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**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

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**From:** Rance Reinhardt [<mailto:Rance.Reinhardt@mirazon.com>]  
**Sent:** Tuesday, October 11, 2016 9:04 AM  
**To:** Gabriela Muro; WOOD, BRADLEY D; Al Appel  
**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

I am calling the support number now.

**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**  
**Visioneering Technology**  
[mirazon.com](http://mirazon.com)

**From:** Gabriela Muro [<mailto:gm6950@att.com>]  
**Sent:** Tuesday, October 11, 2016 10:33 AM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Morning All,

I reached out to Rance to have him troubleshoot with our Tier 2 technician but Rance was on another call. Our technical team is requesting for Rance to call in to **877-288-8362 Opt.1** and provide this ticket number **222825864**, to initiate the troubleshooting. Our technicians also advised that services might go down for more than 5 minutes. Please let me know what time would be best for Rance to speak to Tier 2 so I can enter the information into the ticket log. If you have any questions, please feel free to use the “Reply all” function.

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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto: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

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El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto: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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---

**From:** WOOD, BRADLEY D [<mailto:bw6258@att.com>]  
**Sent:** Tuesday, October 11, 2016 7:59 AM  
**To:** Al Appel; Gabriela Muro  
**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'Rance Reinhardt'  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Al,

I spoke with Rance and Gaby and have a plan. Gaby is getting an engineer on the line and they are going to call Rance who is remoted into your network. The engineer and Rance are going to do some trouble shooting hopefully to find the issue.

Regards,  
Brad

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Tuesday, October 11, 2016 9:04 AM  
**To:** MURO, GABY <[gm6950@att.com](mailto:gm6950@att.com)>  
**Cc:** OVERMYER, LORI <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'Rance Reinhardt' <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Rance,

Is this something you can help with?

Al

**From:** Gabriela Muro [<mailto:gm6950@att.com>]  
**Sent:** Tuesday, October 11, 2016 8:43 AM  
**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'Rance Reinhardt' <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; 'WOOD, BRADLEY D' <[bw6258@att.com](mailto:bw6258@att.com)>; Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Morning Al,

We will need to connect someone at the premise and a technician in our engineering department together to trouble shoot the system over the phone. This is best scheduled Mon-Fri 08:00-17:00. If someone is available at the premise to do live test calls, please hit reply all to this email trail.

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Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto: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

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(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
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---

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

**Sent:** Tuesday, October 11, 2016 6:38 AM

**To:** Gabriela Muro; 'WOOD, BRADLEY D'; 'Rance Reinhardt'

**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); SharesSvcsAfthrs; Richard Morris; Teresa Schildt; David Kring

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

**Importance:** High

Status?

We are at 3.1 download and 1.1 upload

*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:** Monday, October 10, 2016 5:02 PM

**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>

**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com); [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com);

SharesSvcsAfthrs <[SharedSvcsAfthrs@att.com](mailto:SharedSvcsAfthrs@att.com)>; Richard Morris <[rx795n@att.com](mailto:rx795n@att.com)>; Teresa Schildt <[TR1956@att.com](mailto:TR1956@att.com)>;

David Kring <[dk741r@att.com](mailto:dk741r@att.com)>

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Afternoon Rance,

At this time, I will be handing this off to Richard Morris in our Afterhours team. He 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@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:  
Area Manager: Lori Overmyer O:424-233-2975, ; [lo9517@att.com](mailto:lo9517@att.com)

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

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(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
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**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

---

**From:** Gabriela Muro  
**Sent:** Monday, October 10, 2016 2:18 PM  
**To:** WOOD, BRADLEY D  
**Cc:** Lori Overmyer; Rance Reinhardt; [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com); [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Gabriela Muro  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Bradley,

Sorry for the late response. I am currently on the line with our tier 2 technicians placing an escalation to have this issue resolved as soon as possible. I will provide an update as soon as I get off the phone. If you have any questions, please do not hesitate 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: AI Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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

Area Manager: Lori Overmyer O:424-233-2975, ; [lo9517@att.com](mailto:lo9517@att.com)

Thanks,

*Gaby Muro*

**Service Assurance Service Manager**  
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---

**From:** WOOD, BRADLEY D [<mailto:bw6258@att.com>]  
**Sent:** Monday, October 10, 2016 12:25 PM  
**To:** Gabriela Muro; Rance Reinhardt; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)  
**Cc:** Lori Overmyer  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Gaby,

Any news yet on this, the customer has been experiencing these issues for a while now and we need to correct. Please let me know how I can help.

Regards,  
Brad

**From:** MURO, GABY

**Sent:** Monday, October 10, 2016 1:26 PM

**To:** Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com);  
[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)

**Cc:** OVERMYER, LORI <[lo9517@att.com](mailto:lo9517@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; MURO, GABY <[gm6950@att.com](mailto:gm6950@att.com)>

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Afternoon Rance,

I have reached out to my service partners and have been advised that our technicians are still testing. As soon as they finish testing they will be able to provide me with the next steps to resolve your issue. I 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 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](mailto:aappel@associatesin dermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

Thanks,

*Gaby Muro*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

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El Paso, TX

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---

**From:** Gabriela Muro

**Sent:** Monday, October 10, 2016 9:22 AM

**To:** Rance Reinhardt; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

**Cc:** Lori Overmyer; [bw6258@att.com](mailto:bw6258@att.com); Gabriela Muro

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Rance,

Thank you for providing that information. I've submitted the test to our technical support to review. I will follow up with you as new information becomes available. If you have any questions, please do not hesitate 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@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

Thank You,

*Gaby Muro*

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**From:** Rance Reinhardt [<mailto:Rance.Reinhardt@mirazon.com>]

**Sent:** Monday, October 10, 2016 9:13 AM

**To:** Gabriela Muro; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

**Cc:** Lori Overmyer; [bw6258@att.com](mailto:bw6258@att.com)

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Speed tests from today. Latency is good, but the speeds appear to be worse.

