802.35
Current Charges	7,387.02
Total Amount Due	\$17,189.37
Current Charges Due in Full by	Sep 4, 2018

Billing Summary

Questions?
Call: 1 800 358-1111
Online: www.businessdirect.att.com

AT&T Business Services

Group #000001 Springhurst			
Sub-Account #939-011-2088 027	52.58		
Total Group #000001		52.58	
Group #000003			
Sub-Account #829-000-2597 576	3,165.30		
Total Group #000003		3,165.30	
Group #000004 Springhurst			
Sub-Account #829-000-2612 970	1,813.88		
Sub-Account #829-000-2612 973	.00		
Sub-Account #831-000-7401 575	405.13		
Total Group #000004		2,219.01	
Group #000005 New Albany			
Sub-Account #829-000-2612 974	1,813.88		
Sub-Account #829-000-2612 977	.00		
Sub-Account #831-000-8021 144	136.25		
Total Group #000005		1,950.13	
Group #000006 New Albany			
Sub-Account #829-000-2679 292	.00		
Sub-Account #829-000-2679 295	.00		
Total Group #000006		.00	
Total Current Charges	7,387.02		

News You Can Use

News You Can Use

ACCOUNT STATUS
Welcome to the AT&T Global Transaction Network (GTN). As an AT&T Toll-Free Advanced Features customer, the Global Transaction Network will give you access to an expanded array of Toll-Free benefits. These benefits include faster call set-up times and enhanced feature flexibility.

Your Account Executive can work with you to determine how GTN can help give your business a competitive edge.

Where allowed by law, AT&T may implement late payment interest of no more than 18% annually. Rates will vary based on state regulations. Interest will be calculated based upon daily balances and will be applicable for each day that a delinquent balance is outstanding. This charge will apply to all balances that are delinquent through such time that payment in full is received at AT&T. The late payment interest will be billed on a monthly basis. Accounts billed outside the US will not be charged LPI.

Where allowed by law, AT&T may implement a \$25 service fee for restoration of service where delinquency has caused an interruption. This fee will be applicable to each account that is being restored and will be included on your monthly billing statement.

Some products require electronic billing as their official bill media. When electronic billing is the official bill media, an informational statement may be sent containing some of the same information as the electronic bill. The informational statement is not your bill. However, if you choose to mail your payment instead of paying electronically, the informational statement has a tear-off that can be used to submit your payment.

JUST FOR YOUR BUSINESS

Make a statement - by not receiving one. View and download your bill details electronically via View Bills from the BusinessDirect website! This state-of-the-art online bill provides all the information that is necessary to manage your business. Pay, view and download your bill, in one easy step... and it's FREE! For access to BusinessDirect, and View Bills, please contact your Account Executive.

Where allowed by law, AT&T will charge a \$25 fee for any payment returned for insufficient funds, applied on your next invoice. AT&T values your business and thanks you for your cooperation in this matter.

REGULATORY NEWS

****Important News About Your Account****

You are requested to provide in writing to AT&T, within six months of this bill, any dispute with respect to the charges on this bill, unless a different notification period applies under your contract, State Tariff and/or Service Guide.

You can reach AT&T either by using the toll free number on your bill, or in writing at the remittance address listed on your bill.

http://serviceguide.att.com/service/library/business/ext/state_tariff_buss.cfm

SPANISH AND CANTONESE OA AT&T will discontinue Spanish and Cantonese Operator Assistance (OA) on or after October 1, 2018

Return bottom portion with your check in the enclosed envelope.

DUE BY: Sep 4, 2018 **\$17,189.37**



Billing Date Aug 5, 2018

Account Number **171-800-3774 001**
Please include your account number on your check

ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD STE 200
LOUISVILLE KY 40241

Make checks payable to:

AT&T
PO BOX 5019
CAROL STREAM IL 60197-5019



17180037740017675873400038200000171893700008438797



ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD STE 200
LOUISVILLE KY 40241

Page 2 of 2
Account Number 171-800-3774 001
Billing Date Aug 5, 2018
Questions? 1 800 358-1111
Web Site att.com

News You Can Use

News You Can Use

REGULATORY NEWS - Continued
Operator Assistance in English will still be provided.
For more information, please visit us online at att.com or call the toll free number shown on your bill.

OPERATOR/DIRECTORY ASSISTANCE EXEMPTION
Effective December 1, 2018, customers unable to dial a number due to a disability must have the proper forms on file to receive the Operator / Directory Assistance exemption. For more information, please call the toll free number on your bill.

If you receive service pursuant to a signed contract or other term agreement with AT&T and it is currently in effect, its terms will govern the provision of your AT&T service.

AT&T's standard contract for detariffed services not covered by a signed contract or term agreement, including expired contracts or term plans that are not renewed, can be found at <http://www.att.com/business/agreement>. Important limits of liability apply, including: AT&T is not liable for indirect or consequential damages (such as your lost profits or other economic loss), and direct damages during any 12 months cannot exceed one month of your payments for affected service.

Additional terms, conditions, charges, penalties, and price change information for all detariffed business services can be viewed at <http://www.att.com/serviceguide/business>. If you do not have access to the Internet, please contact your AT&T Sales Representative or Customer Care Center for information.

Federal regulation requires AT&T to inform our valued customers that basic local services will not be disconnected for the non-payment of non-regulated service charges. To avoid collection activity, please remember to pay all charges by the due date.

In addition, you may experience disconnection of your basic local service if payment is not received for the Long Distance portion of your bill except in the following states: Alabama, Arizona, California, Colorado, Hawaii, Idaho, Indiana, Iowa, Maryland, Michigan, Minnesota, Missouri, New Mexico, New York, New Jersey, North Carolina, North Dakota, Ohio, Oklahoma, Pennsylvania, Texas, Utah, Vermont, Virginia, Washington.

Connecticut Customers only: You may experience disconnection of your basic local service for the non-payment of Dial Tone and Directory Listing charges on your bill.

Attention Indiana Customers:
If after making a service or billing complaint you are dissatisfied with AT&T's resolution, you may contact the Indiana Utility Regulatory Commission at (317) 737-2712 or toll-free at (800) 851-4268.

Attention Valued AT&T Customers:
If your invoice includes any back-billed charges, you have the right to pay these charges in full with your regular bill, or to call AT&T to make reasonable payment arrangements. You may choose to pay the back-billed amount in monthly installments equal to the number of back-billed months. Please take note that you must pay the full amount of your phone bill each month, including installments to repay back-billed charges, in order to avoid possible disconnection and other charges and penalties. If you are interested in using this payment method for any back-billed amount, please call AT&T on the toll-free number located on your bill.

DO NOT CALL

News You Can Use

REGULATORY NEWS - Continued

If your business makes outbound telephone solicitations, you must comply with federal do-not-call laws and regulations (47 C.F.R. 64.1200 and 16 C.F.R. 310) and any applicable state laws.

Attention Louisiana, New Mexico, Indiana, Montana, Connecticut, Washington and Virginia Customers:
Basic local service and other regulated services will not be disconnected for the non-payment of charges for non-regulated services. Non-regulated charges include Wireless, DSL, Internet Access, inside wire maintenance plan and other fees, surcharges, and taxes.

From time to time, AT&T may change the names of services, Service Capabilities, or Service Components, or other terminology. The old terminology may remain in use for some time after such changes (such as in contract documents and billing records). For example, your customer bill and other customer documents may refer to Private Lines Service (PLS) as Accunet, and may refer to DSD service as Accunet Spectrum of Digital Services (ASDS) or Single Channel Service. Should you have any questions about the service name appearing on your bill, please refer to the Table of Changed Terminology located in the AT&T Service Guides and applicable state tariffs.

Attention Valued AT&T Customers:

Federal regulation requires AT&T to inform our valued customers that basic local services will not be disconnected for the non-payment of your non-regulated service charges. To avoid collection activity, please remember to pay all charges by the due date.

In addition, you may experience disconnection of your basic local service if payment is not received for the Long Distance portion of your bill except in the following states of: Alabama, Arizona, California, Colorado, Hawaii, Idaho, Indiana, Iowa, Maryland, Michigan, Minnesota, Missouri, New Mexico, New York, New Jersey, North Carolina, North Dakota, Ohio, Oklahoma, Pennsylvania, Texas, Utah, Vermont, Virginia, Washington, and the District of Columbia.

Attention Customers:

If you do not pay your bill by the date it is due, AT&T may assess a late payment charge. The rate shall be 1.5% per month (18% annually) unless an applicable law or regulation specifies a lower rate to be charged, and then that lower rate shall apply. Alternatively, a minimum late payment charge of \$5.00 may be assessed if permitted by applicable law or regulation. In Maine, the monthly rate for 2017 is 0.99%. In Massachusetts, the monthly rate for 2017 is 0.83%, effective 2/1/2017.

Attention Customers with Service in All States, Except AK, IN, NY, PA, TX and VA:

AT&T intrastate, interstate, and international services are provided by AT&T Corp. To view service publications, go to <http://www.att.com/servicepublications> and click on Service Guides and/or Tariffs.

Attention Customers with Service in IN:
AT&T intrastate services are provided by AT&T Communications of Indiana LLC, AT&T interstate and international services are provided by AT&T Corp. To view service publications go to: <http://www.att.com/servicepublications> and click on Service Guides and/or Tariffs.

Thank You For Choosing AT&T Where Every Customer Counts!

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LOUISVILLE KY 40241-5162
3810 SPRINGHURST BLVD STE 200
ASSOCIATES IN DERMATOLOGY



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je747q

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Xerox® WorkCentre® 6655



Associates in Dermatology, PLLC
3810 SPRINGHURST BLVD STE 200
LOUISVILLE KY 40241

Page 1 of 2
Account Number 831-000-2646 967
Billing Date Aug 5, 2018
Questions? 1 800 235-7524
Web Site att.com
Invoice 5257072400
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	11,487.52CR
Payment	.00
Adjustments	.00
Balance	11,487.52CR
Current Charges	2,513.26
Balance	\$8,974.26CR

Payment is Not Required

Group #000001 - Continued

Taxes	
State	
2. KY/KENTUCKY	142.26
Total Taxes	142.26
Total Sub-Account #831-000-2646 968	2,513.26
Total Group #000001	2,513.26

Total Current Charges 2,513.26

News You Can Use

News You Can Use

ACCOUNT STATUS

Where allowed by law, AT&T may implement late payment interest of no more than 18% annually. Rates will vary based on state regulations. Interest will be calculated based upon daily balances and will be applicable for each day that a delinquent balance is outstanding. This charge will apply to all balances that are delinquent through such time that payment in full is received at AT&T. The late payment interest will be billed on a monthly basis. Accounts billed outside the US will not be charged LPI.

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REGULATORY NEWS

Attention California Customers:

The following charges are "Government Fees and Taxes": Federal Excise Tax, CHCF-A, CHCF-B, Univ Lifeline Tele Serv Sur, Com Dev Fnd/Deaf & Disabled, California Teleconnect Fund, State 9-1-1 Surcharge, Utility User's Tax, and Local 911 Charge.

Thank You For Choosing AT&T Where Every Customer Counts!

Billing Summary

Questions?
Call: 1 800 235-7524
Online: www.businessdirect.att.com

AT&T Business Services

Group #000001		
Sub-Account #831-000-2646 968	2,513.26	
Total Group #000001		2,513.26
Total Current Charges	2,513.26	

Current Charges

Group #000001	
Sub-Account #831-000-2646 968	
MPLS PNT Services	
One Time Charges:	
Service Order: N198448-00000995	
Completion Date: Mar 27, 2018	
1. PNT Non-Return/Damaged CPE	2,371.00
MLPPP 3 to 6 Mbps	
IP18026085/DHEC364879801ATI	
Mar 27, 2018	
Qty: 1.00 Items at 2,371.00	
Total MPLS PNT Services	2,371.00

Return bottom portion with your check in the enclosed envelope.

Payment is Not Required

Balance

\$8,974.26CR



Billing Date Aug 5, 2018

Account Number **831-000-2646 967**

Associates in Dermatology, PLLC
3810 SPRINGHURST BLVD STE 200
LOUISVILLE KY 40241

AT&T
PO BOX 5019
CAROL STREAM IL 60197-5019



83100026469675257072400038200000000000000002513264



Associates in Dermatology, PLLC
3910 SPRINGHURST BLVD STE 200
LOUISVILLE KY 40241

Page 2 of 2
Account Number 831-000-2848 967
Billing Date Aug 5, 2018
Questions? 1 800 235-7524
Web Site att.com

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|||
ASSOCIATES IN DERMATOLOGY, PLLC
3910 SPRINGHURST BLVD STE 200
LOUISVILLE KY 40241-5162



AI Aappel
3810 SPRINGHURST BLVD STE 200
LOUISVILLE KY 40241

Page 1 of 2
Account Number 831-000-5538 323
Billing Date Aug 4, 2018
Questions? 1 866 951-4551
Web Site att.com
Invoice 7524333400
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	150.60
Payment - Thank You!	150.60CR
Adjustments	1.37
Past Due - Please Pay Immediately	1.37
Current Charges	49.95
Total Amount Due	\$51.32
Payment Due Date	Sep 3, 2018

Current Charges

Group #000001	
Sub-Account #831-000-5538 335 AI Aappel	
AT&T Web Hosting	
Recurring Charges:	
Jul 20, 2018 thru Jul 20, 2018	
2 WEBSITE PLAN	49.95
Qty: 1.00 Each at 49.95	
Total AT&T Web Hosting	49.95
Total Sub-Account #831-000-5538 335	49.95
Total Group #000001	49.95
Total Current Charges	49.95

Billing Summary

Questions?
Call: 1 866 951-4551
Online: www.businessdirect.att.com

AT&T Business Services

Group #000001		
Sub-Account #831-000-5538 335	49.95	
Total Group #000001		49.95
Total Current Charges	49.95	

Detail of Payments and Adjustments

Adjustments			
No.	Date	Description	
1	08-05	900003408752 LATE PAYMENT INTEREST	1.37
Total Adjustments			1.37

News You Can Use

News You Can Use

ACCOUNT STATUS

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Thank You For Choosing AT&T Where Every Customer Counts!

Return bottom portion with your check in the enclosed envelope.

DUE BY: Sep 3, 2018 \$51.32



Billing Date Aug 4, 2018

Account Number **831-000-5538 323**
Please include your account number on your check

AI Aappel
3810 SPRINGHURST BLVD STE 200
LOUISVILLE KY 40241

Make checks payable to:

AT&T
PO BOX 5019
CAROL STREAM IL 60197-5019



83100055383237524333400058200000000513200000051329



Al Appel
3810 SPRINGHURST BLVD STE 200
LOUISVILLE KY 40241

Page 2 of 2
Account Number 831-000-5538 323
Billing Date Aug 4, 2018
Questions? 1 866 951-4551
Web Site att.com

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AL APPEL
3810 SPRINGHURST BLVD STE 200
LOUISVILLE KY 40241-6152



7391.1.17.4034 1 AB 0.408 n/w

ENDRES, JAM (Legal)

From: CREMONE, LISA M
Sent: Thursday, September 22, 2016 8:27 AM
To: BLACK, PAUL E; CORDOVA, SONIA M
Cc: DAUGHERTY, KERRY L; WOOD, BRADLEY D
Subject: RE: SR 1-53OLAT1 Associates In Dermatology

Sonia can you please check this one?

Lisa Cremona, Area Manager, Halo Customer Care Operations - Ordering Team
Phone: (732)-844-5677 Mobile: (732) 915-7352 Email: lc2612@att.com

AT&T Order Status Tools: Internal [IOS](#) & Customers [OSM](#)
AT&T Internal partners please refer to the [Internal Support Guide](#) in advance of engaging next level support.

Next Level Support – Director – Dan Elliott - Phone: 732-885-7520 or Email: de9489@att.com



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) 844-5677 to report the error, and then delete this message from your system.

From: BLACK, PAUL E
Sent: Thursday, September 22, 2016 12:01 AM
To: CREMONE, LISA M <lc2612@att.com>
Cc: DAUGHERTY, KERRY L <kd0925@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: SR 1-53OLAT1 Associates In Dermatology

Lisa:

Any assistance you can provide us in getting this order accepted would be appreciated. It is a deal that has been committed to leadership for Friday, and we want to make sure we have everything needed before we get into a tight spot during end of month orders.

thanks

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: WOOD, BRADLEY D
Sent: Wednesday, September 21, 2016 4:38 PM
To: CREMONE, LISA M <lc2612@att.com>
Cc: BLACK, PAUL E <pb7183@att.com>; DAUGHERTY, KERRY L <kd0925@att.com>
Subject: SR 1-53OLAT1 Associates In Dermatology

Good Afternoon Lisa,

Looking for some assistance with SR 1-53OLAT1, the order was handed off last Wednesday or Thursday and has still not been accepted or order numbers been given. To avoid the end of month rush can you help push this through so we can get this order progressing and get order numbers? Thanks in advance.

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](#)

ENDRES, JAM (Legal)

From: CORDOVA, SONIA M
Sent: Thursday, September 22, 2016 9:55 AM
To: CREMONE, LISA M; BLACK, PAUL E
Cc: DAUGHERTY, KERRY L; WOOD, BRADLEY D
Subject: RE: SR 1-53OLAT1 Associates In Dermatology

Lisa,

This is an AVPN order. The related Sales Order Request (SOR) does not appear to have been created yet – it is not available in ROME

Sonia Cordova, Order Specialist, Halo Customer Care Operations - Ordering Team
Phone: (732)-844-5776; Email: sc2414@att.com

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AT&T Internal partners please refer to the [Internal Support Guide](#) in advance of engaging next level support.

Next Level Support – Area Manager– Lisa Cremone - Phone: (732)844-5677 or Email: lc2612@att.com



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Cc: DAUGHERTY, KERRY L <kd0925@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: SR 1-53OLAT1 Associates In Dermatology

Sonia can you please check this one?