 **Welcome to SpeedOf.Me Lite!**

**Test Again**

### Your Test Result

**Download:**

**4.16 Mbps**

**Upload:**

**0.98 Mbps**

**Latency:**

**19 ms**

**Test Server:**

**Atlanta 2**

**Your IP:**

**12.228.168.18**

+ Welcome to SpeedOf.Me Lite!

Test Again

### Your Test Result

**Download:**  
**Upload:**

**3.83 Mbps**  
**1.26 Mbps**

**Latency:**  
**Test Server:**  
**Your IP:**

**20 ms**  
**Atlanta 2**  
**12.228.168.18**

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

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**Visioneering Technology**  
[mirazon.com](http://mirazon.com)

**From:** Gabriela Muro [<mailto:gm6950@att.com>]

**Sent:** Monday, October 10, 2016 11:05 AM

**To:** [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>; Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; [bw6258@att.com](mailto:bw6258@att.com); Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Hope,

Sorry I missed you. My name is Gaby with the Service Management team. I have reviewed your ticket and show we are waiting for confirmation of services being restored. Could you please confirm if they are up and running? If during this process, you have any questions or concerns, please feel free to contact me.

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Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

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El Paso, TX  
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**From:** Lori Overmyer  
**Sent:** Monday, October 10, 2016 9:00 AM  
**To:** Gabriela Muro  
**Cc:** Lori Overmyer  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING  
**Importance:** High

'Hope Flannery' [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); 'Al Appel' [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com); 'Rance Reinhardt' [Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com); 'WOOD, BRADLEY D' [bw6258@att.com](mailto:bw6258@att.com);

Hope,

That's fine, I will have your Daytime Service Manager Diana follow up with you on Monday.

Engagement received: 09/29/2016 1:06 PM MST  
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Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
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LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

*Thank you,*

***Madelina Bethow***

***Universal Service Manager***

***ECS, Customer Advocate Organization***

***AT&T***

***Omaha, NE***

***Office: 402-516-1459 [mb892s@att.com](mailto:mb892s@att.com)***

***Office Hours: 7:00 A.M. to 4:00 P.M. CST. Monday – Friday***

***Afterhours Assistance: 844-ATT-SERV/844-288-7378***

**From:** Hope Flannery [<mailto:lhf@associatesin dermatology.com>]

**Sent:** Friday, October 07, 2016 5:46 PM

**To:** Madelina Bethow <[mb892s@att.com](mailto:mb892s@att.com)>

**Subject:** Re: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

We won't be back in the office until Monday. I can't verify problem is resolved until then

Sent from my iPhone

On Oct 7, 2016, at 6:39 PM, Madelina Bethow <[mb892s@att.com](mailto:mb892s@att.com)> wrote:

Good Afternoon Al/ Hope,

**Lori Overmyer**

**Area Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2975 m 402-957-4573 | [lo9517@att.com](mailto:lo9517@att.com)

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Evening / Weekend Service Assurance Service Management Support: 844-288-7378

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## ENDRES, JAM (Legal)

---

**From:** WEEDA, BRIAN  
**Sent:** Wednesday, October 12, 2016 10:46 AM  
**To:** WOOD, BRADLEY D; PHILIPOVSKI, SVETOSLAV; OVERMYER, LORI; MURO, GABY  
**Cc:** BLACK, PAUL E  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Hello Brad,

Thank you for bringing to our attention. I see the next step is to arrange for an intrusive test window with the customer which Gaby is currently coordinating. I will also have my escalation manager, Stan Philipovski, assist her with the repair efforts in order to get this one resolved.

Thank you,

**Brian Weeda**  
**Director**

ECS, Customer Advocate Organization

**AT&T**

Omaha, NE

o 402-516-1647|m 402-968-5983 | [bw444q@att.com](mailto:bw444q@att.com)

**From:** WOOD, BRADLEY D [mailto:bw6258@att.com]  
**Sent:** Wednesday, October 12, 2016 9:02 AM  
**To:** Branden Walkling <bw2539@att.com>; Brian Weeda <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

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](mailto: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](mailto:bw6258@att.com)>; WEEDA, BRIAN <[bw444q@att.com](mailto:bw444q@att.com)>  
**Cc:** BLACK, PAUL E <[pb7183@att.com](mailto: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](mailto:bw2539@att.com)

**MOBILIZING YOUR WORLD**

**From:** WOOD, BRADLEY D [<mailto:bw6258@att.com>]  
**Sent:** Wednesday, October 12, 2016 8:55 AM  
**To:** Branden Walkling <[bw2539@att.com](mailto:bw2539@att.com)>  
**Cc:** BLACK, PAUL E <[pb7183@att.com](mailto: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 30<sup>th</sup> 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**

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601 W Chestnut St.  
Louisville, KY 40203  
M: 502.287.8027  
[BW6258@att.com](mailto: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](mailto:gr662w@att.com)>; MURO, GABY <[gm6950@att.com](mailto:gm6950@att.com)>

**Cc:** OVERMYER, LORI <[lo9517@att.com](mailto:lo9517@att.com)>; REID, RANDAL K <[rr4273@att.com](mailto:rr4273@att.com)>; SLOAN, DONALD C <[ds8030@att.com](mailto:ds8030@att.com)>; PHILIPOVSKI, SVETOSLAV <[sp1325@att.com](mailto:sp1325@att.com)>; [Sharedsvcsafthrs@att.com](mailto:Sharedsvcsafthrs@att.com); MOOK, BRIAN <[bm648d@att.com](mailto:bm648d@att.com)>; ROGGY-SCHILD, TERESA <[tr1956@att.com](mailto:tr1956@att.com)>; KRING, DAVID <[dk741r@att.com](mailto:dk741r@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto: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 30<sup>th</sup> 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 30<sup>th</sup>, 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](mailto:BW6258@att.com)

[Click for Immediate Assistance](#)

**From:** RUBIO, GLORIA

**Sent:** Tuesday, October 11, 2016 7:30 PM

**To:** MURO, GABY <[gm6950@att.com](mailto:gm6950@att.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; 'Rance Reinhardt' <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>

**Cc:** OVERMYER, LORI <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>;



REID, RANDAL K <[rr4273@att.com](mailto:rr4273@att.com)>; SLOAN, DONALD C <[ds8030@att.com](mailto:ds8030@att.com)>; PHILIPOVSKI, SVETOSLAV <[sp1325@att.com](mailto:sp1325@att.com)>; [Sharesvcsafthrs@att.com](mailto:Sharesvcsafthrs@att.com); MOOK, BRIAN <[bm648d@att.com](mailto:bm648d@att.com)>; ROGGY-SCHILDT, TERESA <[tr1956@att.com](mailto:tr1956@att.com)>; KRING, DAVID <[dk741r@att.com](mailto: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](mailto:aappel@associatesin dermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto: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](mailto:bm648d@att.com)

**Gloria Rubio**

**After Hours Service Assurance Service Manager**

ECS, Customer Advocate Organization

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o 424-233-2981 | [gr662w@att.com](mailto: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](mailto:lhf@associatesin dermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski; SharesSvcsAfthrs; 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](mailto:aappel@associatesin dermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto: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](mailto:bm648d@att.com)

**Gloria Rubio**

**After Hours Service Assurance Service Manager**

ECS, Customer Advocate Organization

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o 424-233-2981 | [gr662w@att.com](mailto: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](mailto:lhf@associatesin dermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski; SharesSvcAfhtrs; 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@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**

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**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

---

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

**Sent:** Tuesday, October 11, 2016 1:38 PM

**To:** Gabriela Muro; 'Rance Reinhardt'

**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto: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](mailto:Rance.Reinhardt@mirazon.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>

**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski <[sp1325@att.com](mailto: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 6<sup>th</sup>. 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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [hlf@associatesin dermatology.com](mailto:hlf@associatesin dermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

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El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
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**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; [hlf@associatesin dermatology.com](mailto:hlf@associatesin dermatology.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?

<b>Download:</b>	<b>16.36 Mbps</b>
<b>Upload:</b>	<b>21.1 Mbps</b>
<b>Latency:</b>	<b>18 ms</b>
<b>Test Server:</b>	<b>Atlanta 2</b>
<b>Download:</b>	<b>15.79 Mbps</b>
<b>Upload:</b>	<b>20.85 Mbps</b>
<b>Latency:</b>	<b>19 ms</b>
<b>Test Server:</b>	<b>Atlanta 2</b>

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**  
**Visioneering Technology**  
[mirazon.com](http://mirazon.com)

**From:** Gabriela Muro [<mailto:gm6950@att.com>]

**Sent:** Tuesday, October 11, 2016 11:06 AM

**To:** Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>

**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Gabriela Muro <[gm6950@att.com](mailto: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

Address: 3810 Springhurst Blvd Louisville, KY 40241

Access Hours: M-F 8AM-5PM EST

CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

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El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
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**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 9:04 AM  
**To:** Gabriela Muro; WOOD, BRADLEY D; Al Appel  
**Cc:** Lori Overmyer; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

I am calling the support number now.

**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**  
**Visionering Technology**  
[mirazon.com](http://mirazon.com)

**From:** Gabriela Muro [<mailto:gm6950@att.com>]  
**Sent:** Tuesday, October 11, 2016 10:33 AM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Morning All,

I reached out to Rance to have him troubleshoot with our Tier 2 technician but Rance was on another call. Our technical team is requesting for Rance to call in to **877-288-8362 Opt.1** and provide this ticket number **222825864**, to initiate the troubleshooting. Our technicians also advised that services might go down for more than 5 minutes. Please let me know what time would be best for Rance to speak to Tier 2 so I can enter the information into the ticket log. If you have any questions, please feel free to use the "Reply all" function.

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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto: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

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**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

---

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

**Sent:** Tuesday, October 11, 2016 7:59 AM

**To:** Al Appel; Gabriela Muro

**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'Rance Reinhardt'

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Al,

I spoke with Rance and Gaby and have a plan. Gaby is getting an engineer on the line and they are going to call Rance who is remoted into your network. The engineer and Rance are going to do some trouble shooting hopefully to find the issue.