Lisa Cremone, Area Manager, Halo Customer Care Operations - Ordering Team
Phone: (732)-844-5677 Mobile: (732) 915-7352 Email: lc2612@att.com

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Next Level Support – Director – Dan Elliott - Phone: 732-885-7520 or Email: de9489@att.com



Global Ordering &
Managed Services
Global Delivery & Assurance
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thanks

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

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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](#)

ENDRES, JAM (Legal)

From: BLACK, PAUL E
Sent: Thursday, September 22, 2016 1:04 PM
To: CORDOVA, SONIA M; CREMONE, LISA M
Cc: DAUGHERTY, KERRY L; WOOD, BRADLEY D
Subject: RE: SR 1-53OLAT1 Associates In Dermatology

Thank you for the quick response.

This order was handed off on 9/15/16 and we are 6 business days in today. When can we expect the SOR to be available so the SR can be accepted?

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](#)

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**Global Ordering &
Managed Services**
Global Delivery & Assurance
Effortless • Innovate • Team

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**Global Ordering &
Managed Services**
Global Delivery & Assurance
Effortless • Innovate • Team

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From: BLACK, PAUL E
Sent: Thursday, September 22, 2016 12:01 AM
To: CREMONE, LISA M <lc2612@att.com>
Cc: DAUGHERTY, KERRY L <kd0925@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: SR 1-53OLAT1 Associates In Dermatology

Lisa:

Any assistance you can provide us in getting this order accepted would be appreciated. It is a deal that has been committed to leadership for Friday, and we want to make sure we have everything needed before we get into a tight spot during end of month orders.

thanks

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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www.att.com/help

From: WOOD, BRADLEY D

Sent: Wednesday, September 21, 2016 4:38 PM

To: CREMONE, LISA M <lc2612@att.com>

Cc: BLACK, PAUL E <pb7183@att.com>; DAUGHERTY, KERRY L <kd0925@att.com>

Subject: SR 1-53OLAT1 Associates In Dermatology

Good Afternoon Lisa,

Looking for some assistance with SR 1-53OLAT1, the order was handed off last Wednesday or Thursday and has still not been accepted or order numbers been given. To avoid the end of month rush can you help push this through so we can get this order progressing and get order numbers? Thanks in advance.

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](#)

ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Wednesday, April 27, 2016 4:39 PM
To: DIMARCO, LINDA J
Cc: BLACK, PAUL E; DAUGHERTY, KERRY L
Subject: Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Linda,

In a meeting right now but will be out in about 45 minutes and will double check that they are uploaded.

Regards,
Brad

Sent from my iPad

On Apr 27, 2016, at 3:16 PM, DIMARCO, LINDA J <ld1653@att.com> wrote:

I'm not seeing any updates.... The IGLOO and hand off are still EaMIS. Am I missing something?

Thanks,

Linda J. DiMarco
CSS Manager, Global Ordering Customer Service
AT&T Architecture Technology Operations (ATO)
216.476.6053
ld1653@att.com

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From: WOOD, BRADLEY D
Sent: Wednesday, April 27, 2016 2:55 PM
To: DIMARCO, LINDA J; BLACK, PAUL E; DAUGHERTY, KERRY L
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Linda,

They are loaded on the opportunity, thanks for the help.

Regards,
Brad

From: DIMARCO, LINDA J
Sent: Wednesday, April 27, 2016 2:54 PM
To: BLACK, PAUL E <pb7183@att.com>; DAUGHERTY, KERRY L <kd0925@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

All,

Please let me know when the attachments are updated.

Thanks,

Linda J. DiMarco
CSS Manager, Global Ordering Customer Service
AT&T Architecture Technology Operations (ATO)
216.476.6053
ld1653@att.com

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From: BLACK, PAUL E
Sent: Wednesday, April 27, 2016 1:28 PM
To: DIMARCO, LINDA J; DAUGHERTY, KERRY L; WOOD, BRADLEY D
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Linda:

This should be AVPN. If we correct the SR and handoff can you work it?

From: DIMARCO, LINDA J
Sent: Wednesday, April 27, 2016 11:46 AM
To: DAUGHERTY, KERRY L <kd0925@att.com>; WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Kerry,

Just wanted to confirm. I will have this request reassigned to the MIS team, I am on the AVPN team.

Thanks,

Linda J. DiMarco

CSS Manager, Global Ordering Customer Service
AT&T Architecture Technology Operations (ATO)
216.476.6053
ld1653@att.com

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From: DAUGHERTY, KERRY L
Sent: Wednesday, April 27, 2016 10:51 AM
To: DIMARCO, LINDA J; WOOD, BRADLEY D; BLACK, PAUL E
Subject: Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

We were told by Global Ordering that the circuit was not an AVPN but a EAMIS circuit so o changed it. I included the original sales team on this. If I need to change anything let me know, but I only followed what GO requested.

Sent from my iPhone

On Apr 27, 2016, at 8:19 AM, DIMARCO, LINDA J <ld1653@att.com> wrote:

Hi Kerry,

I have received and reviewed this package request. Is the product for this request EaMIS? I'm a bit confused by the attachments. The handoff form has EaMIS, but the contract is AVPN Express. Please advise.

Thanks,

Linda J. DiMarco
CSS Manager, Global Ordering Customer Service
AT&T Architecture Technology Operations (ATO)
216.476.6053
ld1653@att.com

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From: ROME-Support
Sent: Tuesday, April 26, 2016 6:08 PM
To: DIMARCO, LINDA J

Cc: MOISES, IAN VINCENT

Subject: 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)

ROME

Support Request Re-Assigned Notification

Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE TU SIAPCO on 04/26/16 6:07:21 PM.

Account Name	ASSOCIATES IN DERMATO
Opportunity Id	1-4FPDX0Q
MDS Id	
Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

Informational Access: [View SR](#)

Support Request Status		Support Request Details	
Accepted (Re-Assigned)		Support Request Id	1-4GT68FN
Support Request Jeopardy	N	Submitted By (email address)	DAUGHERTY,KERRY (kd0925@us.
Submitted	04/21/16 1:53:21 AM	Last Updated By	SIAPCO
Requested Due to Sales Date	04/22/16 12:00:00 AM	Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Expected Due to Sales Date		Products (First Only)	Ethernet Access to MIS (EaMIS)
SR Complexity	N/A	Request Type	BCS Valued
Accepted	04/22/16 5:49:22 PM	Request Reason	Order Handoff
SR Target Date		NSS Engaged	
Completed		<i>Request:</i> Upgrading existing 10MB point to point to 20 MB C ID MLEC.521671..ATI data only	
		<i>Response:</i> LAVC, GOSS, im692j , Request ID: 1614393-V01 PRODUCT, 2241 Green Valley Rd New Albany IN 47150, A	

Appel, 502-583-1749, 502-583-1749, Upgrading existing 10M point to point to 20 MB Circuit ID MLEC.521671..ATI with 6 paths.

Re-Assign Reason: Assigning Order to LINDA DIMARCO
Status Detail Category:
Status Detail Reason:

Need More Help?

[ROME FAQ's](#)

[Login to ROME Portal](#)

ROME Support can be Reached 24X7 at 1-877-452-9061



ENDRES, JAM (Legal)

From: DAUGHERTY, KERRY L
Sent: Wednesday, April 27, 2016 10:51 AM
To: DIMARCO, LINDA J; WOOD, BRADLEY D; BLACK, PAUL E
Subject: Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

We were told by Global Ordering that the circuit was not an AVPN but a EAMIS circuit so o changed it. I included the original sales team on this. If I need to change anything let me know, but I only followed what GO requested.

Sent from my iPhone

On Apr 27, 2016, at 8:19 AM, DIMARCO, LINDA J <ld1653@att.com> wrote:

Hi Kerry,

I have received and reviewed this package request. Is the product for this request EaMIS? I'm a bit confused by the attachments. The handoff form has EaMIS, but the contract is AVPN Express. Please advise.

Thanks,

Linda J. DiMarco
CSS Manager, Global Ordering Customer Service
AT&T Architecture Technology Operations (ATO)
216.476.6053
ld1653@att.com

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From: ROME-Support
Sent: Tuesday, April 26, 2016 6:08 PM
To: DIMARCO, LINDA J
Cc: MOISES, IAN VINCENT
Subject: 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)

ROME

Support Request Re-Assigned Notification

Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE TULLAO SIAPCO on 04/26/16 6:07:21 PM.

Account Name	ASSOCIATES IN DERMATO
Opportunity Id	1-4FPDX0Q
MDS Id	
Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

Informational Access: [View SR](#)

Support Request Status		Support Request Details	
Accepted (Re-Assigned)		Support Request Id	1-4GT68FN
Support Request Jeopardy	N	Submitted By (email address)	DAUGHERTY,KERRY (kd0925@us.att.com)
Submitted	04/21/16 1:53:21 AM	Last Updated By	SIAPCO
Requested Due to Sales Date	04/22/16 12:00:00 AM	Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Expected Due to Sales Date		Products (First Only)	Ethernet Access to MIS (EaMIS)
SR Complexity	N/A	Request Type	BCS Valued
Accepted	04/22/16 5:49:22 PM	Request Reason	Order Handoff
SR Target Date		NSS Engaged	
Completed		<p><u>Request:</u> Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI data only</p> <p><u>Response:</u> LAVC, GOSS, im692j , Request ID: 1614393-V0 FTB, PRODUCT, 2241 Green Valley Rd New Albany IN 47150, Al Appel, 502-583-1749, 502-583-1749, Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI with 6 call paths.</p> <p><u>Re-Assign Reason:</u> Assigning Order to LINDA DIMARCO Id1653</p> <p><u>Status Detail Category:</u></p> <p><u>Status Detail Reason:</u></p>	

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ROME Support can be Reached 24X7 at 1-877-452-9061





20140129-4691

AT&T MA Reference No. 141525UA

CSM140109095652
Please sign by: 07/25/2014AT&T MANAGED INTERNET SERVICE
PRICING SCHEDULE

CSM140109095652

Customer	AT&T
Associates in Dermatology, PLLC Street Address: 310 E Broadway Suite 200 City: Louisville State/Province: KY Zip Code: 40202 Country: USA	AT&T Corp.
Customer Contact (for notices)	AT&T Sales Contact Information and for Contract Notices
Name: Hope Flannery Title: Street Address: 310 E Broadway Suite 200 City: Louisville State/Province: KY Zip Code: 40202 Country: United States Telephone: 502-583-1749 Fax: Email: HNF@associatesindermatology.com Customer Account Number or Master Account Number:	<input type="checkbox"/> Primary AT&T Contact Name: CLYDE MASON Street Address: 16025 NORTHLAND DR City: SOUTHFIELD State/Province: MI Zip Code: 48075 Country: USA Telephone: 248-395-1804 Fax: 847-513-0320 Email: cm6487@us.att.com Sales/Branch Manager: John Palazzo SCVP Name: Sales State: Business World Sales Region: Mid-Atlantic With a copy to: AT&T Corp. One AT&T Way Bedminster, NJ 07921-0752 ATTN: Master Agreement Support Team Email: masi@att.com
AT&T Solution Provider or Representative Information (if applicable) <input type="checkbox"/>	
Name: Victoria Tudor Company Name: TDS Technology Solutions, Inc Agent Street Address: 10609 Red Birch Court, Suite 100 City: Louisville State: KY Zip Code: 40223 Country: USA Telephone: 502-244-8330 Fax: Email: vmtudor@bellebuth.net Agent Code 40610	

This Pricing Schedule is part of the Agreement between AT&T and Customer referenced above.

Customer (by its authorized representative)	AT&T (by its authorized representative)
By: <i>Hope Flannery</i>	By: eSigned - Maribel Salgado
Name: Hope Flannery	Name: Maribel Salgado
Title: CEO	Title: Contract Specialist
Date: 1/21/14	Date: 30 Jan 2014 SB4665

AT&T and Customer Confidential Information

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BD40 EU 01/10/2014 WR 1-1QLC3MM RL: 585879v1

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**AT&T MANAGED INTERNET SERVICE
PRICING SCHEDULE**

141525UA

CSM140109095652

1. SERVICES

Service	Service Publication Location
AT&T Managed Internet Service (MIS)	http://new.serviceguide.att.com/portals/sgportal.portal? nfpb=true& pageLabel=mis_page
AT&T Bandwidth Services	http://new.serviceguide.att.com/index.jsp?sq=bws

2. PRICING SCHEDULE TERM AND EFFECTIVE DATES

Pricing Schedule Term	36 Months
Pricing Schedule Term Start Date	Effective Date of this Pricing Schedule
Effective Date of Rates and Discounts	Effective Date of this Pricing Schedule

3. MINIMUM PAYMENT PERIOD

Service Components	Percent of Monthly Service Fees Due Upon Termination Prior to Completion of Minimum Payment Period	Minimum Payment Period per Service Component
All Service Components	50%	Longer of 12 months or until the end of the Pricing Schedule Term

* Notwithstanding the Minimum Payment Period set forth in this Section 3, Customer may terminate AT&T MIS/PNT Service Components at 4121 Dutchmans Lane, Louisville, Kentucky, United States during the Pricing Schedule Term without incurring any early termination charges.

4. MARC

MARC	Year 1	Year 2	Year 3
	\$35,558.01	\$35,558.01	\$35,558.01
MARC-Eligible Charges:	All Service Components provided under this Pricing Schedule.		

5. GRANDFATHERING AND WITHDRAWAL

Availability of Service Components is subject to grandfathering and withdrawal per the Service Guide.

6. RATES (US Mainland, and HI only)

Section I: AT&T Managed Internet Service Access Bandwidth -

Table 1: Tiered T-1, NxT-1, E-1 And Frame - Flat Rate Billing Option

Access Method	Speed	MIS Monthly Service Fee List Price	MIS w/ Managed Router Monthly Service Fee List Price	Discount
N/A	56/64 Kbps†	\$190	\$260	N/A
T-1	128 Kbps†	\$225	\$295	N/A
T-1	256 Kbps†	\$280	\$350	N/A
T-1	384 Kbps†	\$335	\$405	N/A
T-1	512 Kbps†	\$390	\$460	N/A
T-1	768 Kbps†	\$410	\$480	N/A
T-1 – Frame*	1024 Kbps*	\$425	\$495	N/A
T-1	T-1	\$470	\$540	40.0 %
E-1*	E-1	\$470	\$540	N/A
2xT-1	3 Mbps	\$850	\$1,145	47.0 %
3xT-1	4.5 Mbps	\$1,100	\$1,395	47.0 %
4xT-1	6 Mbps	\$1,250	\$1,545	47.0 %
5xT-1	7.5 Mbps	\$1,480	\$2,360	47.0 %
6xT-1	9 Mbps	\$1,715	\$2,595	47.0 %
7xT-1	10.5 Mbps	\$1,915	\$2,795	47.0 %
8xT-1	12 Mbps	\$2,190	\$3,070	47.0 %

* Not available with MPLS PNT

† Available only with MPLS PNT Feature

v.2.3.06

**AT&T MANAGED INTERNET SERVICE
PRICING SCHEDULE**

141525UA

CSM140109095652

Table 2: – MIS N x 10 Gig Ethernet* - Flat Rate Billing Option

Speed	MIS Monthly Service Fee List Price	Discount
2x -10.0 Gbps	\$1,500,000	N/A
3x -10.0 Gbps	\$2,220,000	N/A
4x -10.0 Gbps	\$2,920,000	N/A

* Not available with MPLS PNT
v.6.1.09

Table 3: Burstable T-1

Discount: : N/A

Sustained Usage	Undiscounted MIS Monthly Service Fee	Undiscounted MIS w/Managed Router Monthly Service Fee
up to 128kbps	\$270	\$340
128.01 - 256 Kbps	\$340	\$410
256.01 - 384 Kbps	\$405	\$475
384.01 - 512 Kbps	\$470	\$540
512.01 Kbps - 1.544 Mbps	\$565	\$635

v.2.3.06

Table 4: DNS Services

Option	Monthly Service Fee
Additional Primary DNS (available in increments of up to 15 zones with a maximum of 150 Kilobytes of zone file data)	\$100 per DNS increment
Additional Secondary DNS (available in increments of up to 15 zones with a maximum of 150 Kilobytes of zone file data)	\$100 per DNS increment

v.07.01.04

Table 5: ATM And Tiered T-3

Discount: N/A

Access Method	Speed	MIS Monthly Service Fee List Price	MIS w/Managed Router Monthly Service Fee List Price
ATM*	2 Mbps	\$590	\$885
ATM*	3 Mbps	\$850	\$1,145
ATM*	4 Mbps	\$1,075	\$1,370
ATM*	5 Mbps	\$1,125	\$1,420
ATM*	6 Mbps	\$1,250	\$1,545
ATM*	7 Mbps	\$1,415	\$2,295
ATM*	8 Mbps	\$1,565	\$2,445
ATM*	9 Mbps	\$1,715	\$2,595
ATM*/T-3	10 Mbps	\$1,840	\$2,720
ATM*/T-3	15 Mbps	\$2,465	\$3,345
ATM*/T-3	20 Mbps	\$3,090	\$3,970
ATM*/T-3	25 Mbps	\$3,725	\$4,605
ATM*/T-3	30 Mbps	\$4,350	\$5,230
ATM*/T-3	35 Mbps	\$4,990	\$5,870
ATM*/T-3	40 Mbps	\$5,615	\$6,495
T-3	45 Mbps	\$6,250	\$7,130