Regards,  
Brad

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

**Sent:** Tuesday, October 11, 2016 9:04 AM

**To:** MURO, GABY <[gm6950@att.com](mailto:gm6950@att.com)>

**Cc:** OVERMYER, LORI <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'Rance Reinhardt' <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Rance,

Is this something you can help with?

Al

**From:** Gabriela Muro [<mailto:gm6950@att.com>]

**Sent:** Tuesday, October 11, 2016 8:43 AM

**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>

**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'Rance Reinhardt'

<[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; 'WOOD, BRADLEY D' <[bw6258@att.com](mailto:bw6258@att.com)>; Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Morning Al,

We will need to connect someone at the premise and a technician in our engineering department together to trouble shoot the system over the phone. This is best scheduled Mon-Fri 08:00-17:00. If someone is available at the premise to do live test calls, please hit 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@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto: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

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---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Tuesday, October 11, 2016 6:38 AM  
**To:** Gabriela Muro; 'WOOD, BRADLEY D'; 'Rance Reinhardt'  
**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); SharesSvcAftHrs; Richard Morris; Teresa Schildt; David Kring  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING  
**Importance:** High

Status?

We are at 3.1 download and 1.1 upload

*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:** Monday, October 10, 2016 5:02 PM

**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>

**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com); [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); SharesSvcsAfthrs <[SharedSvcsAfthrs@att.com](mailto:SharedSvcsAfthrs@att.com)>; Richard Morris <[rx795n@att.com](mailto:rx795n@att.com)>; Teresa Schildt <[TR1956@att.com](mailto:TR1956@att.com)>; David Kring <[dk741r@att.com](mailto:dk741r@att.com)>

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Afternoon Rance,

At this time, I will be handing this off to Richard Morris in our Afterhours team. He 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@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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

Area Manager: Lori Overmyer O:424-233-2975, ; [lo9517@att.com](mailto:lo9517@att.com)

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**

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---

**From:** Gabriela Muro  
**Sent:** Monday, October 10, 2016 2:18 PM  
**To:** WOOD, BRADLEY D  
**Cc:** Lori Overmyer; Rance Reinhardt; [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com); [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Gabriela Muro  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Bradley,

Sorry for the late response. I am currently on the line with our tier 2 technicians placing an escalation to have this issue resolved as soon as possible. I will provide an update as soon as I get off the phone. If you have any questions, please do not hesitate 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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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

Area Manager: Lori Overmyer O:424-233-2975, ; [lo9517@att.com](mailto:lo9517@att.com)

Thanks,

*Gaby Muro*

**Service Assurance Service Manager**  
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---

**From:** WOOD, BRADLEY D [<mailto:bw6258@att.com>]  
**Sent:** Monday, October 10, 2016 12:25 PM  
**To:** Gabriela Muro; Rance Reinhardt; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
**Cc:** Lori Overmyer  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Gaby,

Any news yet on this, the customer has been experiencing these issues for a while now and we need to correct. Please let me know how I can help.

Regards,  
Brad

**From:** MURO, GABY  
**Sent:** Monday, October 10, 2016 1:26 PM  
**To:** Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
**Cc:** OVERMYER, LORI <[lo9517@att.com](mailto:lo9517@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; MURO, GABY <[gm6950@att.com](mailto:gm6950@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Afternoon Rance,

I have reached out to my service partners and have been advised that our technicians are still testing. As soon as they finish testing they will be able to provide me with the next steps to resolve your issue. I 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 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@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

Thanks,

*Gaby Muro*

**Service Assurance Service Manager**  
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---

**From:** Gabriela Muro

**Sent:** Monday, October 10, 2016 9:22 AM

**To:** Rance Reinhardt; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

**Cc:** Lori Overmyer; [bw6258@att.com](mailto:bw6258@att.com); Gabriela Muro

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Rance,

Thank you for providing that information. I've submitted the test to our technical support to review. I will follow up with you as new information becomes available. If you have any questions, please do not hesitate 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

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CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

Thank You,

*Gaby Muro*

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---

**From:** Rance Reinhardt [<mailto:Rance.Reinhardt@mirazon.com>]  
**Sent:** Monday, October 10, 2016 9:13 AM  
**To:** Gabriela Muro; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
**Cc:** Lori Overmyer; [bw6258@att.com](mailto:bw6258@att.com)  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Speed tests from today. Latency is good, but the speeds appear to be worse.

+ Welcome to SpeedOf.Me Lite!

Test Again

### Your Test Result

**Download:**  
**Upload:**

**4.16 Mbps**  
**0.98 Mbps**

Latency:  
Test Server:  
Your IP:

19 ms  
Atlanta 2  
12.228.168.18

+ Welcome to SpeedOf.Me Lite!

Test Again

### Your Test Result

**Download:**  
**Upload:**

**3.83 Mbps**  
**1.26 Mbps**

Latency:  
Test Server:  
Your IP:

20 ms  
Atlanta 2  
12.228.168.18

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

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**From:** Gabriela Muro [<mailto:gm6950@att.com>]  
**Sent:** Monday, October 10, 2016 11:05 AM  
**To:** [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)  
**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>; Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; [bw6258@att.com](mailto:bw6258@att.com); Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Hope,

Sorry I missed you. My name is Gaby with the Service Management team. I have reviewed your ticket and show we are waiting for confirmation of services being restored. Could you please confirm if they are up and running? If during this process, you have any questions or concerns, please feel free to contact me.

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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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
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**From:** Lori Overmyer  
**Sent:** Monday, October 10, 2016 9:00 AM  
**To:** Gabriela Muro  
**Cc:** Lori Overmyer  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING  
**Importance:** High

'Hope Flannery' [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'Al Appel' [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com); 'Rance Reinhardt' [Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com); 'WOOD, BRADLEY D' [bw6258@att.com](mailto:bw6258@att.com);

Hope,

That's fine, I will have your Daytime Service Manager Diana follow up with you on Monday.

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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

*Thank you,*

***Madelina Bethow***

***Universal Service Manager***

*ECS, Customer Advocate Organization*

***AT&T***

*Omaha, NE*

*Office: 402-516-1459 [mb892s@att.com](mailto:mb892s@att.com)*

*Office Hours: 7:00 A.M. to 4:00 P.M. CST. Monday – Friday*

*Afterhours Assistance: 844-ATT-SERV/844-288-7378*

**From:** Hope Flannery [<mailto:lhf@associatesin dermatology.com>]  
**Sent:** Friday, October 07, 2016 5:46 PM  
**To:** Madelina Bethow <[mb892s@att.com](mailto:mb892s@att.com)>

**Subject:** Re: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

We won't be back in the office until Monday. I can't verify problem is resolved until then

Sent from my iPhone

On Oct 7, 2016, at 6:39 PM, Madelina Bethow <[mb892s@att.com](mailto:mb892s@att.com)> wrote:

Good Afternoon Al/ Hope,

**Lori Overmyer**

**Area Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2975 m 402-957-4573 | [lo9517@att.com](mailto:lo9517@att.com)

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**From:** CASTANEDA, DIANA  
**Sent:** Friday, September 30, 2016 6:08 PM  
**To:** Al Appel; BLACK, PAUL E; WOOD, BRADLEY D  
**Cc:** VAUGHAN, JOHN; Sharedsvcsafthrs@att.com; KRING, DAVID; ROGGY-SCHILD, TERESA; MOOK, BRIAN  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Al,

At this time, 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 844-727-4473, or reply all to this email trail.

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

### AT&T

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o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)

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

---

**From:** Al Appel [mailto:[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)]  
**Sent:** Friday, September 30, 2016 1:57 PM  
**To:** Diana Castaneda; 'BLACK, PAUL E'; WOOD, BRADLEY D  
**Cc:** John Vaughan; Diego Cunha; SharedSvcsSA  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING  
**Importance:** High

Any updates?

---

**From:** Diana Castaneda [mailto:[DC817C@att.com](mailto:DC817C@att.com)]  
**Sent:** Friday, September 30, 2016 11:33 AM  
**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; Diego Cunha <[dc822u@att.com](mailto:dc822u@att.com)>; SharedSvcsSA <[SharedSvcsSA@att.com](mailto:SharedSvcsSA@att.com)>  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Al,

Thank you for taking my call. As per our conversation a tech has been dispatched to your location, we are just pending on the ETA. As soon as I have that information I will be updating you. If you have any questions or concerns regarding this information, please 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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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

Area Manager: John Vaughan [jv363v@att.com](mailto:jv363v@att.com) 424-233-2976

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)

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

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

---

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

**Sent:** Friday, September 30, 2016 7:49 AM

**To:** Diana Castaneda; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)

**Cc:** John Vaughan; Diego Cunha; SharedSvcsSA

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQ13 | 00000222423648 | Louisville, KY | CKT BOUNCING

It has not, we are still bouncing around 14meg on the upload.

Al

---

**From:** Diana Castaneda [<mailto:DC817C@att.com>]

**Sent:** Friday, September 30, 2016 9:42 AM

**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)

**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; Diego Cunha <[dc822u@att.com](mailto:dc822u@att.com)>; SharedSvcsSA <[SharedSvcsSA@att.com](mailto:SharedSvcsSA@att.com)>

**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQ13 | 00000222423648 | Louisville, KY | CKT BOUNCING

Good morning Al,

Per my service partners it appears as if the issue has been fixed. Can you please confirm that services have been restored?

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)

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

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

---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Friday, September 30, 2016 6:08 AM  
**To:** Abril Delgado; Diana Castaneda; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan; David Kring; SharesSvcsAfthrs; Brian Mook; SharesSvcsAfthrs  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Good morning,

Do we have any updates?

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:** Abril Delgado [<mailto:ad245c@att.com>]  
**Sent:** Friday, September 30, 2016 12:39 AM  
**To:** Diana Castaneda <[DC817C@att.com](mailto:DC817C@att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>;  
[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; David Kring <[dk741r@att.com](mailto:dk741r@att.com)>; SharesSvcsAfthrs <[SharedSvcsAfthrs@att.com](mailto:SharedSvcsAfthrs@att.com)>;  
Brian Mook <[bm648d@att.com](mailto:bm648d@att.com)>; SharesSvcsAfthrs <[SharedSvcsAfthrs@att.com](mailto:SharedSvcsAfthrs@att.com)>  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

At this time, I will be handing this issue back to your daytime Service Manager Diana. She will continue to monitor your service and will be following up with you tomorrow 09/30/2016 morning. Please don't hesitate to contact me or reply all to this email if you have any questions or concerns. Thank you for your time.