* Not available with MPLS PNT
v.2.3.06

**AT&T MANAGED INTERNET SERVICE
PRICING SCHEDULE**

141525UA

CSM140109095652

Table 6: Burstable T-3

Discount: N/A

Sustained Usage	Undiscounted MIS Monthly Service Fee	Undiscounted MIS w/Managed Router Monthly Service Fee
up to 6.0 Mbps	\$1,515	\$1,810
6.01 - 7.5 Mbps	\$1,790	\$2,670
7.51 - 9.0 Mbps	\$2,065	\$2,945
9.01 - 10.5 Mbps	\$2,290	\$3,170
10.51 - 12.0 Mbps	\$2,515	\$3,395
12.01 - 13.5 Mbps	\$2,740	\$3,620
13.51 - 15.0 Mbps	\$2,965	\$3,845
15.01 - 16.5 Mbps	\$3,150	\$4,030
16.51 - 18.0 Mbps	\$3,340	\$4,220
18.01 - 19.5 Mbps	\$3,525	\$4,405
19.51 - 21.0 Mbps	\$3,715	\$4,595
21.01 - 45.0 Mbps	\$7,515	\$8,395

v.2.3.06

Table 7: Flexible Bandwidth Billing Option - Burstable T-3

Discount applied to MIS & MIS w/Managed Router: N/A			Incremental Usage Fee Discount: N/A
Tiered Bandwidth Minimum Commitment	MIS Undiscounted Monthly Fee	MIS w/Managed Router Undiscounted Monthly Fee	Undiscounted Incremental Usage Fee Per Mbps
2 Mbps	\$590	\$885	\$355
3 Mbps	\$850	\$1,145	\$340
4 Mbps	\$1,075	\$1,370	\$325
5 Mbps	\$1,125	\$1,420	\$270
6 Mbps	\$1,250	\$1,545	\$250
7 Mbps	\$1,415	\$2,295	\$245
8 Mbps	\$1,565	\$2,445	\$235
9 Mbps	\$1,715	\$2,595	\$230
10 Mbps	\$1,840	\$2,720	\$225
15 Mbps	\$2,465	\$3,345	\$200
20 Mbps	\$3,090	\$3,970	\$190
25 Mbps	\$3,725	\$4,605	\$180
30 Mbps	\$4,350	\$5,230	\$175
35 Mbps	\$4,990	\$5,870	\$175
40 Mbps	\$5,615	\$6,495	\$170
45 Mbps	\$6,250	\$7,130	N/A

v.2.3.06

Table 8: MIS Access Redundancy Option (MARO) - Burstable T-1 with Shadow Billing Option

Discount: N/A

Sustained Usage	MIS w/Managed Router Undiscounted Monthly Service Fee
Up to 56 Kbps For MARO Redundant Link Service Only (Shadow Billing)	\$170
up to 128kbps	\$340
128.01 - 256 Kbps	\$410
256.01 - 384 Kbps	\$475
384.01 - 512 Kbps	\$540
512.01 Kbps - 1.544 Mbps	\$635

v.2.20.06

**AT&T MANAGED INTERNET SERVICE
PRICING SCHEDULE**

141525UA

CSM140109095652

Table 9: MARO Burstable T-3 with Shadow Billing Option
Discount: N/A

Sustained Usage	MIS w/Managed Router Monthly Service Fee
Up to 56 Kbps For MARO Redundant Link Service Only (Shadow Billing)	\$800
up to 6.0 Mbps	\$1,810
6.01 – 7.5 Mbps	\$2,670
7.51 – 9.0 Mbps	\$2,945
9.01 – 10.5 Mbps	\$3,170
10.51 - 12.0 Mbps	\$3,395
12.01 - 13.5 Mbps	\$3,620
13.51 - 15.0 Mbps	\$3,845
15.01 - 16.5 Mbps	\$4,030
16.51 - 18.0 Mbps	\$4,220
18.01 - 19.5 Mbps	\$4,405
19.51 - 21.0 Mbps	\$4,595
21.01 - 45.0 Mbps	\$8,395

v.10.31.05

Table 10: Redundancy Features - Monthly Service Fees

Option	Monthly Service Fee List Price	Service Component Discount
Alternate Backbone Node Option -additional charges via Private Line, per Service Component	T-1: \$500	N/A
	NxT1: \$500 per T-1	
	T3: \$5,000	
	OC-3 \$12,000	
CPE Redundant Configuration Option - Per Service Component	T-1: \$120	N/A
	NxT-1: \$350	
	T3: \$540	
	OC-3: \$2,435	
MARO Backbone Node Redundancy Option - additional charges via Private Line, per Redundant Link	\$500 per T-1 Redundant Link	N/A
	\$5,000 per T-3 Redundant Link	
	\$12,000 per OC-3 Redundant Link	
MARO Outbound Load Balancers (2) Option (Dual Managed Customer Routers)	T1 & Nxt1: \$350 T3 & OC3: \$875	N/A

v.2.3.06

Table 11: MIS and MARO Features - Installation Fees
Discount: 0.0 %

Option	Undiscounted Installation Fee List Price MIS & MIS w/Managed Router
MARO - Outbound Load Balancers (2) (Dual Managed Customer Routers)	\$1000

v.2.6.06

Table 12: MIS Tele – Installation
Discount: 100.0 %

MIS Speed	Undiscounted MIS	Undiscounted MIS w/ Managed Router
56 Kbps	\$1,000	\$1,000
128 Kbps - 1.5 Mbps	\$1,000	\$1,000
NxT-1	\$2,500	\$2,500
Tiered/Full T-3	\$5,000	N/A
Tiered OC-3, OC-12, OC-48	\$10,000	N/A
Ethernet	\$1,500	\$1,500*
10 Gig Ethernet***	\$10,000	\$10,000**

*Available for MIS speeds of 100 Mbps and below and with electrical interfaces only.

** Subject to availability

*** Not available with MPLS PNT

v.10.01.08

**AT&T MANAGED INTERNET SERVICE
PRICING SCHEDULE**

141525UA

CSM140109095652

Table 13: On-Site Installation

Discount: 0.0 %

MIS Speed	Undiscounted MIS w/ Managed Router Only
56 Kbps	\$999
128 Kbps - 1.5 Mbps	\$999
NxT-1	\$999
Tiered/Full T-3	\$1,000
Tiered OC-3, OC-12, OC-48	\$10,000
Ethernet	\$1,500

v.11.08.08

Table 14: ATM and Tiered OC-3

Discount: N/A

Speed	Undiscounted MIS Monthly Service Fee	Undiscounted MIS w/Managed Router Monthly Service Fee
2 Mbps*	\$590	\$885
3 Mbps*	\$850	\$1,145
4 Mbps*	\$1,075	\$1,370
5 Mbps*	\$1,125	\$1,420
6 Mbps*	\$1,250	\$1,545
7 Mbps*	\$1,415	\$2,295
8 Mbps*	\$1,565	\$2,445
9 Mbps*	\$1,715	\$2,595
10 Mbps*	\$1,840	\$2,720
15 Mbps*	\$2,465	\$3,345
20 Mbps*	\$3,090	\$3,970
25 Mbps*	\$3,725	\$4,605
30 Mbps*	\$4,350	\$5,230
35 Mbps*	\$4,990	\$5,870
40 Mbps*	\$5,615	\$6,495
60 Mbps*	\$7,825	\$9,005
155 Mbps (not available with ATM)	\$17,800	\$18,980

* Not available with MPLS PNT

v.2.3.06

Table 15: Burstable OC-3

Discount: N/A

Sustained Usage	Undiscounted MIS Monthly Service Fee	Undiscounted MIS w/Managed Router Monthly Service Fee
Up to 35.0 Mbps	\$5,990	\$6,870
35.01 to 45.0 Mbps	\$7,515	\$8,395
45.01 to 55.0 Mbps	\$8,765	\$9,945
55.01 to 65.0 Mbps	\$10,025	\$11,205
65.01 to 75.0 Mbps	\$11,290	\$12,470
75.01 to 85.0 Mbps	\$12,550	\$13,730
85.01 to 100.0 Mbps	\$14,440	\$15,620
100.01 to 125.0 Mbps	\$17,590	\$18,770
125.01 to 155.0 Mbps	\$21,365	\$22,545

v.2.3.06

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Table 16: Flexible Bandwidth Billing Option - Burstable OC-3

Discount applied to MIS & MIS w/Managed Router: N/A			Incremental Usage Fee Discount: N/A
Tiered Bandwidth Minimum Commitment	Undiscounted MIS Monthly Fee	Undiscounted MIS with Managed Router Monthly Fee	Undiscounted Incremental Usage Fee Per Mbps
35 Mbps	\$4,990	\$5,870	\$175
40 Mbps	\$5,615	\$6,495	\$170
45 Mbps	\$6,250	\$7,130	\$170
60 Mbps	\$7,825	\$9,005	\$160
70 Mbps	\$8,875	\$10,055	\$155
80 Mbps	\$9,925	\$11,105	\$150
90 Mbps	\$10,975	\$12,155	\$150
100 Mbps	\$12,025	\$13,205	\$145
120 Mbps	\$14,125	\$15,305	\$145
144 Mbps	\$16,225	\$17,405	\$140
155 Mbps	\$17,800	\$18,980	N/A

v.2.3.06

Table 17: Tiered OC-12

Discount: N/A

Speed	Undiscounted MIS Monthly Service Fee	Undiscounted MIS w/Managed Router Monthly Service Fee
622 Mbps	\$50,700	\$52,505

v.2.3.06

Table 18: Burstable OC-12

Discount: N/A

Speed	Undiscounted MIS Monthly Service Fee	Undiscounted MIS w/Managed Router Monthly Service Fee
Up to 75.0 Mbps	\$11,290	\$12,470
75.01 to 150.0 Mbps	\$18,750	\$19,930
150.01 to 225.0 Mbps	\$26,215	\$27,395
225.01 to 300.0 Mbps	\$33,665	\$35,470
300.01 to 375.0 Mbps	\$40,040	\$41,845
375.01 to 450.0 Mbps	\$46,415	\$48,220
450.01 to 525.0 Mbps	\$52,715	\$54,520
525.01 to 622.0 Mbps	\$60,850	\$62,655

v.2.3.06

Table 19: Flexible Bandwidth Billing Option - Burstable OC-12

Discount applied to MIS & MIS w/Managed Router: N/A			Incremental Usage Fee Discount: N/A
Tiered Bandwidth Minimum Commitment	Undiscounted MIS Monthly Fee	Undiscounted MIS with Managed Router Monthly Fee	Undiscounted Incremental Usage Fee Per Mbps
70 Mbps	\$8,875	\$10,055	\$155
80 Mbps	\$9,925	\$11,105	\$150
90 Mbps	\$10,975	\$12,155	\$150
100 Mbps	\$12,025	\$13,205	\$145
120 Mbps	\$14,125	\$15,305	\$145
144 Mbps	\$16,225	\$17,405	\$140
155 Mbps	\$17,800	\$18,980	\$140
200 Mbps	\$20,975	\$22,780	\$130
250 Mbps	\$24,515	\$26,320	\$120
300 Mbps	\$28,050	\$29,855	\$115
350 Mbps	\$31,600	\$33,405	\$110
400 Mbps	\$35,140	\$36,945	\$110
450 Mbps	\$38,675	\$40,480	\$105
500 Mbps	\$42,215	\$44,020	\$105
550 Mbps	\$45,750	\$47,555	\$100
600 Mbps	\$49,290	\$51,095	\$100
622 Mbps	\$50,700	\$52,505	N/A

v.2.3.06

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Table 20: Tiered OC-48

Discount: N/A

Speed	Undiscounted MIS Monthly Service Fee	Undiscounted MIS w/Managed Router Monthly Service Fee
2.5 Gbps	\$196,000	\$199,055

v.2.3.06

Table 21: Burstable OC-48

Discount: N/A

Sustained Usage	Undiscounted MIS Monthly Service Fee	Undiscounted MIS w/Managed Router Monthly Service Fee
Up to 1250 Mbps	\$121,500	\$124,555
1251 to 1350 Mbps	\$130,975	\$134,030
1351 to 1450 Mbps	\$140,450	\$143,505
1451 to 1550 Mbps	\$149,925	\$152,980
1551 to 1650 Mbps	\$159,400	\$162,455
1651 to 1750 Mbps	\$168,875	\$171,930
1751 to 1850 Mbps	\$178,350	\$181,405
1851 to 1950 Mbps	\$187,825	\$190,880
1951 to 2050 Mbps	\$197,300	\$200,355
2051 to 2150 Mbps	\$206,775	\$209,830
2151 to 2250 Mbps	\$216,250	\$219,305
2251 to 2350 Mbps	\$225,725	\$228,780
2351 to 2450 Mbps	\$235,200	\$238,255

v.2.3.06

Table 22: Flexible Bandwidth Billing Option - Burstable OC-48

Discount applied to MIS & MIS w/Managed Router: N/A			Incremental Usage Fee Discount: N/A
Tiered Bandwidth Minimum Commitment	Undiscounted MIS Monthly Fee	Undiscounted MIS with Managed Router Monthly Fee	Undiscounted Incremental Usage Fee Per Mbps
600 Mbps	\$49,290	\$51,095	\$100
622 Mbps	\$50,700	\$52,505	\$100
700 Mbps	\$56,365	\$58,170	\$100
800 Mbps	\$63,440	\$65,245	\$100
1250 Mbps	\$101,250	\$104,305	\$100
1550 Mbps	\$125,000	\$128,055	\$100
1850 Mbps	\$148,750	\$151,805	\$100
2150 Mbps	\$172,500	\$175,555	\$100
2450 Mbps	\$196,000	\$199,055	N/A

v.2.3.06

Table 23: Flexible Bandwidth Billing Option - Ethernet

Discount applied to MIS & MIS w/Managed Router: 83.0 %			Incremental Usage Fee Discount: 83.0 %
Tiered Bandwidth Minimum Commitment	MIS Undiscounted Monthly Fee	MIS with Managed Router Undiscounted Monthly Fee	Undiscounted Incremental Usage Fee Per Mbps
0.5 Mbps	\$390	\$460	\$940
1.0 Mbps	\$425	\$495	\$510
1.5 Mbps	\$470	\$540	\$380
2 Mbps	\$590	\$885	\$355
3 Mbps	\$850	\$1,145	\$340
4 Mbps	\$1,075	\$1,370	\$325
5 Mbps	\$1,125	\$1,420	\$270
6 Mbps	\$1,250	\$1,545	\$250
7 Mbps	\$1,415	\$2,295	\$245
8 Mbps	\$1,565	\$2,445	\$235
9 Mbps	\$1,715	\$2,595	\$230

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10 Mbps	\$1,840	\$2,720	\$225
15 Mbps	\$2,465	\$3,345	\$200
20 Mbps	\$3,090	\$3,970	\$190
25 Mbps	\$3,725	\$4,605	\$180
30 Mbps	\$4,350	\$5,230	\$175
35 Mbps	\$4,990	\$5,870	\$175
40 Mbps	\$5,615	\$6,495	\$170
45 Mbps	\$6,250	\$7,130	\$170
50 Mbps	\$6,770	\$7,815	\$165
60 Mbps	\$7,825	\$9,005	\$160
70 Mbps	\$8,875	\$10,055	\$155
75 Mbps	\$9,410	\$10,595	\$155
80 Mbps	\$9,925	\$11,105	\$150
90 Mbps	\$10,975	\$12,155	\$150
100 Mbps	\$12,025	\$13,205	\$145
120 Mbps	\$14,125	\$15,305	\$145
144 Mbps	\$16,225	\$17,405	\$140
150 Mbps	\$17,065	\$18,250	\$140
155 Mbps	\$17,800	\$18,980	\$140
200 Mbps	\$20,975	\$22,780	\$130
250 Mbps	\$24,515	\$26,320	\$120
300 Mbps	\$28,050	\$29,855	\$115
350 Mbps	\$31,600	\$33,405	\$110
400 Mbps	\$35,140	\$36,945	\$110
450 Mbps	\$38,675	\$40,480	\$105
500 Mbps	\$42,215	\$44,020	\$105
550 Mbps	\$45,750	\$47,555	\$100
600 Mbps	\$49,290	\$51,095	\$100
622 Mbps	\$50,700	\$52,505	\$100
700 Mbps	\$56,365	\$58,170	\$100
800 Mbps	\$63,440	\$65,245	\$100
900 Mbps	\$70,875	\$73,930	\$100
1000 Mbps	\$78,250	\$81,305	N/A

v.10.01.08

Table 24: Flexible Bandwidth Billing Option – MIS 10 Gig Ethernet*

Discount applied to MIS: N/A		Incremental Usage Fee Discount: N/A	
Tiered Bandwidth Minimum Commitment	MIS Undiscounted Monthly Fee	Undiscounted Incremental Usage Fee Per Mbps	
.5 Gbps	\$42,215	\$84.43	
1.0 Gbps	\$78,250	\$78.25	
1.5 Gbps	\$119,625	\$79.75	
2.0 Gbps	\$161,000	\$80.50	
2.5 Gbps	\$196,000	\$80.25	
3.0 Gbps	\$240,000	\$80.00	
3.5 Gbps	\$279,125	\$79.75	
4.0 Gbps	\$318,000	\$79.50	
4.5 Gbps	\$356,625	\$79.25	
5.0 Gbps	\$390,000	\$78.00	
5.5 Gbps	\$433,125	\$78.75	
6.0 Gbps	\$471,000	\$78.50	
6.5 Gbps	\$508,625	\$78.25	
7.0 Gbps	\$539,000	\$77.00	
7.5 Gbps	\$583,125	\$77.75	
8.0 Gbps	\$620,000	\$77.50	
8.5 Gbps	\$656,625	\$77.25	
9.0 Gbps	\$684,000	\$76.00	
9.5 Gbps	\$719,625	\$75.75	
10.0 Gbps	\$755,000	\$75.50	

* Not available with MPLS PNT

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Table 25: Class Of Service Option - Tiered T-1, T-3 and Burstable Service - Monthly Service Fees

Discount: 100.0 %

Speed	Class of Service Monthly Fee – List Price* (w/ or w/out Managed Router, except as indicated)
56 Kbps†	\$225
128 Kbps†	\$225
256 Kbps†	\$225
384 Kbps†	\$225
512 Kbps†	\$225
768 Kbps	\$225
1024 Kbps**	\$225
1.5 Mbps	\$225
2xT-1 (3 Mbps)	\$225
3xT-1 (4.5 Mbps)	\$225
4xT-1 (6 Mbps)	\$225
5xT-1 (7.5 Mbps)	\$225
6xT-1 (9 Mbps)	\$225
7xT-1 (10.5 Mbps)	\$225
8xT-1 (12 Mbps)	\$225
10 Mbps	\$825
15 Mbps	\$1,075
20 Mbps	\$1,325
25 Mbps	\$1,575
30 Mbps	\$1,825
35 Mbps	\$2,100
40 Mbps	\$2,350
45 Mbps	\$2,750
155 Mbps‡	\$2,750

* Charges waived for Sites with AT&T BVoIP Service

** Not available with MPLS PNT

(†) no real-time class available

(‡) unmanaged only

v.6.1.06

Table 26: Class Of Service Option - Flexible Bandwidth Billing Option - Monthly Service Fees

Discount: 100.0 %

Speed	Undiscounted MIS w/ or w/out Managed Router Monthly Service Fee*
Up to 1.5 Mbps	\$225
2.0 Mbps	\$285
2.01 - 3.0 Mbps	\$360
3.01 - 4.0 Mbps	\$435
4.01 - 5.0 Mbps	\$510
5.01 - 6.0 Mbps	\$575
6.01 - 7.0 Mbps	\$640
7.01 - 8.0 Mbps	\$705
8.01 - 9.0 Mbps	\$765
9.01 to 10.0 Mbps	\$825
10.01 to 15.0 Mbps	\$1,075
15.01 - 20.0 Mbps	\$1,325
20.01 - 25.0 Mbps	\$1,575
25.01 - 30.0 Mbps	\$1,825
30.01 - 35.0 Mbps	\$2,100
35.01 - 40.0 Mbps	\$2,350
40.01 - 45.0 Mbps	\$2,750

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45.01 – 155 Mbps	\$5,000
200 - 250 Mbps	\$5,400
300 - 350 Mbps	\$5,800
400 - 600 Mbps	\$6,200
622 Mbps	\$7,000
700 – 1000 Mbps	\$7,800
1.5 Gbps**	\$7,900
2.0 Gbps**	\$8,000
2.5 Gbps**	\$8,100
3.0 Gbps**	\$8,200
3.5 Gbps**	\$8,300
4.0 Gbps**	\$8,400
4.5 Gbps**	\$8,500
5.0 Gbps**	\$8,600
5.5 Gbps	\$8,700
6.0 Gbps**	\$8,800
6.5 Gbps**	\$8,900
7.0 Gbps**	\$9,000
7.5 Gbps**	\$9,100
8.0 Gbps**	\$9,200
8.5 Gbps**	\$9,300
9.0 Gbps**	\$9,400
9.5 Gbps**	\$9,500
10.0 Gbps**	\$9,600

*Charges waived for Sites with AT&T BVoIP Service

** Not available with MPLS PNT

v.10.01.08

Table 27: Class Of Service Option - Installation Fees

Discount: 100.0 %

Class of Service Undiscounted Installation Fee*	\$1,000
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*Charges waived for Sites with AT&T BVoIP Service

v.2.3.06

Table 28: MIS+NCS Option

Discount: N/A

Feature	Undiscounted Monthly Service Fee MIS Only
MIS + NCS Site License Fee (3 yr)	\$1,200
MIS + NCS Site License Fee (5 yr)	\$1,050
MIS + NCS Tier 1 Support	\$100

v.04.29.02

Table 29: MIS + NCS Installation Fees

Discount: 0.0 %

Feature	Undiscounted Installation Fee List Price MIS
MIS + NCS Site Preparation Fee	\$2,500

v.2.3.06

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Table 30: MPLS PNT Feature

Discount: 69.0 %

Access Method	Speed	Undiscounted Monthly Service Fee MIS & MIS w/Managed Router
Private Line Fractional T-1 (56K – 768K)	Fractional T-1 (56K – 768K)	\$200
Private Line NxT-1 (2 through 8)	Private Line NxT-1 (3 Mbps – 12 Mbps)	\$200
Private Line T1	T-1 (1.54 Mbps)	\$200
Private Line T3	2 Mbps (Hi-Cap Flex T3)	\$1,000
Private Line T3	3 Mbps (Hi-Cap Flex T3)	\$1,000
Private Line T3	4 Mbps (Hi-Cap Flex T3)	\$1,000
Private Line T3	5 Mbps (Hi-Cap Flex T3)	\$1,000
Private Line T3	6 Mbps (Hi-Cap Flex T3)	\$1,000
Private Line T3	7 Mbps (Hi-Cap Flex T3)	\$1,000
Private Line T3	8 Mbps (Hi-Cap Flex T3)	\$1,000
Private Line T3	9 Mbps (Hi-Cap Flex T3)	\$1,000
Private Line T3	10 Mbps (Hi-Cap Flex T3)	\$1,000
Private Line T3	15 Mbps (Hi Cap Flex T3 or Fractional T3)	\$1,000
Private Line T3	20 Mbps (Hi-cap Flex T3, or Fractional T3)	\$2,000
Private Line T3	25 Mbps(Hi-cap Flex T3, or Fractional T3)	\$2,000
Private Line T3	30 Mbps (Hi-cap Flex T3, or Fractional T3)	\$2,000
Private Line T3	35 Mbps (Hi-cap Flex T3, or Fractional T3)	\$2,000
Private Line T3	40 Mbps (Hi-cap Flex T3, or Fractional T3)	\$2,000
Private Line T3	45 Mbps (Full T3)	\$2,000
Private Line T3	6-45 Mbps (Burstable T3)	\$2,000
Private Line OC3	OC-3 (35-155 Mbps) Flat rate, Burstable, or Hi-Cap flex	\$5,000
Private Line OC12	OC-12 (70-622 Mbps) Flat rate, Hi-Cap Flex, or Burstable	\$10,000
Private Line OC48	OC-48 (600-2500 Mbps) Flat rate, Hi-Cap Flex or Burstable	\$20,000
Ethernet	512Kbps - 1.5 Mbps	\$200
Ethernet	2 - 15 Mbps	\$1,000
Ethernet	15.01 – 45 Mbps	\$2,000
Ethernet	45.01 - 155 Mbps	\$5,000
Ethernet	155.01 - 622 Mbps	\$10,000
Ethernet	622.01 - 1000 Mbps	\$20,000

v.10.12.07

Table 31: MPLS PNT UniLink Feature

Discount: N/A

Access Method	Speed	Undiscounted Monthly Service Fee MIS PNT and MIS PNT with Managed Router
Private Line OC-3	OC-3 (35-155 Mbps) Flat rate, Burstable, or Hi-Cap flex	\$5,000
Private Line OC-12	OC-12 (70-622 Mbps) Flat rate, Hi-Cap Flex, or Burstable	\$10,000
Private Line OC-48	OC-48	\$20,000
Ethernet	512 Kbps – 1.5 Mbps	\$200
Ethernet	2 - 45 Mbps	\$2,000
Ethernet	45.01-155 Mbps	\$5,000
Ethernet	155.01-622 Mbps	\$10,000
Ethernet	622.01-1000 Mbps	\$20,000

v.10.12.07

Table 32: MultiCast Monthly Service Fee

N/A

MultiCast Monthly Service Fee	ICB
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Table 33: MultiCast Installation

N/A

MultiCast Installation Fee	ICB
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Section II: AT&T Business in a BoxSM

Table 1: Service Component Replacement – Next Business Day Shipped (5x8) Monthly Charges

Discount: N/A

Service Component/Device	Undiscounted Monthly Service Charge
Base Unit 12 Port	\$50
Base Unit 24 Port	\$70
8 Port POE Add-On	\$30
24 Port POE Add-On	\$75
8 Port Analog Module Add-On	\$35

v.5.14.09

Table 2: On-Site Maintenance (24X7X4) Monthly Charges

Discount: N/A

Option	Undiscounted Monthly Service Charge
Base Unit 12 Port	\$75
Base Unit 24 Port	\$95
8 Port POE Add-On	\$35
24 Port POE Add-On	\$85
8 Port Analog Module Add-On	\$40

v.5.14.09

Table 3: Life-Cycle Management Charges - Service Charges

Discount: N/A

Per Site / Per Occurrence during Standard Business Hours (Monday-Friday, 8:00 am- 5:00 pm, local time)	Undiscounted Service Charge List Price
Move, Addition, Change to Service	\$260
Delete Service	\$500

v. 5.14.09

Table 4: Class Of Service Option - when ordered with AT&T BVoIP Services only

Discount: 100%

Class of Service Monthly Service Fee	\$225
--------------------------------------	-------

v.1.9.09

Section III: Additional Service Fees

Moving Fee (during hours)	\$1,000 per location
Additional Moving Fee (outside standard operating hours – 8:00 a.m. to 5:00 p.m. Monday through Friday)	Additional \$500 per location

v.07/01/04

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Section IV: Local Access Pricing

NPA/ NXX	Location	Access Bandwidth	Local Access Non-Recurring Charge	Local Access Net Monthly Recurring Charge
812-948	New Albany, IN	10Mbps Ethernet	\$ 0.00	\$ 997.55
502-326	Louisville, KY	10Mbps Ethernet	\$ 0.00	\$ 750.06

Region 1: MI, WI, OH, IN, IL

Net Monthly Recurring Charge		
Mileage	Fixed	Per Mile
0 miles	\$183.60	\$0.00
1 to 5 miles	\$231.20	\$0.00
6 to 10 miles	\$252.96	\$0.00
11 to 20 miles	\$314.16	\$0.00
21 to 50 miles	\$448.80	\$0.00
51+ miles	\$340.00	\$4.42

Region 2: NY, RI, MA, VT, NH, ME

Net Monthly Recurring Charge		
Mileage	Fixed	Per Mile
0 miles	\$170.10	\$0.00
1 to 5 miles	\$214.20	\$0.00
6 to 10 miles	\$234.36	\$0.00
11 to 20 miles	\$291.06	\$0.00
21 to 50 miles	\$415.80	\$0.00
51+ miles	\$315.00	\$4.10

Region 3: NJ, PA, DE, MD, WV, VA, DC, CT

Net Monthly Recurring Charge		
Mileage	Fixed	Per Mile
0 miles	\$178.20	\$0.00
1 to 5 miles	\$224.40	\$0.00
6 to 10 miles	\$245.52	\$0.00
11 to 20 miles	\$304.92	\$0.00
21 to 50 miles	\$435.60	\$0.00
51+ miles	\$330.00	\$4.29

Region 4: KY, TN, NC, SC, GA, FL, AL, MS, LA

Net Monthly Recurring Charge		
Mileage	Fixed	Per Mile
0 miles	\$118.80	\$0.00
1 to 5 miles	\$149.60	\$0.00
6 to 10 miles	\$163.68	\$0.00
11 to 20 miles	\$203.28	\$0.00
21 to 50 miles	\$290.40	\$0.00
51+ miles	\$220.00	\$2.86

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Region 5: MO, AR, KS, OK, TX

Net Monthly Recurring Charge		
Mileage	Fixed	Per Mile
0 miles	\$145.80	\$0.00
1 to 5 miles	\$183.60	\$0.00
6 to 10 miles	\$200.88	\$0.00
11 to 20 miles	\$249.48	\$0.00
21 to 50 miles	\$356.40	\$0.00
51+ miles	\$270.00	\$3.51

Region 6: MN, IA, ND, SD, NE, MT, WY, CO, NM, AZ, UT, ID,
OR, WA

Net Monthly Recurring Charge		
Mileage	Fixed	Per Mile
0 miles	\$135.00	\$0.00
1 to 5 miles	\$170.00	\$0.00
6 to 10 miles	\$186.00	\$0.00
11 to 20 miles	\$231.00	\$0.00
21 to 50 miles	\$330.00	\$0.00
51+ miles	\$250.00	\$3.25

Region 7: CA, NV

Net Monthly Recurring Charge		
Mileage	Fixed	Per Mile
0 miles	\$132.30	\$0.00
1 to 5 miles	\$166.60	\$0.00
6 to 10 miles	\$182.28	\$0.00
11 to 20 miles	\$226.38	\$0.00
21 to 50 miles	\$323.40	\$0.00
51+ miles	\$245.00	\$3.19

ENDRES, JAM (Legal)

From: MEECE, JUDD
Sent: Wednesday, April 27, 2016 11:37 AM
To: DAUGHERTY, KERRY L
Cc: WOOD, BRADLEY D; BLACK, PAUL E
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY
Attachments: PNT Bill Associates in Dermatology.pdf; PNT Agreement 2014 Associates in Dermatology.pdf

Kerry,

That circuit is an MIS/PNT circuit on the attached bill. It was ordered off of the attached PNT agreement in 2014. Your SR and ROME opp seem to reference AVPN, so that may be what is causing the confusion.

Best Regards,
Judd

From: DAUGHERTY, KERRY L
Sent: Wednesday, April 27, 2016 11:18 AM
To: MEECE, JUDD <jm5995@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: Fwd: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Judd can you help with this? This is becoming to be a goat rope. We need to know what this circuit is and connected to what contract. We are confused.

Sent from my iPad

Begin forwarded message:

From: "DAUGHERTY, KERRY L" <kd0925@att.com>
Date: April 27, 2016 at 9:51:12 AM CDT
To: "DIMARCO, LINDA J" <ld1653@att.com>, "WOOD, BRADLEY D" <bw6258@att.com>, "BLACK, PAUL E" <pb7183@att.com>
Subject: Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

We were told by Global Ordering that the circuit was not an AVPN but a EAMIS circuit so o changed it. I included the original sales team on this. If I need to change anything let me know, but I only followed what GO requested.

Sent from my iPhone

On Apr 27, 2016, at 8:19 AM, DIMARCO, LINDA J <ld1653@att.com> wrote:

Hi Kerry,

I have received and reviewed this package request. Is the product for this request EaMIS? I'm a bit confused by the attachments. The handoff form has EaMIS, but the contract is AVPN Express. Please advise.

Thanks,

Linda J. DiMarco
CSS Manager, Global Ordering Customer Service
AT&T Architecture Technology Operations (ATO)
216.476.6053
ld1653@att.com

This e-mail and any files transmitted with it are AT&T property, are confidential, and are intended solely for the use of the individual or entity to whom this email is addressed. If you are not one of the named recipient(s) or otherwise have reason to believe that you have received this message in error, please notify the sender and delete this message immediately from your computer. Any other use, retention, dissemination, forwarding, printing, or copying of this email is strictly prohibited.

From: ROME-Support
Sent: Tuesday, April 26, 2016 6:08 PM
To: DIMARCO, LINDA J
Cc: MOISES, IAN VINCENT
Subject: 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)

ROME

Support Request Re-Assigned Notification

Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE TU SIAPCO on 04/26/16 6:07:21 PM.

Account Name	ASSOCIATES IN DERMATO
Opportunity Id	1-4FPDX0Q
MDS Id	
Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

Support Request Status	
Accepted (Re-Assigned)	
Support Request Jeopardy	N
Submitted	04/21/16 1:53:21 AM
Requested Due to Sales Date	04/22/16 12:00:00 AM
Expected Due to Sales Date	
SR Complexity	N/A
Accepted	04/22/16 5:49:22 PM
SR Target Date	
Completed	

Support Request Details	
Support Request Id	1-4GT68FN
Submitted By (email address)	DAUGHERTY,KERRY (kd0925@us.e
Last Updated By	SIAPCO
Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Products (First Only)	Ethernet Access to MIS (EaMIS
Request Type	BCS Valued
Request Reason	Order Handoff
NSS Engaged	
<i>Request:</i> Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI data only	
<i>Response:</i> LAVC, GOSS, im692j , Request ID: 1614393-V0 PRODUCT, 2241 Green Valley Rd New Albany IN 47150, A Appel, 502-583-1749, 502-583-1749, Upgrading existing 10M point to point to 20 MB Circuit ID MLEC.521671..ATI with paths.	
<i>Re-Assign Reason:</i> Assigning Order to LINDA DIMARCO	
<i>Status Detail Category:</i>	
<i>Status Detail Reason:</i>	

Need More Help?

[ROME FAQ's](#)

[Login to ROME Portal](#)

ROME Support can be Reached 24X7 at 1-877-452-9061



Invoice

Bill-At-A-Glance

Previous Bill	4,600.89
Payment - Thank You!	4,600.89CR
Adjustments	00
Balance	00
Current Charges	4,600.89
Total Amount Due	\$4,600.89
Payment Due Date	May 2, 2016

Billing Summary

For detailed information of your charges go to
www.businessdirect.att.com

Questions? Call: 1 800 235-7524

AT&T Business Services

Group #000001	
Sub-Account #831-000-2646 968	4,600.89
Total Group #000001	4,600.89
Total Current Charges	4,600.89

Current Charges

Group #000001	
Sub-Account #831-000-2646 968	
Charges for Subscriber/Router ID 7747721	
2241 GREEN VALLEY RD	
NEW ALBANY, IN 47150	
MPLS PNT Services	
Recurring Charges:	
Apr 5, 2016 thru May 4, 2016	
1. MPLS PNT Access Charge	330.00
3Mbps - US	
Port ID: 7747721	
Works With Circuit: DHEC.364879.801.ATI	
Qty: 1.00 Items at 330.00	

Group #000001 - Continued

Recurring Charges:	
Apr 5, 2016 thru May 4, 2016	
2. MPLS PNT Uplift w NxT1 (3 to 12 Mbps)	62.00
3Mbps - US	
Port ID: 7747721	
Works With Circuit: DHEC.364879.801.ATI	
Qty: 1.00 Items at 200.00	
Gross: 200.00	
MIS Multi-Protocol Label Switching Discount 138.00CR	
3. MPLS PNT W/Mgd Router @ 3 Mbps	606.85
3Mbps - US	
Port ID: 7747721	
Works With Circuit: DHEC.364879.801.ATI	
Qty: 1.00 Items at 1,145.00	
Gross: 1,145.00	
MIS Port Service Discount for NxT1 538.15CR	
Total MPLS PNT Services	998.85

Surcharges and Other Fees

4. Federal Access Recovery Fee	30.36
Total Surcharges and Other Fees	30.36
Total Subscriber/Router ID 7747721	1,029.21

Charges for Subscriber/Router ID 902426089

3810 SPRINGHURST BLVD	
LOUISVILLE, KY 40241	
MPLS PNT Services	
Recurring Charges:	
Mar 5, 2016 thru Apr 4, 2016	
5. MPLS PNT HiCap w/MGD RTR 10000 Kbps	462.40
10Mbps - US	
Port ID: 902426089	
Works With Circuit: MLEC.916875.ATI	
Qty: 1.00 Items at 2,720.00	
Gross: 2,720.00	
Discount 2,257.60CR	
Apr 5, 2016 thru May 4, 2016	
6. MPLS PNT Uplift Ethernet 2M-15M	310.00
10Mbps - US	
Port ID: 902426089	
Works With Circuit: MLEC.916875.ATI	
Qty: 1.00 Items at 1,000.00	
Gross: 1,000.00	
MIS Multi-Protocol Label Switching Discount 690.00CR	
7. MPLS PNT Access Charge	750.06
10Mbps - US	
Port ID: 902426089	
Works With Circuit: MLEC.916875.ATI	
Qty: 1.00 Items at 750.06	
Total MPLS PNT Services	1,522.46
Surcharges and Other Fees	
8. Federal Access Recovery Fee	69.91
9. KY GRT SURCHARGE INTER	20.85
Total Surcharges and Other Fees	90.76
Taxes	
State:	
10. KY/KENTUCKY	96.74
Total Taxes	96.74
Total Subscriber/Router ID 902426089	1,709.96

Return bottom portion with your check in the enclosed envelope.