Engagement received: 09/29/2016 3:35 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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

My supervisor's information is below should you require additional assistance :  
Area Manager: Brian Mook [424-233-2974](tel:424-233-2974) m [402-979-6665](tel:402-979-6665) | [bm648d@att.com](mailto:bm648d@att.com)

Thank you,

**Abril Delgado**

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)

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

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

---

**From:** Abril Delgado

**Sent:** Thursday, September 29, 2016 8:45 PM

**To:** Diana Castaneda; 'Al Appel'; 'lhf@associatesin dermatology.com'

**Cc:** John Vaughan; David Kring; SharesSvcsAfhtrs; Brian Mook; SharesSvcsAfhtrs

**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

We currently are still testing your services to isolate the issue. I will continue to monitor your ticket. I will provide you with updates as soon as they become available.

If you have any questions or concerns regarding this information, please hit reply all to this email and I will address your question or concern at that time.

Engagement received: 09/29/2016 3:35 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](mailto:aappel@associatesin dermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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

Area Manager: Brian Mook [424-233-2974](tel:424-233-2974) m [402-979-6665](tel:402-979-6665) | [bm648d@att.com](mailto:bm648d@att.com)

Thank you,

**Abril Delgado**

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)

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

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

---

**From:** Abril Delgado

**Sent:** Thursday, September 29, 2016 5:18 PM

**To:** Diana Castaneda; 'Al Appel'; 'lhf@associatesin dermatology.com'

**Cc:** John Vaughan; David Kring; SharesSvcAfhtrs; Brian Mook; SharesSvcAfhtrs  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 00000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

I have escalated the ticket for current status and next step to resolve the issue. I will continue to escalate at allowable intervals until this information is provided or the issue is resolved. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please hit reply all to this email and I will address your question or concern at that time.

Engagement received: 09/29/2016 3:35 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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

My supervisor's information is below should you require additional assistance :  
Area Manager: Brian Mook [424-233-2974](tel:424-233-2974) m [402-979-6665](tel:402-979-6665) | [bm648d@att.com](mailto:bm648d@att.com)

Thank you,

*Abril Delgado*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)  
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Abril Delgado  
**Sent:** Thursday, September 29, 2016 3:35 PM  
**To:** Diana Castaneda; Al Appel; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan; David Kring; SharesSvcAfhtrs; Brian Mook; SharesSvcAfhtrs  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 00000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

My name is Abril, with the afterhours escalations team. I am currently engaged on your issue and working with the specialist team for status and next steps. Once an update has been provided, I will advise the next steps. Below I will provide you with my contact information, please don't hesitate to email me or call me if you have any questions or concerns.

Engagement received: 09/29/2016 3:35 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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749



My supervisor's information is below should you require additional assistance :  
Area Manager: Brian Mook [424-233-2974](tel:424-233-2974) m [402-979-6665](tel:402-979-6665) | [bm648d@att.com](mailto:bm648d@att.com)

Thank you,

*Abril Delgado*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**

El Paso, TX  
o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)  
Office Hours: 9:00 A.M. to 6:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Diana Castaneda  
**Sent:** Thursday, September 29, 2016 3:30 PM  
**To:** Al Appel; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)  
**Cc:** John Vaughan; David Kring; SharesSvcsAfthrs; Teresa Schildt; Abril Delgado  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 00000222423648 | Louisville, KY | CKT BOUNCING

Al,

At this time, I will be handing this off to Abril Delgado 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 844-727-4473, or 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](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

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

Area Manager: John Vaughan [jv363v@att.com](mailto:jv363v@att.com) 424-233-2976

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**

El Paso, TX  
o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)  
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Thursday, September 29, 2016 1:36 PM  
**To:** Diana Castaneda; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan; SharedSvcSA; Diego Cunha; [bw6258@att.com](mailto:bw6258@att.com)  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hi Diana,

Thank you for the follow up and I hope your technicians will be able to rectify this issue remotely.

Al

---

**From:** Diana Castaneda [<mailto:DC817C@att.com>]  
**Sent:** Thursday, September 29, 2016 3:21 PM  
**To:** [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)  
**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; SharedSvcSA <[SharedSvcSA@att.com](mailto:SharedSvcSA@att.com)>; Diego Cunha <[dc822u@att.com](mailto:dc822u@att.com)>; [bw6258@att.com](mailto:bw6258@att.com)  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hope/ Al,

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

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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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

Area Manager: John Vaughan [jv363v@att.com](mailto:jv363v@att.com) 424-233-2976

Next Update: 09/29/2016 3:00 PM MST

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)  
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** John Vaughan  
**Sent:** Thursday, September 29, 2016 1:05 PM  
**To:** Diana Castaneda  
**Subject:** Associates in Dermatology

Diana,

I have re-assigned this case to you. Please follow up with our techs and then provide an update to the customer. Thank you.

[John Vaughan](#)

**Area Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2976 m 402-926-1705 | [jv363v@att.com](mailto:jv363v@att.com)

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

## ENDRES, JAM (Legal)

---

**From:** Al Appel <aappel@associatesin dermatology.com>  
**Sent:** Friday, September 30, 2016 3:57 PM  
**To:** CASTANEDA, DIANA; BLACK, PAUL E; WOOD, BRADLEY D  
**Cc:** VAUGHAN, JOHN; CUNHA, DIEGO; SharedsvcsSA@att.com  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQ13 | 000000222423648 | Louisville, KY | CKT BOUNCING

**Importance:** High

Any updates?