DUE BY: May 2, 2016 \$4,600.89

Billing Date Apr 5, 2016

Account Number **831-000-2646 967**
Please include your account number on your check

Associates in Dermatology, PLLC
3810 SPRINGHURST BLVD
LOUISVILLE KY 40241

Make checks payable to:

AT&T
P.O. Box 5019
Carol Stream, IL 60197-5019



83100026469676286831300078200000046008900004600896

Current Charges

Group #000001 - Continued

Charges for Subscriber/Router ID 902426097

2241 GREEN VALLEY RD

NEW ALBANY, IN 47150

MPLS PNT Services

Recurring Charges:

Mar 5, 2016 thru Apr 4, 2016

1. MPLS PNT HiCap w/MGD RTR 10000 Kbps 462.40

10Mbps - US

Port ID: 902426097

Works With Circuit: MLEC.521671..ATI

Qty: 1.00 Items at 2,720.00

Gross: 2,720.00

Discount 2,257.60CR

Apr 5, 2016 thru May 4, 2016

2. MPLS PNT Uplift Ethernet 2M-15M 310.00

10Mbps - US

Port ID: 902426097

Works With Circuit: MLEC.521671..ATI

Qty: 1.00 Items at 1,000.00

Gross: 1,000.00

MIS Multi-Protocol Label Switching Discount 690.00CR

3. MPLS PNT Access Charge 997.55

10Mbps - US

Port ID: 902426097

Works With Circuit: MLEC.521671..ATI

Qty: 1.00 Items at 997.55

Total MPLS PNT Services 1,769.95

Surcharges and Other Fees

4. Federal Access Recovery Fee 91.77

Total Surcharges and Other Fees 91.77

Total Subscriber/Router ID 902426097 1,861.72

Total Sub-Account #831-000-2646 968 4,600.89

Total Group #000001 4,600.89

Total Current Charges 4,600.89

News You Can Use

News You Can Use

ACCOUNT STATUS

Where allowed by law, AT&T may implement late payment interest of no more than 18% annually. Rates will vary based on state regulations. Interest will be calculated based upon daily balances and will be applicable for each day that a delinquent balance is outstanding. This charge will apply to all balances that are delinquent through such time that payment in full is received at AT&T. The late payment interest will be billed on a monthly basis. Accounts billed outside the US will not be charged LPI.

Where allowed by law, AT&T may implement a \$25 service fee for restoration of service where delinquency has caused an interruption. This fee will be applicable to each account that is being restored and will be included on your monthly billing statement.

Some products require electronic billing as their official bill media. When electronic billing is the official bill media, an informational statement may be sent containing some of the same information as the

News You Can Use

ACCOUNT STATUS - Continued

electronic bill. The informational statement is not your bill. However, if you choose to mail your payment instead of paying electronically, the informational statement has a tear-off that can be used to submit your payment.

REGULATORY NEWS

Attention California Customers:

The following charges are "Government Fees and Taxes": Federal Excise Tax; CHCF-A, CHCF-B, Univ Lifeline Tele Serv Sur, Com Dev Fnd/Deaf & Disabled, California Teleconnect Fund, State 9-1-1 Surcharge, Utility User's Tax, and Local 911 Charge..

Thank You For Choosing AT&T Where Every Customer Counts!



Sales Contact Information
BYAM; BERTRAM
502-561-5966
bb531x@us.att.com

eSign Fax Cover Sheet Contract Id: 4586341

To: AT&T Automated Fax Handling Service

From:

Fax: 877-374-4632 or 877-eSignFax

Total Pages: 6
(Excluding Fax Cover Sheet)

Or with Copiers / Scanners w/ email, Send To: esign@att.com

To sign via fax:

1. Sign, Title and Date the document where applicable,
2. Fax back documents in the following order:
 - I. eSign Fax Cover Sheet for Contract Id: 4586341
 - II. All Pages stamped with Contract Id: 4586341
3. If there are additional documents, use the corresponding eSign Fax Cover Sheet(s) as separator(s) and Fax back as in 2.I and 2.II.

(see Picture below)



Request Id: 1103671
Contract Id: 4586341



**AT&T VPN EXPRESS SERVICE
SERVICE AGREEMENT AND PRICING SCHEDULE**

Customer	AT&T
ASSOCIATES IN DERMATOLOGY Street Address: 324 E BROADWAY City: LOUISVILLE State/Province : KY Zip Code: 40202 Country: United States	AT&T Corp.
Customer Contact (for Notices)	AT&T Contact (for Notices)
Name: Al Appel Title: Street Address: 3810 Springhurst Blvd City: Louisville State/Province: KY Zip Code: 40241 Country: United States Telephone: 5025831749 Fax: Email: aappel@associatesindermatology.com Customer Account Number or Master Account Number: 1-2LFVC-102	Name: BERTRAM BYAM Street Address: 675 W PEACHTREE ST NW City: ATLANTA State/Province: GA Zip Code: 30308 Country: United States Telephone: 5025615966 Fax: Email: bb531x@us.att.com Sales/Branch Manager: STRAHL-HARGENS STEPHANIE SCVP Name: STRAHL-HARGENS STEPHANIE Sales Strata: Retail Sales Region: USA With a copy (for Notices) to: AT&T Corp. One AT&T Way Bedminster, NJ 07921-0752 ATTN: Master Agreement Support Team Email: mast@att.com
AT&T Solution Provider or Representative Information (if applicable) <input type="checkbox"/>	
Name: Company Name: Agent Street Address: City: State: Zip Code: Country: Telephone: Fax: Email: Agent Code	

This Agreement, which includes the Pricing Schedule attached hereto, is between the customer named above ("You" or "Customer") and AT&T Corp. ("AT&T"), and, upon acceptance by Customer (the "Effective Date"), the Agreement shall continue in effect as long as Services are provided under the Agreement (except where expressly noted that a term survives following termination of service).

Customer (by its authorized representative)	AT&T (by its authorized representative)
By: eSigned - Al Appel	By: eSigned - Scott Carter
Name:	Name:
Title: Chief Administrative Officer	Title: Manager
Date: 10 Aug 2015	Date: 11 Aug 2015 CS-jt419m

AT&T and Customer Confidential Information

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ASAP!

**AT&T VPN EXPRESS SERVICE
SERVICE AGREEMENT AND PRICING SCHEDULE**

The terms and conditions for AT&T VPN Express Service and AT&T Bandwidth Services ("Services") that AT&T provides to Customer under this Agreement are found in this document and the following additional documents (collectively, the "Agreement"): (i) Service Guides found at www.att.com/servicepublications or at the link described in the attached pricing schedule; (ii) pricing schedules or other documents attached to this document ("Pricing Schedule"); and (iii) the Acceptable Use Policy ("AUP") found at att.com/aup. AT&T may revise Tariffs, Guidebooks, Service Guides or the AUP (collectively "Service Publications") at any time and may direct Customer to websites other than listed above. The order of priority of the documents that form this Agreement is: the applicable Pricing Schedule; this Agreement; the AUP; and the Tariffs, Guidebooks and Service Guides; provided that, Tariffs will be first in priority in any jurisdiction where applicable law or regulation does not permit contract terms to take precedence over inconsistent Tariff terms. This Agreement continues so long as Services are provided under this Agreement. This Agreement is limited to and only applies to the Services and shall not be deemed to apply to any other services ordered or purchased by Customer from AT&T or its Affiliates, and shall not be deemed to modify, amend or otherwise alter in any manner any other agreements between Customer and AT&T.

Customer and AT&T will cause respective Affiliates to comply with any such separate and associated contract. An "Affiliate" of a party is an entity that controls, is controlled by or is under common control with such party.

Services: AT&T will either provide or arrange to have its Affiliate provide Services to Customer and its Users (anyone who uses or accesses any Service provided to Customer), subject to the availability and operational limitations of systems, facilities and equipment, and subject to any limitation stated in the Pricing Schedule attached to this document. Where required, an AT&T Affiliate authorized by the appropriate regulatory authority will be the service provider. Customer may not resell the Services or rebrand the Services for resale to third parties without AT&T's written consent. Customer will cause Users to comply with this Agreement and is responsible for their use of any Service unless expressly provided to the contrary in a Service Publication. If a Service is provided over or accesses the Internet or is a wireless (*i.e.*, cellular) data or messaging Service, Customer, its Affiliates and Users will comply with the AUP.

Customer will in a timely manner allow AT&T to access or at Customer's expense obtain timely access to property (other than public property) and to equipment as AT&T reasonably requires for the Services. Access includes information, the right to construct, install, repair, maintain, replace and remove access lines and network facilities and the right to use ancillary equipment space within the building for Customer's connection to AT&T's network. Customer will furnish any conduit, holes, wireways, wiring, plans, equipment, space, power/utilities and other items AT&T reasonably requires for the Services and will obtain any necessary licenses, permits and consents (including easements and rights-of-way).

Customer will ensure that the location where AT&T installs, maintains or provides Services is a suitable and safe working environment, free of any substance or material that poses an unreasonable risk to health, safety or property or whose use, transport, storage, handling, disposal or release is regulated by any law related to pollution, to protection of air, water or soil or to health and safety. If AT&T encounters any such hazardous materials at a Customer location, AT&T may terminate any affected Service or any affected component of a Service ("Service Component") or suspend performance until Customer removes the hazardous materials.

AT&T Equipment: Services may be provided using certain equipment owned by AT&T that is located at the Site ("AT&T Equipment"), but title to the AT&T Equipment will remain with AT&T. Customer must provide electric power for the AT&T Equipment and keep the AT&T Equipment physically secure and free from liens and encumbrances. Customer will bear the risk of loss or damage (other than ordinary wear and tear) to the AT&T Equipment. The Site is the physical location where AT&T installs or provides a Service.

Prices, Pricing Schedule Term and Taxes: The prices listed in the Pricing Schedule are stabilized until the end of the Pricing Schedule Term and will apply in lieu of the corresponding prices set forth in the applicable Service Publication. No promotion, credit, discount or waiver set forth in a Service Publication will apply. At the end of the Pricing Schedule Term, Customer may continue Service (subject to any applicable notice or other requirements in a Service Publication for Customer to discontinue a Service Component) under a month-to-month service arrangement at the prices, terms and conditions in effect on the last day of the Pricing Schedule Term. AT&T may change such prices, terms or conditions on 30 days' prior notice to Customer.

Prices in the Pricing Schedules are exclusive of and Customer will pay all taxes, regulatory surcharges, recovery fees, customs clearances, duties, levies, shipping charges and other similar charges relating to the sale, transfer of ownership, installation, license, use or provision of the Services.

Billing, Payments, Deposits and MARC: Unless a Service Publication specifies otherwise, Customer's obligation to pay for a Service Component begins upon availability of the Service Component to Customer ("Cutover"). Payment is due 30 days after the invoice date (unless another date is specified in an applicable Tariff or Guidebook) and must refer to the invoice number. Restrictive endorsements or other statements on checks are void. If Customer does not dispute a charge in writing within 6 months after the invoice date, Customer waives the right to dispute the charge. AT&T may recover all costs (including attorney fees) of collecting delinquent or dishonored payments and may charge late payment fees (i) for Tariff or Guidebook Services, at the rate specified therein; or (ii) for all other Services at the lower of 1.5% per month (18% per annum) or the maximum rate allowed by law. AT&T may require a deposit as a condition of providing Services, and AT&T may apply such deposit to any charges owed. If the

AT&T and Customer Confidential Information

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ASAP!

**AT&T VPN EXPRESS SERVICE
SERVICE AGREEMENT AND PRICING SCHEDULE**

Pricing Schedule includes a MARC and Customer's MARC-Eligible recurring and usage charges (after deducting discounts and credits) in any applicable 12-month period are less than the MARC, Customer will pay the shortfall, and AT&T may withhold contractual credits until Customer pays the shortfall charge.

Termination and Suspension: Either party may terminate this Agreement immediately upon notice if the other party becomes insolvent, ceases operations, is the subject of a bankruptcy petition or makes an assignment for the benefit of its creditors. AT&T may terminate or suspend an affected Service or Service Component and, if the activity materially and adversely affects the entire Agreement, terminate or suspend the entire Agreement, immediately upon notice if Customer: (i) commits a fraud upon AT&T; (ii) uses the Service to commit a fraud upon another party; (iii) unlawfully uses the Service; (iv) abuses or misuses AT&T's network or Service; or (v) interferes with another customer's use of AT&T's network or services. Customer may terminate an affected Service Component for material breach by AT&T if such breach is not cured within 30 days of notice. AT&T may terminate or suspend (and later terminate) an affected Service Component for material breach by Customer if such breach is not cured within 30 days of notice. If Customer fails to rectify a violation of the AUP within 5 days after notice from AT&T, AT&T may suspend or terminate the affected Service Component. AT&T may suspend or terminate immediately if: (i) the suspension or termination is a response to multiple or repeated AUP violations or complaints; (ii) AT&T is acting in response to a court order or governmental notice that certain conduct must be stopped; or (iii) AT&T reasonably determines that: (a) AT&T may be exposed to sanctions, liability, prosecution or other adverse consequences under applicable law if AT&T allows the violation to continue; (b) the violation may harm or interfere with the integrity, normal operations or security of AT&T's network or of networks with which AT&T interconnects or may interfere with another customer's use of AT&T services or the Internet; or (c) the violation otherwise presents imminent risk of harm to AT&T, AT&T's customers or its or their respective employees.

If prior to Cutover, Customer terminates a Service Component other than for cause or AT&T terminates a Service Component for cause, Customer (i) will pay any termination or cancellation charges set out in the Pricing Schedule or Service Publication, or (ii) in the absence of such specified charges, will reimburse AT&T for time and materials, including any third-party charges, incurred prior to the effective date of termination. Thereafter, if Customer terminates a Service or Service Component for Customer's convenience or AT&T terminates a Service or Service Component for cause, Customer must pay: (i) 50% (unless a different percentage is specified in the Pricing Schedule) of the monthly recurring charges for the terminated Service Component multiplied by the months remaining in an applicable Minimum Payment Period specified in the Pricing Schedule or Service Publication, (ii) if termination occurs before the end of an applicable Minimum Retention Period, any associated credits or waived or unpaid non-recurring charges, and (iii) any access facilities cancellation

charges and other third-party charges incurred by AT&T due to the termination.

If Customer terminates the Pricing Schedule that has a MARC, Customer must pay an amount equal to 50% of the unsatisfied MARC for the balance of the Pricing Schedule Term. In addition, Customer may terminate an affected Service Component without incurring termination charges if (a) AT&T revises a Service Publication and the revision has a materially adverse impact upon Customer; (b) Customer gives 30 days' notice of termination to AT&T within 90 days of the date of the revision; and (c) AT&T does not remedy the materially adverse impact prior to the effective date of termination. "Materially adverse impacts" do not include changes to non-stabilized pricing, changes required by governmental authority or assessment of, or assessment of or changes to additional charges such as surcharges or taxes.

Disclaimer of Warranties and Liability: AT&T MAKES NO EXPRESS OR IMPLIED WARRANTY, DISCLAIMS ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT AND DISCLAIMS ANY WARRANTIES ARISING BY USAGE OF TRADE OR BY COURSE OF DEALING. FURTHER, AT&T MAKES NO WARRANTY THAT TELEPHONE CALLS OR OTHER TRANSMISSIONS WILL BE ROUTED OR COMPLETED WITHOUT ERROR OR INTERRUPTION (INCLUDING 911 CALLS) AND MAKES NO WARRANTY REGARDING NETWORK SECURITY, THE ENCRYPTION EMPLOYED BY ANY SERVICE, THE INTEGRITY OF ANY DATA THAT IS SENT, BACKED UP, STORED OR LOAD BALANCED, THAT AT&T'S SECURITY PROCEDURES WILL PREVENT THE LOSS OR ALTERATION OF OR IMPROPER ACCESS TO CUSTOMER'S DATA AND INFORMATION OR THAT SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE. AT&T WILL NOT BE LIABLE FOR ANY DAMAGES RELATING TO: INTEROPERABILITY, ACCESS OR INTERCONNECTION OF THE SERVICES WITH APPLICATIONS, DATA, EQUIPMENT, SERVICES, CONTENT OR NETWORKS PROVIDED BY CUSTOMER OR OTHERS; SERVICE DEFECTS, SERVICE LEVELS, DELAYS, SERVICE ERRORS OR INTERRUPTIONS, INCLUDING INTERRUPTIONS OR ERRORS IN ROUTING OR COMPLETING ANY 911 CALLS OR ANY OTHER CALLS OR TRANSMISSIONS, (EXCEPT FOR LIABILITY EXPLICITLY SET FORTH HEREIN); LOST OR ALTERED TRANSMISSIONS; OR UNAUTHORIZED ACCESS TO OR THEFT, ALTERATION, LOSS OR DESTRUCTION OF CUSTOMER'S OR OTHERS' APPLICATIONS, CONTENT, DATA, PROGRAMS, INFORMATION, NETWORKS OR SYSTEMS.

Limitation of Liability: AT&T'S ENTIRE LIABILITY AND CUSTOMER'S EXCLUSIVE REMEDY FOR DAMAGES ARISING OUT OF AT&T'S BREACH OF THIS AGREEMENT AND NOT DISCLAIMED UNDER THIS AGREEMENT SHALL NOT EXCEED THE APPLICABLE CREDITS SPECIFIED IN THE SERVICE PUBLICATION OR, IF NO CREDITS ARE SPECIFIED, AN AMOUNT EQUAL TO THE TOTAL NET CHARGES TO CUSTOMER FOR SERVICE TO WHICH SUCH BREACH

AT&T and Customer Confidential Information

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ASAP!

**AT&T VPN EXPRESS SERVICE
SERVICE AGREEMENT AND PRICING SCHEDULE**

RELATES DURING THE PERIOD IN WHICH SUCH BREACH OCCURS AND CONTINUES. IN NO EVENT SHALL ANY OTHER LIABILITY ATTACH TO AT&T. THIS LIMITATION WILL NOT APPLY TO BODILY INJURY, DEATH OR DAMAGE TO REAL OR TANGIBLE PROPERTY DIRECTLY CAUSED BY AT&T'S NEGLIGENCE OR INTENTIONAL MISCONDUCT.

NEITHER PARTY WILL BE LIABLE TO THE OTHER PARTY UNDER ANY CIRCUMSTANCES FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES.

These disclaimers and limitations of liability will apply regardless of the form of action, whether in contract, tort, strict liability or otherwise, of whether damages were foreseeable and of whether a party was advised of the possibility of such damages. These disclaimers and limitations of liability will survive failure of any exclusive remedies provided in this Agreement.

Third Party Claims: AT&T agrees at its expense to defend and either to settle any claim against Customer, its Affiliates and its and their employees and directors or to pay all damages finally awarded against such parties where the claim alleges that a Service provided to Customer under this Agreement infringes any patent, trademark, copyright or trade secret, except where the claim arises out of: (i) Customer's or a User's content; (ii) modifications to the Service by Customer or third parties or combinations of the Service with any non-AT&T services or products by Customer others; (iii) AT&T's adherence to Customer's written requirements; or (iv) use of the Service in violation of this Agreement. AT&T at its option may either procure the right for Customer to continue using the Service or may replace or modify the Service so that it is non-infringing or may terminate the Service without liability to Customer.

Customer agrees at its expense to defend and either to settle any claim against AT&T, its Affiliates and its and their employees, directors, subcontractors and suppliers or to pay all damages finally awarded against such parties where: (i) the claim alleges that a Service infringes any patent, trademark, copyright or trade secret and falls within the exceptions under (i)-(iv) of the preceding paragraph; or (ii) the claim alleges a breach by Customer, its Affiliates or Users of a software license agreement governing software provided with the Services.

Import/Export Control: Customer and not AT&T is responsible for complying with import and export control laws, conventions and regulations applicable to any equipment, software or technical information that Customer moves or transmits between countries.

ARBITRATION: ALL CLAIMS AND DISPUTES ARISING FROM THIS AGREEMENT SHALL BE SETTLED BY BINDING ARBITRATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION UNDER ITS COMMERCIAL ARBITRATION RULES (SUBJECT TO THE REQUIREMENTS OF THE FEDERAL ARBITRATION ACT). ANY JUDGMENT ON ANY AWARD RENDERED MAY BE ENTERED AND ENFORCED IN A COURT HAVING JURISDICTION. THE ARBITRATOR SHALL NOT HAVE THE AUTHORITY TO AWARD ANY DAMAGES DISCLAIMED BY THIS AGREEMENT OR IN EXCESS OF THE

LIABILITY LIMITATIONS IN THIS AGREEMENT, SHALL NOT HAVE THE AUTHORITY TO ORDER PRE-HEARING DEPOSITIONS OR DOCUMENT DISCOVERY, BUT MAY COMPEL ATTENDANCE OF WITNESSES AND PRODUCTION OF DOCUMENTS AT THE HEARING. THE PARTIES WAIVE ANY RIGHT TO TRIAL BY JURY AND WAIVE ANY RIGHT TO PARTICIPATE IN OR INITIATE CLASS ACTIONS; IF THE PARTIES CANNOT WAIVE THESE RIGHTS, THIS ENTIRE SECTION IS VOID.

General Provisions: This Agreement and any pricing or other proposals are confidential to Customer and AT&T. Neither party may publicly disclose any confidential information of the other party without the prior written consent of the other, unless authorized by applicable law, regulation or court order. Until directed otherwise by Customer in writing, if AT&T designates a dedicated account representative as Customer's primary contact with AT&T, Customer authorizes that representative to discuss and disclose Customer's customer proprietary network information to any employee or agent of Customer without a need for further authentication or authorization. Each party will comply with all applicable laws and regulations and with all applicable orders issued by courts or other governmental bodies of competent jurisdiction. This Agreement may not be assigned by either party without the prior written consent of the other party, which consent will not be unreasonably withheld or delayed, except that AT&T may: (i) assign in whole or relevant part its rights and obligations under this Agreement to an AT&T Affiliate, or (ii) subcontract work to be performed under this Agreement, but AT&T will in each such case remain financially responsible for the performance of such obligations. Any assignment other than as permitted by this paragraph is void. Any claim or dispute arising out of this Agreement must be filed within two (2) years after the cause of action arises. This Agreement does not provide any third party (including Users) the right to enforce it or to any remedy, claim, liability, cause of action or other right or privilege. Unless a regulatory agency with jurisdiction over the applicable Service applies a different law this Agreement will be governed by the law and regulations of the State set forth above for Customer's address, without regard to its conflict of law principles. This Agreement is limited to Services to be provided in the United States. The United Nations Convention on Contracts for International Sale of Goods will not apply. Except for payment of amounts due, neither party will be liable for any delay, failure in performance, loss or damage due to causes beyond such party's reasonable control, including strikes and labor disputes. Customer must send any notice required or permitted under this Agreement in writing to the AT&T address set forth above. This Agreement constitutes the entire agreement between the parties concerning its subject matter and supersedes all previous agreements, whether written or oral. This Agreement may not be modified or supplemented without a writing signed by authorized representatives of both parties.

AT&T and Customer Confidential Information

Page 4
ASAP!

**AT&T VPN EXPRESS SERVICE
SERVICE AGREEMENT AND PRICING SCHEDULE**

1. SERVICES

Service	Service Publication Location
AT&T VPN Express Service	http://serviceguidenew.att.com/sg_flashPlayerPage/AVPNEXP

2. PRICING SCHEDULE TERMS AND EFFECTIVE DATES

Pricing Schedule Term	36 months
-----------------------	-----------

Pricing Schedule Term Start Date	Effective Date of this Pricing Schedule
----------------------------------	---

Effective Date of Rates and Discounts	AT&T VPN Express Service
	Effective Date of this Pricing Schedule

3. MARC AND MARC-ELIGIBLE CHARGES**3a. MARC**

MARC under this Pricing Schedule	None
----------------------------------	------

4. MINIMUM PAYMENT PERIOD

Service Components	Percent of Monthly Service Fees Due Upon Termination Prior to Completion of Minimum Payment Period	Minimum Payment Period per Service Component
All AT&T VPN Service Components	100%	12 Months

5. ADDITIONAL TERMS AND CONDITIONS**5a. DSL Service or Service Component Withdrawal**

AT&T may discontinue a MPLS DSL Service Component that is supplied to AT&T by a third party service provider upon thirty (30) days written notice.

6. RATES AND DISCOUNTS**6a. AT&T VPN EXPRESS SERVICE****6a.1. AT&T VPN Express Service Rates**

Stabilization Date of Rates for AT&T VPN Express Service*	AT&T VPN Express Service Schedule of Charges version dated MAR-01-2015
--	--

*Service Components added to the Service Guide after the Stabilization Date are available at undiscounted, non-stabilized rates in a later Schedule of Charges version.

6a.2. AT&T VPN Express Service Component Discounts: United States

AT&T and Customer Confidential Information

Page 5
ASAP!

**AT&T VPN EXPRESS SERVICE
SERVICE AGREEMENT AND PRICING SCHEDULE**

The Discount for a Category shall apply unless a Discount for a Subcategory or a Service Component is shown.

Discount Type		Discount
VPN Transport		60.0 %
	Connection Monthly Charge	
	ALL VNIC COMPONENTS	100.0 %
	All other Connection Monthly Charges	60.0 %
VPN DSL		45.0 %
Managed CPE		45.0 %
	AT&T Business in a Box® Monthly Charge	20.0 %
	AT&T Business in a Box® Add-On Monthly Charge	20.0 %
Non Recurring Charges		100.0 %

6b. Standard Ethernet Access (United States)

The following discounts shall apply to the rates described in the AT&T Bandwidth Service Guide.

Rate Table	Discount
US Domestic Ethernet Access Channels – Switched – Monthly Recurring Charges <u>Tables:</u> ACS-SETH (All)	29.0 %

6c. Custom Ethernet Access (United States) Rates

Service Components must be ordered and installed within twelve (12) months after the Effective Date. Special Construction Charges also may apply.

Country	Address	City	ST	Zip/ Postal Code	Phone#	Ethernet Access Speed	Qty	Monthly Ethernet Local Access Charge	Ethernet Access Activation Charge
United States	2241 GREEN VALLEY RD	New Albany	IN	47150		AVPN Ethernet Access 20 Mbps	1	USD 1955.00	USD 0.00

6c.1. Custom Ethernet Access (United States) Discounts

No Discounts are applicable

This is the last page of the Pricing Document

ENDRES, JAM (Legal)

From: BLACK, PAUL E
Sent: Wednesday, April 27, 2016 11:46 AM
To: MEECE, JUDD; DAUGHERTY, KERRY L
Cc: WOOD, BRADLEY D
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY
Attachments: AVPN contract.pdf

They also signed this AVPN agreement with Miles for this new circuit. They are trying to install this AVPN circuit and do a service interworking agreement with the existing MPLS circuit in Louisville.

From: MEECE, JUDD
Sent: Wednesday, April 27, 2016 11:37 AM
To: DAUGHERTY, KERRY L <kd0925@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Kerry,

That circuit is an MIS/PNT circuit on the attached bill. It was ordered off of the attached PNT agreement in 2014. Your SR and ROME opp seem to reference AVPN, so that may be what is causing the confusion.

Best Regards,
Judd

From: DAUGHERTY, KERRY L
Sent: Wednesday, April 27, 2016 11:18 AM
To: MEECE, JUDD <jm5995@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: Fwd: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Judd can you help with this? This is becoming to be a goat rope. We need to know what this circuit is and connected to what contract. We are confused.

Sent from my iPad

Begin forwarded message:

From: "DAUGHERTY, KERRY L" <kd0925@att.com>
Date: April 27, 2016 at 9:51:12 AM CDT
To: "DIMARCO, LINDA J" <ld1653@att.com>, "WOOD, BRADLEY D" <bw6258@att.com>, "BLACK, PAUL E" <pb7183@att.com>
Subject: Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

We were told by Global Ordering that the circuit was not an AVPN but a EAMIS circuit so o changed it. I included the original sales team on this. If I need to change anything let me know,

but I only followed what GO requested.

Sent from my iPhone

On Apr 27, 2016, at 8:19 AM, DIMARCO, LINDA J <ld1653@att.com> wrote:

Hi Kerry,

I have received and reviewed this package request. Is the product for this request EaMIS? I'm a bit confused by the attachments. The handoff form has EaMIS, but the contract is AVPN Express. Please advise.

Thanks,

Linda J. DiMarco
CSS Manager, Global Ordering Customer Service
AT&T Architecture Technology Operations (ATO)
216.476.6053
ld1653@att.com

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From: ROME-Support
Sent: Tuesday, April 26, 2016 6:08 PM
To: DIMARCO, LINDA J
Cc: MOISES, IAN VINCENT
Subject: 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)

ROME

Support Request Re-Assigned Notification

Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE TU SIAPCO on 04/26/16 6:07:21 PM.

Account Name	ASSOCIATES IN DERMATO
Opportunity Id	1-4FPDX0Q
MDS Id	
Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00

Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

Informational Access: [View SR](#)

Support Request Status	
Accepted (Re-Assigned)	
Support Request Jeopardy	N
Submitted	04/21/16 1:53:21 AM
Requested Due to Sales Date	04/22/16 12:00:00 AM
Expected Due to Sales Date	
SR Complexity	N/A
Accepted	04/22/16 5:49:22 PM
SR Target Date	
Completed	

Support Request Details	
Support Request Id	1-4GT68FN
Submitted By (email address)	DAUGHERTY,KERRY (kd0925@us.e
Last Updated By	SIAPCO
Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Products (First Only)	Ethernet Access to MIS (EaMIS)
Request Type	BCS Valued
Request Reason	Order Handoff
NSS Engaged	
<i>Request:</i> Upgrading existing 10MB point to point to 20 MB C ID MLEC.521671..ATI data only	
<i>Response:</i> LAVC, GOSS, im692j , Request ID: 1614393-V0 PRODUCT, 2241 Green Valley Rd New Albany IN 47150, A Appel, 502-583-1749, 502-583-1749, Upgrading existing 10M point to point to 20 MB Circuit ID MLEC.521671..ATI with paths.	
<i>Re-Assign Reason:</i> Assigning Order to LINDA DIMARCO l	
<i>Status Detail Category:</i>	
<i>Status Detail Reason:</i>	

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ROME Support can be Reached 24X7 at 1-877-452-9061



ENDRES, JAM (Legal)

From: DIMARCO, LINDA J
Sent: Wednesday, April 27, 2016 11:46 AM
To: DAUGHERTY, KERRY L; WOOD, BRADLEY D; BLACK, PAUL E
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Kerry,

Just wanted to confirm. I will have this request reassigned to the MIS team, I am on the AVPN team.

Thanks,

Linda J. DiMarco
CSS Manager, Global Ordering Customer Service
AT&T Architecture Technology Operations (ATO)
216.476.6053
ld1653@att.com

This e-mail and any files transmitted with it are AT&T property, are confidential, and are intended solely for the use of the individual or entity to whom this email is addressed. If you are not one of the named recipient(s) or otherwise have reason to believe that you have received this message in error, please notify the sender and delete this message immediately from your computer. Any other use, retention, dissemination, forwarding, printing, or copying of this email is strictly prohibited.

From: DAUGHERTY, KERRY L
Sent: Wednesday, April 27, 2016 10:51 AM
To: DIMARCO, LINDA J; WOOD, BRADLEY D; BLACK, PAUL E
Subject: Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

We were told by Global Ordering that the circuit was not an AVPN but a EAMIS circuit so o changed it. I included the original sales team on this. If I need to change anything let me know, but I only followed what GO requested.

Sent from my iPhone

On Apr 27, 2016, at 8:19 AM, DIMARCO, LINDA J <ld1653@att.com> wrote:

Hi Kerry,

I have received and reviewed this package request. Is the product for this request EaMIS? I'm a bit confused by the attachments. The handoff form has EaMIS, but the contract is AVPN Express. Please advise.

Thanks,

Linda J. DiMarco
 CSS Manager, Global Ordering Customer Service
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From: ROME-Support
Sent: Tuesday, April 26, 2016 6:08 PM
To: DIMARCO, LINDA J
Cc: MOISES, IAN VINCENT
Subject: 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)

ROME

Support Request Re-Assigned Notification

Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE TULLAO SLAPCO on 04/26/16 6:07:21 PM.

Account Name	ASSOCIATES IN DERMATO
Opportunity Id	1-4FPDX0Q
MDS Id	
Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

Informational Access: [View SR](#)

Support Request Status	Support Request Details	
Accepted (Re-Assigned)	Support Request Id	1-4GT68FN

Support Request Jeopardy	N
Submitted	04/21/16 1:53:21 AM
Requested Due to Sales Date	04/22/16 12:00:00 AM
Expected Due to Sales Date	
SR Complexity	N/A
Accepted	04/22/16 5:49:22 PM
SR Target Date	
Completed	

Submitted By (email address)	<u>DAUGHERTY,KERRY (kd0925@us.att.com)</u>
Last Updated By	<u>SIAPCO</u>
Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Products (First Only)	Ethernet Access to MIS (EaMIS)
Request Type	BCS Valued
Request Reason	Order Handoff
NSS Engaged	
<i>Request:</i> Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI data only	
<i>Response:</i> LAVC, GOSS, im692j , Request ID: 1614393-V0 FTB, PRODUCT, 2241 Green Valley Rd New Albany IN 47150, Al Appel, 502-583-1749, 502-583-1749, Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI with 6 call paths.	
<i>Re-Assign Reason:</i> Assigning Order to LINDA DIMARCO Id1653	
<i>Status Detail Category:</i>	
<i>Status Detail Reason:</i>	

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ROME Support can be Reached 24X7 at 1-877-452-9061



ENDRES, JAM (Legal)

From: MEECE, JUDD
Sent: Wednesday, April 27, 2016 1:19 PM
To: DAUGHERTY, KERRY L
Cc: BLACK, PAUL E; WOOD, BRADLEY D
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY
Attachments: AVPN PNT SIO Prequal Fom.docx

Kerry,

I've attached the form that is the first step in the PNT to AVPN SIO process. This will allow the customer's new AVPN circuit to talk to the existing PNT locations.