**From:** Diana Castaneda [mailto:DC817C@att.com]  
**Sent:** Friday, September 30, 2016 11:33 AM  
**To:** Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com  
**Cc:** John Vaughan <jv363v@att.com>; Diego Cunha <dc822u@att.com>; SharedSvcsSA <SharedSvcsSA@att.com>  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQ13 | 000000222423648 | Louisville, KY | CKT BOUNCING

Al,

Thank you for taking my call. As per our conversation a tech has been dispatched to your location, we are just pending on the ETA. As soon as I have that information I will be updating you. If you have any questions or concerns regarding this information, please 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

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

Area Manager: John Vaughan jv363v@att.com 424-233-2976

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

### AT&T

El Paso, TX  
o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)  
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Friday, September 30, 2016 7:49 AM

**To:** Diana Castaneda; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)

**Cc:** John Vaughan; Diego Cunha; SharedSvcSA

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 00000222423648 | Louisville, KY | CKT BOUNCING

It has not, we are still bouncing around 14meg on the upload.

Al

**From:** Diana Castaneda [<mailto:DC817C@att.com>]

**Sent:** Friday, September 30, 2016 9:42 AM

**To:** Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)

**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; Diego Cunha <[dc822u@att.com](mailto:dc822u@att.com)>; SharedSvcSA <[SharedSvcSA@att.com](mailto:SharedSvcSA@att.com)>

**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 00000222423648 | Louisville, KY | CKT BOUNCING

Good morning Al,

Per my service partners it appears as if the issue has been fixed. Can you please confirm that services have been restored?

*Diana Castaneda*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)

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

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

---

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

**Sent:** Friday, September 30, 2016 6:08 AM

**To:** Abril Delgado; Diana Castaneda; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)

**Cc:** John Vaughan; David Kring; SharesSvcSAfthrs; Brian Mook; SharesSvcSAfthrs

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 00000222423648 | Louisville, KY | CKT BOUNCING

Good morning,

Do we have any updates?

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**

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:** Abril Delgado [<mailto:ad245c@att.com>]  
**Sent:** Friday, September 30, 2016 12:39 AM  
**To:** Diana Castaneda <[DC817C@att.com](mailto:DC817C@att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; David Kring <[dk741r@att.com](mailto:dk741r@att.com)>; SharesSvc sAfthrs <[SharedSvc sAfthrs@att.com](mailto:SharedSvc sAfthrs@att.com)>; Brian Mook <[bm648d@att.com](mailto:bm648d@att.com)>; SharesSvc sAfthrs <[SharedSvc sAfthrs@att.com](mailto:SharedSvc sAfthrs@att.com)>  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

At this time, I will be handing this issue back to your daytime Service Manager Diana. She will continue to monitor your service and will be following up with you tomorrow 09/30/2016 morning. Please don't hesitate to contact me or reply all to this email if you have any questions or concerns. Thank you for your time.

Engagement received: 09/29/2016 3:35 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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

My supervisor's information is below should you require additional assistance :  
Area Manager: Brian Mook [424-233-2974](tel:424-233-2974) m [402-979-6665](tel:402-979-6665) | [bm648d@att.com](mailto:bm648d@att.com)

Thank you,

**Abril Delgado**  
**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)  
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Abril Delgado  
**Sent:** Thursday, September 29, 2016 8:45 PM  
**To:** Diana Castaneda; 'Al Appel'; 'lhf@associatesin dermatology.com'  
**Cc:** John Vaughan; David Kring; SharesSvc sAfthrs; Brian Mook; SharesSvc sAfthrs  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

We currently are still testing your services to isolate the issue. I will continue to monitor your ticket. I will provide you with updates as soon as they become available.

If you have any questions or concerns regarding this information, please hit reply all to this email and I will address your question or concern at that time.

Engagement received: 09/29/2016 3:35 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](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

My supervisor's information is below should you require additional assistance :  
Area Manager: Brian Mook [424-233-2974](tel:424-233-2974) m [402-979-6665](tel:402-979-6665) | [bm648d@att.com](mailto:bm648d@att.com)

Thank you,

**Abril Delgado**  
**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)  
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Abril Delgado  
**Sent:** Thursday, September 29, 2016 5:18 PM  
**To:** Diana Castaneda; 'Al Appel'; 'lhf@associatesindermatology.com'  
**Cc:** John Vaughan; David Kring; SharesSvcAfhtrs; Brian Mook; SharesSvcAfhtrs  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 00000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

I have escalated the ticket for current status and next step to resolve the issue. I will continue to escalate at allowable intervals until this information is provided or the issue is resolved. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please hit reply all to this email and I will address your question or concern at that time.

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CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
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Thank you,

*Abril Delgado*

**Service Assurance Service Manager**  
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**From:** Abril Delgado  
**Sent:** Thursday, September 29, 2016 3:35 PM  
**To:** Diana Castaneda; Al Appel; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan; David Kring; SharesSvc sAfthrs; Brian Mook; SharesSvc sAfthrs  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

My name is Abril, with the afterhours escalations team. I am currently engaged on your issue and working with the specialist team for status and next steps. Once an update has been provided, I will advise the next steps. Below I will provide you with my contact information, please don't hesitate to email me or call me if you have any questions or concerns.