Best Regards,
Judd

From: BLACK, PAUL E
Sent: Wednesday, April 27, 2016 11:46 AM
To: MEECE, JUDD <jm5995@att.com>; DAUGHERTY, KERRY L <kd0925@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

They also signed this AVPN agreement with Miles for this new circuit. They are trying to install this AVPN circuit and do a service interworking agreement with the existing MPLS circuit in Louisville.

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To: DAUGHERTY, KERRY L <kd0925@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Kerry,

That circuit is an MIS/PNT circuit on the attached bill. It was ordered off of the attached PNT agreement in 2014. Your SR and ROME opp seem to reference AVPN, so that may be what is causing the confusion.

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Judd

From: DAUGHERTY, KERRY L
Sent: Wednesday, April 27, 2016 11:18 AM
To: MEECE, JUDD <jm5995@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: Fwd: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Judd can you help with this? This is becoming to be a goat rope. We need to know what this circuit is and connected to what contract. We are confused.

Sent from my iPad

Begin forwarded message:

From: "DAUGHERTY, KERRY L" <kd0925@att.com>
Date: April 27, 2016 at 9:51:12 AM CDT
To: "DIMARCO, LINDA J" <ld1653@att.com>, "WOOD, BRADLEY D" <bw6258@att.com>, "BLACK, PAUL E" <pb7183@att.com>
Subject: Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

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Sent from my iPhone

On Apr 27, 2016, at 8:19 AM, DIMARCO, LINDA J <ld1653@att.com> wrote:

Hi Kerry,

I have received and reviewed this package request. Is the product for this request EaMIS? I'm a bit confused by the attachments. The handoff form has EaMIS, but the contract is AVPN Express. Please advise.

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Linda J. DiMarco
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From: ROME-Support
Sent: Tuesday, April 26, 2016 6:08 PM
To: DIMARCO, LINDA J
Cc: MOISES, IAN VINCENT
Subject: 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)

Support Request Re-Assigned Notification

*Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE TU
SIAPCO on 04/26/16 6:07:21 PM.*

Account Name	ASSOCIATES IN DERMATO
Opportunity Id	1-4FPDX0Q
MDS Id	
Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

Informational Access: [View SR](#)

Support Request Status		Support Request Details	
Accepted (Re-Assigned)		Support Request Id	1-4GT68FN
Support Request Jeopardy	N	Submitted By (email address)	DAUGHERTY,KERRY (kd0925@us.e)
Submitted	04/21/16 1:53:21 AM	Last Updated By	SIAPCO
Requested Due to Sales Date	04/22/16 12:00:00 AM	Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Expected Due to Sales Date		Products (First Only)	Ethernet Access to MIS (EaMIS)
SR Complexity	N/A	Request Type	BCS Valued
Accepted	04/22/16 5:49:22 PM	Request Reason	Order Handoff
SR Target Date		NSS Engaged	
Completed		<p><i>Request:</i> Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI data only</p> <p><i>Response:</i> LAVC, GOSS, im692j , Request ID: 1614393-V0 PRODUCT, 2241 Green Valley Rd New Albany IN 47150, A Appel, 502-583-1749, 502-583-1749, Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI with paths.</p>	

Re-Assign Reason: Assigning Order to LINDA DIMARCO
Status Detail Category:
Status Detail Reason:

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ROME Support can be Reached 24X7 at 1-877-452-9061



ENDRES, JAM (Legal)

From: DAUGHERTY, KERRY L
Sent: Wednesday, April 27, 2016 1:26 PM
To: BLACK, PAUL E; MEECE, JUDD
Cc: WOOD, BRADLEY D
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Does the AVPN exist now or will this be the first site off this contract?

Kerry Daugherty

Application Sales Consultant II

AT&T

Small Business Solutions
5115 Frederica St.
Owensboro, KY 42301
M: 270.316.7683
kd0925@att.com

[Click for Immediate Assistance](#)

From: BLACK, PAUL E
Sent: Wednesday, April 27, 2016 12:25 PM
To: MEECE, JUDD <jm5995@att.com>; DAUGHERTY, KERRY L <kd0925@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

We do not need to attach this to the SR we are issuing today. Just need to get it filled out for when it is needed.

From: MEECE, JUDD
Sent: Wednesday, April 27, 2016 1:19 PM
To: DAUGHERTY, KERRY L <kd0925@att.com>
Cc: BLACK, PAUL E <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

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Sent from my iPhone

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Linda J. DiMarco
CSS Manager, Global Ordering Customer Service
AT&T Architecture Technology Operations (ATO)
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From: ROME-Support
Sent: Tuesday, April 26, 2016 6:08 PM
To: DIMARCO, LINDA J
Cc: MOISES, IAN VINCENT
Subject: 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)

ROME

Support Request Re-Assigned Notification

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MDS Id	
Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

Informational Access: [View SR](#)

Support Request Status	
Accepted (Re-Assigned)	
Support Request Jeopardy	N
Submitted	04/21/16 1:53:21 AM
Requested Due to Sales Date	04/22/16 12:00:00 AM
Expected Due to Sales Date	
SR Complexity	N/A
Accepted	04/22/16 5:49:22 PM
SR Target Date	
Completed	

Support Request Details	
Support Request Id	1-4GT68FN
Submitted By (email address)	DAUGHERTY,KERRY (kd0925@us.8
Last Updated By	SIAPCO
Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Products (First Only)	Ethernet Access to MIS (EaMIS
Request Type	BCS Valued
Request Reason	Order Handoff
NSS Engaged	
<i>Request:</i> Upgrading existing 10MB point to point to 20 MB C ID MLEC.521671..ATI data only	
<i>Response:</i> LAVC, GOSS, im692j , Request ID: 1614393-V0 PRODUCT, 2241 Green Valley Rd New Albany IN 47150, A Appel, 502-583-1749, 502-583-1749, Upgrading existing 10M point to point to 20 MB Circuit ID MLEC.521671..ATI with paths.	
<i>Re-Assign Reason:</i> Assigning Order to LINDA DIMARCO l	
<i>Status Detail Category:</i>	
<i>Status Detail Reason:</i>	

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ROME Support can be Reached 24X7 at 1-877-452-9061



ENDRES, JAM (Legal)

From: DAUGHERTY, KERRY L
Sent: Wednesday, April 27, 2016 2:37 PM
To: BLACK, PAUL E; WOOD, BRADLEY D
Cc: MEECE, JUDD; PORTARO, THOMAS L
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

I have everything uploaded, the only issues I'm having is adding the product. Access AVPN. It's not in the selection options, only BIB AVPN, IPFlex AVPN, VDNA AVPN or IP Toll Free AVPN. I did create another opp and was able to select Access AVPN. So anyone have any suggestions or de we run with the new opp?

Kerry Daugherty

[Application Sales Consultant II](#)

AT&T

Small Business Solutions
5115 Frederica St.
Owensboro, KY 42301
M: 270.316.7683
kd0925@att.com

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From: BLACK, PAUL E
Sent: Wednesday, April 27, 2016 12:54 PM
To: DAUGHERTY, KERRY L <kd0925@att.com>; MEECE, JUDD <jm5995@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; PORTARO, THOMAS L <tp7892@att.com>
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

I worked with the FEO order manager Linda Dimarco. Here is the Q string.

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From: BLACK, PAUL E

Sent: Wednesday, April 27, 2016 1:28 PM

To: DAUGHERTY, KERRY L <kd0925@att.com>; MEECE, JUDD <jm5995@att.com>

Cc: WOOD, BRADLEY D <bw6258@att.com>

Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Don't cancel anything yet. I am trying to see if the current person assigned can work it if we correct it.

From: DAUGHERTY, KERRY L

Sent: Wednesday, April 27, 2016 1:26 PM

To: BLACK, PAUL E <pb7183@att.com>; MEECE, JUDD <jm5995@att.com>

Cc: WOOD, BRADLEY D <bw6258@att.com>

Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Does the AVPN exist now or will this be the first site off this contract?

Kerry Daugherty

Application Sales Consultant II

AT&T

Small Business Solutions

5115 Frederica St.

Owensboro, KY 42301

M: 270.316.7683

kd0925@att.com

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From: BLACK, PAUL E

Sent: Wednesday, April 27, 2016 12:25 PM

To: MEECE, JUDD <jm5995@att.com>; DAUGHERTY, KERRY L <kd0925@att.com>

Cc: WOOD, BRADLEY D <bw6258@att.com>

Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

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Cc: BLACK, PAUL E <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>

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Kerry,

I've attached the form that is the first step in the PNT to AVPN SIO process. This will allow the customer's new AVPN circuit to talk to the existing PNT locations.

Best Regards,
Judd

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Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: Fwd: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Judd can you help with this? This is becoming to be a goat rope. We need to know what this circuit is and connected to what contract. We are confused.

Sent from my iPad

Begin forwarded message:

From: "DAUGHERTY, KERRY L" <kd0925@att.com>
Date: April 27, 2016 at 9:51:12 AM CDT
To: "DIMARCO, LINDA J" <ld1653@att.com>, "WOOD, BRADLEY D" <bw6258@att.com>, "BLACK, PAUL E" <pb7183@att.com>
Subject: Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

We were told by Global Ordering that the circuit was not an AVPN but a EAMIS circuit so o changed it. I included the original sales team on this. If I need to change anything let me know, but I only followed what GO requested.

Sent from my iPhone

On Apr 27, 2016, at 8:19 AM, DIMARCO, LINDA J <ld1653@att.com> wrote:

Hi Kerry,

I have received and reviewed this package request. Is the product for this request EaMIS? I'm a bit confused by the attachments. The handoff form has EaMIS, but the contract is AVPN Express. Please advise.

Thanks,

Linda J. DiMarco
CSS Manager, Global Ordering Customer Service
AT&T Architecture Technology Operations (ATO)
216.476.6053
ld1653@att.com

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From: ROME-Support
Sent: Tuesday, April 26, 2016 6:08 PM
To: DIMARCO, LINDA J
Cc: MOISES, IAN VINCENT
Subject: 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)

ROME

Support Request Re-Assigned Notification

Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE TU SIAPCO on 04/26/16 6:07:21 PM.

Account Name	ASSOCIATES IN DERMATO
Opportunity Id	1-4FPDX0Q
MDS Id	
Opportunity Name	Associates in Derm AVPN

Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

Informational Access: [View SR](#)

Support Request Status	
Accepted (Re-Assigned)	
Support Request Jeopardy	N
Submitted	04/21/16 1:53:21 AM
Requested Due to Sales Date	04/22/16 12:00:00 AM
Expected Due to Sales Date	
SR Complexity	N/A
Accepted	04/22/16 5:49:22 PM
SR Target Date	
Completed	

Support Request Details	
Support Request Id	1-4GT68FN
Submitted By (email address)	DAUGHERTY,KERRY (kd0925@us.a
Last Updated By	SIAPCO
Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Products (First Only)	Ethernet Access to MIS (EaMIS)
Request Type	BCS Valued
Request Reason	Order Handoff
NSS Engaged	
<i>Request:</i> Upgrading existing 10MB point to point to 20 MB C ID MLEC.521671..ATI data only	
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<i>Status Detail Category:</i>	
<i>Status Detail Reason:</i>	

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ENDRES, JAM (Legal)

From: DAUGHERTY, KERRY L
Sent: Wednesday, April 27, 2016 2:40 PM
To: BLACK, PAUL E; WOOD, BRADLEY D
Cc: MEECE, JUDD; PORTARO, THOMAS L
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Ok well let her know we have the AVPN Igloo and new GO Form loaded.

Kerry Daugherty

Application Sales Consultant II

AT&T

Small Business Solutions
5115 Frederica St.
Owensboro, KY 42301
M: 270.316.7683
kd0925@att.com

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From: BLACK, PAUL E
Sent: Wednesday, April 27, 2016 1:38 PM
To: DAUGHERTY, KERRY L <kd0925@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: MEECE, JUDD <jm5995@att.com>; PORTARO, THOMAS L <tp7892@att.com>
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kd0925@att.com

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Cc: WOOD, BRADLEY D <bw6258@att.com>; PORTARO, THOMAS L <tp7892@att.com>

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Application Sales Consultant II

AT&T

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Owensboro, KY 42301
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kd0925@att.com

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To: "DIMARCO, LINDA J" <ld1653@att.com>, "WOOD, BRADLEY D" <bw6258@att.com>, "BLACK, PAUL E" <pb7183@att.com>
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CSS Manager, Global Ordering Customer Service
AT&T Architecture Technology Operations (ATO)
216.476.6053
ld1653@att.com

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To: DIMARCO, LINDA J
Cc: MOISES, IAN VINCENT
Subject: 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)

ROME

Support Request Re-Assigned Notification

Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE TU SIAPCO on 04/26/16 6:07:21 PM.

Account Name	ASSOCIATES IN DERMATO
Opportunity Id	1-4FPDX0Q
MDS Id	
Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

Support Request Status	
Accepted (Re-Assigned)	
Support Request Jeopardy	N
Submitted	04/21/16 1:53:21 AM
Requested Due to Sales Date	04/22/16 12:00:00 AM
Expected Due to Sales Date	
SR Complexity	N/A
Accepted	04/22/16 5:49:22 PM
SR Target Date	
Completed	

Support Request Details	
Support Request Id	1-4GT68FN
Submitted By (email address)	DAUGHERTY,KERRY (kd0925@us.e
Last Updated By	SIAPCO
Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Products (First Only)	Ethernet Access to MIS (EaMIS
Request Type	BCS Valued
Request Reason	Order Handoff
NSS Engaged	
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ENDRES, JAM (Legal)

From: PORTARO, THOMAS L
Sent: Wednesday, April 27, 2016 2:41 PM
To: DAUGHERTY, KERRY L
Cc: BLACK, PAUL E; WOOD, BRADLEY D; MEECE, JUDD
Subject: Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Kerry/Brad,

Please take over communication with Linda personally to ensure order good.

Thanks,

Thomas

Sent from my iPhone

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Ok well let her know we have the AVPN Igloo and new GO Form loaded.

Kerry Daugherty

Application Sales Consultant II

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I worked with the FEO order manager Linda Dimarco. Here is the Q string.

She will work the existing SR. We just need to get it corrected. We need to correct the product to AVPN so we can correct the SIP. Correct the order handoff form and she needs an AVPN IGLOO.

Paul(1:29:25 PM): HI Linda. I am the sales manager over the team working on Associates in Dermatology

Paul(1:29:38 PM): this is supposed to be an AVPN order but they put the wrong product and info on the SR.

Paul(1:29:44 PM): if we fix all of this can you still work it?

Linda(1:47:13 PM): Hi Paul, yes if it's AVPN I can work it. Is it a new AVPN Network? I'm not finding an existing network under the MCN provided.

Paul(1:47:21 PM): yes. it is a new AVPN network

Paul(1:47:40 PM): we will be doing a service interworking agreement after we get the new vpn name and id so it can work with an existing PNT circuit

Linda(1:48:01 PM): it's not so much the product listed on the SR, that doesn't really matter...it's the attachments... the IGLOO and handoff both show MIS

Linda(1:48:13 PM): got it, that's fine

Paul(1:48:38 PM): ok. I will have the ASC and CSE correct the handoff form and scope of work. the SR has the AVPN Express agreement correct?

Paul(1:48:46 PM): and you need an updated IGLOO

Paul(1:48:51 PM): anything else required?

Linda(1:49:58 PM): yes the AVPN Express contract is attached. No thats all just the hand off and the IGLOO. I can let yo know if anything else is required once I look at it... I just took a quick look and noticed the scope was confusing

From: BLACK, PAUL E

Sent: Wednesday, April 27, 2016 1:28 PM

To: DAUGHERTY, KERRY L <kd0925@att.com>; MEECE, JUDD <jm5995@att.com>

Cc: WOOD, BRADLEY D <bw6258@att.com>

Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Don't cancel anything yet. I am trying to see if the current person assigned can work it if we correct it.

From: DAUGHERTY, KERRY L

Sent: Wednesday, April 27, 2016 1:26 PM

To: BLACK, PAUL E <pb7183@att.com>; MEECE, JUDD <jm5995@att.com>

Cc: WOOD, BRADLEY D <bw6258@att.com>

Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Does the AVPN exist now or will this be the first site off this contract?

Kerry Daugherty

Application Sales Consultant II

AT&T

Small Business Solutions

5115 Frederica St.

Owensboro, KY 42301

M: 270.316.7683

kd0925@att.com

[Click for Immediate Assistance](#)

From: BLACK, PAUL E

Sent: Wednesday, April 27, 2016 12:25 PM

To: MEECE, JUDD <jm5995@att.com>; DAUGHERTY, KERRY L <kd0925@att.com>

Cc: WOOD, BRADLEY D <bw6258@att.com>

Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

We do not need to attach this to the SR we are issuing today. Just need to get it filled out for when it is needed.

From: MEECE, JUDD

Sent: Wednesday, April 27, 2016 1:19 PM

To: DAUGHERTY, KERRY L <kd0925@att.com>

Cc: BLACK, PAUL E <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Kerry,

I've attached the form that is the first step in the PNT to AVPN SIO process. This will allow the customer's new AVPN circuit to talk to the existing PNT locations.

Best Regards,
Judd

From: BLACK, PAUL E
Sent: Wednesday, April 27, 2016 11:46 AM
To: MEECE, JUDD <jm5995@att.com>; DAUGHERTY, KERRY L <kd0925@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

They also signed this AVPN agreement with Miles for this new circuit. They are trying to install this AVPN circuit and do a service interworking agreement with the existing MPLS circuit in Louisville.

From: MEECE, JUDD
Sent: Wednesday, April 27, 2016 11:37 AM
To: DAUGHERTY, KERRY L <kd0925@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Kerry,

That circuit is an MIS/PNT circuit on the attached bill. It was ordered off of the attached PNT agreement in 2014. Your SR and ROME opp seem to reference AVPN, so that may be what is causing the confusion.

Best Regards,
Judd

From: DAUGHERTY, KERRY L
Sent: Wednesday, April 27, 2016 11:18 AM
To: MEECE, JUDD <jm5995@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: Fwd: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Judd can you help with this? This is becoming to be a goat rope. We need to know what this circuit is and connected to what contract. We are confused.

Sent from my iPad

Begin forwarded message:

From: "DAUGHERTY, KERRY L" <kd0925@att.com>
Date: April 27, 2016 at 9:51:12 AM CDT

To: "DIMARCO, LINDA J" <ld1653@att.com>, "WOOD, BRADLEY D" <bw6258@att.com>, "BLACK, PAUL E" <pb7183@att.com>
Subject: Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

We were told by Global Ordering that the circuit was not an AVPN but a EAMIS circuit so o changed it. I included the original sales team on this. If I need to change anything let me know, but I only followed what GO requested.

Sent from my iPhone

On Apr 27, 2016, at 8:19 AM, DIMARCO, LINDA J <ld1653@att.com> wrote:

Hi Kerry,

I have received and reviewed this package request. Is the product for this request EaMIS? I'm a bit confused by the attachments. The handoff form has EaMIS, but the contract is AVPN Express. Please advise.

Thanks,

Linda J. DiMarco
CSS Manager, Global Ordering Customer Service
AT&T Architecture Technology Operations (ATO)
216.476.6053
ld1653@att.com

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From: ROME-Support
Sent: Tuesday, April 26, 2016 6:08 PM
To: DIMARCO, LINDA J
Cc: MOISES, IAN VINCENT
Subject: 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO:
ROME New SR Notification (Re-Assigned)

ROME

Support Request Re-Assigned Notification

Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE SIAPCO on 04/26/16 6:07:21 PM.

Account Name	ASSOCIATES IN DERMATO
Opportunity Id	1-4FPDX0Q
MDS Id	
Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

Informational Access: [View SR](#)

Support Request Status	
Accepted (Re-Assigned)	
Support Request Jeopardy	N
Submitted	04/21/16 1:53:21 AM
Requested Due to Sales Date	04/22/16 12:00:00 AM
Expected Due to Sales Date	
SR Complexity	N/A
Accepted	04/22/16 5:49:22 PM
SR Target Date	
Completed	

Support Request Details	
Support Request Id	1-4GT68FN
Submitted By (email address)	DAUGHERTY,KERRY (kd092)
Last Updated By	SIAPCO
Inbox	CLIENT SUPPORT SPECIALIST_BUSMK
Products (First Only)	Ethernet Access to MIS (
Request Type	BCS Valued
Request Reason	Order Handoff
NSS Engaged	
<i>Request:</i> Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI data only	
<i>Response:</i> LAVC, GOSS, im692j , Request ID: 16143 PRODUCT, 2241 Green Valley Rd New Albany IN 46033, Appel, 502-583-1749, 502-583-1749, Upgrading existing point to point to 20 MB Circuit ID MLEC.521671..ATI data paths.	
<i>Re-Assign Reason:</i> Assigning Order to LINDA DIMAS	
<i>Status Detail Category:</i>	
<i>Status Detail Reason:</i>	

Need More Help?

[ROME FAQ's](#)

[Login to ROME Portal](#)

ROME Support can be Reached 24X7 at 1-877-452-9061



ENDRES, JAM (Legal)

From: DIMARCO, LINDA J
Sent: Wednesday, April 27, 2016 2:54 PM
To: BLACK, PAUL E; DAUGHERTY, KERRY L; WOOD, BRADLEY D
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

All,

Please let me know when the attachments are updated.

Thanks,

Linda J. DiMarco
CSS Manager, Global Ordering Customer Service
AT&T Architecture Technology Operations (ATO)
216.476.6053
ld1653@att.com

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From: BLACK, PAUL E
Sent: Wednesday, April 27, 2016 1:28 PM
To: DIMARCO, LINDA J; DAUGHERTY, KERRY L; WOOD, BRADLEY D
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Linda:

This should be AVPN. If we correct the SR and handoff can you work it?

From: DIMARCO, LINDA J
Sent: Wednesday, April 27, 2016 11:46 AM
To: DAUGHERTY, KERRY L <kd0925@att.com>; WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Kerry,

Just wanted to confirm. I will have this request reassigned to the MIS team, I am on the AVPN team.

Thanks,

Linda J. DiMarco
CSS Manager, Global Ordering Customer Service
AT&T Architecture Technology Operations (ATO)
216.476.6053
ld1653@att.com

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From: DAUGHERTY, KERRY L
Sent: Wednesday, April 27, 2016 10:51 AM
To: DIMARCO, LINDA J; WOOD, BRADLEY D; BLACK, PAUL E
Subject: Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

We were told by Global Ordering that the circuit was not an AVPN but a EAMIS circuit so I changed it. I included the original sales team on this. If I need to change anything let me know, but I only followed what GO requested.

Sent from my iPhone

On Apr 27, 2016, at 8:19 AM, DIMARCO, LINDA J <ld1653@att.com> wrote:

Hi Kerry,

I have received and reviewed this package request. Is the product for this request EAMIS? I'm a bit confused by the attachments. The handoff form has EAMIS, but the contract is AVPN Express. Please advise.

Thanks,

Linda J. DiMarco
CSS Manager, Global Ordering Customer Service
AT&T Architecture Technology Operations (ATO)
216.476.6053
ld1653@att.com

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From: ROME-Support
Sent: Tuesday, April 26, 2016 6:08 PM

To: DIMARCO, LINDA J
Cc: MOISES, IAN VINCENT
Subject: 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)

ROME

Support Request Re-Assigned Notification

Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE TULLAO SIAPCO on 04/26/16 6:07:21 PM.

Account Name	ASSOCIATES IN DERMATO
Opportunity Id	1-4FPDX0Q
MDS Id	
Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

Informational Access: [View SR](#)

Support Request Status		Support Request Details	
Accepted (Re-Assigned)		Support Request Id	1-4GT68FN
Support Request Jeopardy	N	Submitted By (email address)	DAUGHERTY,KERRY (kd0925@us.att.com)
Submitted	04/21/16 1:53:21 AM	Last Updated By	SIAPCO
Requested Due to Sales Date	04/22/16 12:00:00 AM	Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Expected Due to Sales Date		Products (First Only)	Ethernet Access to MIS (EaMIS)
SR Complexity	N/A	Request Type	BCS Valued
Accepted	04/22/16 5:49:22 PM	Request Reason	Order Handoff
SR Target Date		NSS Engaged	
Completed		<i>Request:</i> Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI data only	

Response: LAVC, GOSS, im692j , Request ID: 1614393-V0 FTB, PRODUCT, 2241 Green Valley Rd New Albany IN 47150, Al Appel, 502-583-1749, 502-583-1749, Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI with 6 call paths.

Re-Assign Reason: Assigning Order to LINDA DIMARCO ld1653

Status Detail Category:

Status Detail Reason:

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ROME Support can be Reached 24X7 at 1-877-452-9061



ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Wednesday, October 12, 2016 10:02 AM
To: WALKLING, BRANDEN; WEEDA, BRIAN
Cc: BLACK, PAUL E
Subject: RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Thanks Branden, sorry for the mix up.

Brian, if you need anything from me please let me know.

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: WALKLING, BRANDEN
Sent: Wednesday, October 12, 2016 9:58 AM
To: WOOD, BRADLEY D <bw6258@att.com>; WEEDA, BRIAN <bw444q@att.com>
Cc: BLACK, PAUL E <pb7183@att.com>
Subject: RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Bradley,

The team below working on this actually reports to Brian. I have gone ahead and copied him and I am sure he will review and will advise you and the team on this to assist.

Thanks.

Branden V. Walkling

Director

ECS, Customer Advocate Organization

AT&T

Omaha, NE

o 402-516-1600 m 402-739-9087 | bw2539@att.com

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

Sent: Wednesday, October 12, 2016 8:55 AM

To: Branden Walkling <bw2539@att.com>

Cc: BLACK, PAUL E <pb7183@att.com>

Subject: FW: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Branden,

Good morning, I need some assistance please. See below my customer Associates in Dermatology has been having network issues that are severely impacting his business. This has been going on since September 30th and the customer has hit his breaking point and is ready to switch providers. We have a large opportunity we are in danger of losing with this customer if this is not fixed. Can you please assist, everything your team has done so far has not worked.

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: WOOD, BRADLEY D

Sent: Wednesday, October 12, 2016 9:50 AM

To: RUBIO, GLORIA <gr662w@att.com>; MURO, GABY <gm6950@att.com>

Cc: OVERMYER, LORI <lo9517@att.com>; REID, RANDAL K <rr4273@att.com>; SLOAN, DONALD C <ds8030@att.com>; PHILIPOVSKI, SVETOSLAV <sp1325@att.com>; Sharedsvcsafthrs@att.com; MOOK, BRIAN <bm648d@att.com>; ROGGY-SCHILDT, TERESA <tr1956@att.com>; KRING, DAVID <dk741r@att.com>; BLACK, PAUL E <pb7183@att.com>

Subject: RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Customer Removed

This issue has been going on since September 30th and the customer has been very patient but he is fed up and threatening to take his service somewhere else. We cannot afford to have that happen and this needs to be escalated to whomever can help get them back up as their service is impacting business. Who do I need to escalate this to so we can get him back up and running. See email below he sent this morning.

John,

This issue started on September 30th, we still do not have any answers to why our service is bouncing and we are unable to effectively operate our business. What are my options?

Brad, if we switch service providers will there be terminations fees, even if you are unable to provide the service we are paying for? This is exactly why we switched from Windstream.

Al

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: RUBIO, GLORIA

Sent: Tuesday, October 11, 2016 7:30 PM

To: MURO, GABY <gm6950@att.com>; Al Appel <aappel@associatesin dermatology.com>; 'Rance Reinhardt' <Rance.Reinhardt@mirazon.com>

Cc: OVERMYER, LORI <lo9517@att.com>; lhf@associatesin dermatology.com; WOOD, BRADLEY D <bw6258@att.com>; REID, RANDAL K <rr4273@att.com>; SLOAN, DONALD C <ds8030@att.com>; PHILIPOVSKI, SVETOSLAV <sp1325@att.com>; Sharedsvcsafthrs@att.com; MOOK, BRIAN <bm648d@att.com>; ROGGY-SCHILDT, TERESA <tr1956@att.com>; KRING, DAVID <dk741r@att.com>

Subject: RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Al,

I have continued to escalate your ticket and have continued to request that a tier 3 technician be engaged in assisting us find a resolution to this prolonged issue. Should you have any questions or concerns regarding any of this information, please feel free to reach out to me via phone or email.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 Springhurst Blvd Louisville, KY 40241

Access Hours: M-F 8AM-5PM EST

CCON: Al Appel, aappel@associatesin dermatology.com, 812-725-2434

LCON: Hope Flannery, lhf@associatesin dermatology.com, 502-583-1749

LCON: Rance Reinhardt 502-210-9772

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

Area Manager: Brian Mook O:424-233-2974, bm648d@att.com

Gloria Rubio

After Hours Service Assurance Service Manager

ECS, Customer Advocate Organization

AT&T

El Paso, TX

o 424-233-2981 | gr662w@att.com

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

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

From: Gloria Rubio

Sent: Tuesday, October 11, 2016 2:34 PM

To: Gabriela Muro; Al Appel; 'Rance Reinhardt'

Cc: Lori Overmyer; lhf@associatesin dermatology.com; 'WOOD, BRADLEY D'; rr4273@att.com; ds8030@att.com;

Svetoslav Philipovski; SharesSvcAftHrs; Brian Mook; Teresa Schildt; David Kring

Subject: RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Al,

Hello, my Name is Gloria Rubio with the AT&T Service Assurance Afterhours 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.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 Springhurst Blvd Louisville, KY 40241

Access Hours: M-F 8AM-5PM EST

CCON: Al Appel, aappel@associatesin dermatology.com, 812-725-2434

LCON: Hope Flannery, lhf@associatesin dermatology.com, 502-583-1749

LCON: Rance Reinhardt 502-210-9772

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

Area Manager: Brian Mook O:424-233-2974, bm648d@att.com

Gloria Rubio

After Hours Service Assurance Service Manager

ECS, Customer Advocate Organization

AT&T

El Paso, TX

o 424-233-2981 | gr662w@att.com

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

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

From: Gabriela Muro

Sent: Tuesday, October 11, 2016 2:14 PM

To: Al Appel; 'Rance Reinhardt'

Cc: Lori Overmyer; lhf@associatesin dermatology.com; 'WOOD, BRADLEY D'; rr4273@att.com; ds8030@att.com;

Svetoslav Philipovski; SharesSvcAftHrs; Gloria Rubio; Brian Mook; Teresa Schildt; David Kring

Subject: RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Hello Al,

I've placed an escalation asking for a tier 3 technician to engage to isolate the issue. At this I will be handing this off to **Gloria Rubio** in our Afterhours team. She will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please don't hesitate to contact our Afterhours team by calling 844-288-7378., or hitting reply all to this email trail.

Engagement received: 09/29/2016 1:06 PM MST
Type of Service: MIS/PNT/DIA BBEC.554292
Address: 3810 Springhurst Blvd Louisville, KY 40241
Access Hours: M-F 8AM-5PM EST
CCON: Al Appel, aappel@associatesindermatology.com, 812-725-2434
LCON: Hope Flannery, lhf@associatesindermatology.com, 502-583-1749
LCON: Rance Reinhardt 502-210-9772

Thank You,

Gaby Muro

Service Assurance Service Manager
ECS, Customer Advocate Organization

AT&T
El Paso, TX
(424) 233-2917 | gm6950@att.com
Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

AT&T is here to make it easier for you!
Have you tried opening up your tickets on-line?
Below are two great resources to bring your maintenance concerns into AT&T.

Local Services:
<https://expressticketing.acss.att.com/expressticketing/>

AT&T Business Direct® – Manage your business at the speed of possibility -
Managed Services: <http://www.corp.att.com/ebcc/>

Evening / Weekend Service Assurance Service Management Support: 844-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Tuesday, October 11, 2016 1:38 PM
To: Gabriela Muro; 'Rance Reinhardt'
Cc: Lori Overmyer; lhf@associatesindermatology.com; 'WOOD, BRADLEY D'; rr4273@att.com; ds8030@att.com; Svetoslav Philipovski
Subject: RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT

BOUNCING

Importance: High

Hi Gaby,

I am asking to have this escalated to a tier 3 technician since the amount of time we have been dealing with this issue is totally unacceptable.

Who do I need to contact to make this happen?

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: Gabriela Muro [<mailto:gm6950@att.com>]

Sent: Tuesday, October 11, 2016 1:57 PM

To: Rance Reinhardt <Rance.Reinhardt@mirazon.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: Lori Overmyer <lo9517@att.com>; lhf@associatesin dermatology.com; WOOD, BRADLEY D <bw6258@att.com>; rr4273@att.com; ds8030@att.com; Svetoslav Philipovski <sp1325@att.com>

Subject: RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Afternoon All,

Al thank you for calling and letting me know that you are still showing trouble. I am currently working with our service partners to assist in isolating the trouble. Per our conversation, you stated that the issue has been ongoing since October 6th. I've let our service partners know that the issue is still ongoing and to advise if our tech who would be able to assist with the media converter. An escalation has been placed to have a Tier 2 technician contact you.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 Springhurst Blvd Louisville, KY 40241

Access Hours: M-F 8AM-5PM EST

CCON: Al Appel, aappel@associatesin dermatology.com, 812-725-2434

LCON: Hope Flannery, lhf@associatesin dermatology.com, 502-583-1749

LCON: Rance Reinhardt 502-210-9772

Thank You,

Gaby Muro

Service Assurance Service Manager

ECS, Customer Advocate Organization

AT&T

El Paso, TX

(424) 233-2917 | gm6950@att.com

Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F

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

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Local Services:

<https://expressticketing.acss.att.com/expressticketing/>

AT&T Business Direct® – Manage your business at the speed of possibility -

Managed Services: <http://www.corp.att.com/ebcc/>

Evening / Weekend Service Assurance Service Management Support: 844-288-7378

From: Rance Reinhardt [<mailto:Rance.Reinhardt@mirazon.com>]

Sent: Tuesday, October 11, 2016 10:31 AM

To: Gabriela Muro; WOOD, BRADLEY D; Al Appel

Cc: Lori Overmyer; lhf@associatesindermatology.com

Subject: RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Working with the tech we statically assigned the speed negotiation on the interface handoff and we are now averaging 15/20 roughly. A traffic monitor is set up on ISP side and I am setting up monitoring on this side to further identify the issue. If there is a media converter from fiber to copper those speeds need to be set statically as well. Would there be an ATT tech that would be able to account for this item? If they have a converter who would be the TEIR desk to check that device interface speed?

Download:

Upload:

16.36 Mbps

21.1 Mbps

Latency:

Test Server:

18 ms

Atlanta 2

Download:

Upload:

15.79 Mbps

20.85 Mbps

Latency:

Test Server:

19 ms

Atlanta 2



Rance T. Reinhardt, Network Engineer

MCTS: Windows 7 Configuration

CompTia: Network+ & Security+

Brocade: BCNE

CISCO: CCENT

Ruckus: WiSE Level 1

502.210.9772 – Mobile

502.240.0404 x574 - Office

502.240.0409 – Fax

Mirazon
Visioning Technology
mirazon.com

From: Gabriela Muro [<mailto:gm6950@att.com>]

Sent: Tuesday, October 11, 2016 11:06 AM

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

Cc: Lori Overmyer <lo9517@att.com>; lhf@associatesindermatology.com; Gabriela Muro <gm6950@att.com>

Subject: RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Rance,

Thank you for letting me know. I've entered this information on the ticket log.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

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Thank You,

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