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Thank you,

*Abril Delgado*

**Service Assurance Service Manager**  
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o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)  
Office Hours: 9:00 A.M. to 6:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Diana Castaneda  
**Sent:** Thursday, September 29, 2016 3:30 PM  
**To:** Al Appel; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)



**Cc:** John Vaughan; David Kring; SharesSvcsAfthrs; Teresa Schildt; Abril Delgado  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Al,

At this time, I will be handing this off to Abril Delgado 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 844-727-4473, or 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](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

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

Area Manager: John Vaughan [jv363v@att.com](mailto:jv363v@att.com) 424-233-2976

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**

El Paso, TX  
o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)  
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Al Appel [<mailto:aappel@associatesindermatology.com>]  
**Sent:** Thursday, September 29, 2016 1:36 PM  
**To:** Diana Castaneda; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)  
**Cc:** John Vaughan; SharedSvcsSA; Diego Cunha; [bw6258@att.com](mailto:bw6258@att.com)  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hi Diana,

Thank you for the follow up and I hope your technicians will be able to rectify this issue remotely.

Al

---

**From:** Diana Castaneda [<mailto:DC817C@att.com>]  
**Sent:** Thursday, September 29, 2016 3:21 PM  
**To:** [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; SharedSvcsSA <[SharedSvcsSA@att.com](mailto:SharedSvcsSA@att.com)>; Diego Cunha <[dc822u@att.com](mailto:dc822u@att.com)>; [bw6258@att.com](mailto:bw6258@att.com)  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hope/ Al,

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

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](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

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

Area Manager: John Vaughan [jv363v@att.com](mailto:jv363v@att.com) 424-233-2976

Next Update: 09/29/2016 3:00 PM MST

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)  
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** John Vaughan  
**Sent:** Thursday, September 29, 2016 1:05 PM  
**To:** Diana Castaneda  
**Subject:** Associates in Dermatology

Diana,

I have re-assigned this case to you. Please follow up with our techs and then provide an update to the customer. Thank you.

**John Vaughan**

**Area Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o 424-233-2976 m 402-926-1705 | [jv363v@att.com](mailto:jv363v@att.com)  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

## ENDRES, JAM (Legal)

---

**From:** CASTANEDA, DIANA  
**Sent:** Friday, September 30, 2016 4:26 PM  
**To:** Al Appel; BLACK, PAUL E; WOOD, BRADLEY D  
**Cc:** VAUGHAN, JOHN; CUNHA, DIEGO; SharedsvcsSA@att.com  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Al,

I'm sorry for the delay but I am still trying to get the time for the dispatch. I have been working on this I'm just waiting on an update from the technicians.

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

### AT&T

El Paso, TX

o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)

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

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

---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Friday, September 30, 2016 1:57 PM  
**To:** Diana Castaneda; 'BLACK, PAUL E'; WOOD, BRADLEY D  
**Cc:** John Vaughan; Diego Cunha; SharedSvcsSA  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING  
**Importance:** High

Any updates?

---

**From:** Diana Castaneda [<mailto:DC817C@att.com>]  
**Sent:** Friday, September 30, 2016 11:33 AM  
**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; Diego Cunha <[dc822u@att.com](mailto:dc822u@att.com)>; SharedSvcsSA <[SharedSvcsSA@att.com](mailto:SharedSvcsSA@att.com)>  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Al,

Thank you for taking my call. As per our conversation a tech has been dispatched to your location, we are just pending on the ETA. As soon as I have that information I will be updating you. If you have any questions or concerns regarding this information, please 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](mailto:aappel@associatesin dermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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

Area Manager: John Vaughan [jv363v@att.com](mailto:jv363v@att.com) 424-233-2976

*Diana Castaneda*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)

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

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

---

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

**Sent:** Friday, September 30, 2016 7:49 AM

**To:** Diana Castaneda; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)

**Cc:** John Vaughan; Diego Cunha; SharedSvcsSA

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 00000222423648 | Louisville, KY | CKT BOUNCING

It has not, we are still bouncing around 14meg on the upload.

Al

---

**From:** Diana Castaneda [<mailto:DC817C@att.com>]

**Sent:** Friday, September 30, 2016 9:42 AM

**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)

**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; Diego Cunha <[dc822u@att.com](mailto:dc822u@att.com)>; SharedSvcsSA <[SharedSvcsSA@att.com](mailto:SharedSvcsSA@att.com)>

**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 00000222423648 | Louisville, KY | CKT BOUNCING

Good morning Al,

Per my service partners it appears as if the issue has been fixed. Can you please confirm that services have been restored?

*Diana Castaneda*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)

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

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

---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Friday, September 30, 2016 6:08 AM  
**To:** Abril Delgado; Diana Castaneda; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan; David Kring; SharesSvcsAfthrs; Brian Mook; SharesSvcsAfthrs  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Good morning,

Do we have any updates?

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**

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:** Abril Delgado [<mailto:ad245c@att.com>]  
**Sent:** Friday, September 30, 2016 12:39 AM  
**To:** Diana Castaneda <[DC817C@att.com](mailto:DC817C@att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; David Kring <[dk741r@att.com](mailto:dk741r@att.com)>; SharesSvcsAfthrs <[SharedSvcsAfthrs@att.com](mailto:SharedSvcsAfthrs@att.com)>; Brian Mook <[bm648d@att.com](mailto:bm648d@att.com)>; SharesSvcsAfthrs <[SharedSvcsAfthrs@att.com](mailto:SharedSvcsAfthrs@att.com)>  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

At this time, I will be handing this issue back to your daytime Service Manager Diana. She will continue to monitor your service and will be following up with you tomorrow 09/30/2016 morning. Please don't hesitate to contact me or reply all to this email if you have any questions or concerns. Thank you for your time.

Engagement received: 09/29/2016 3:35 PM MST  
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Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

My supervisor's information is below should you require additional assistance :  
Area Manager: Brian Mook [424-233-2974](tel:424-233-2974) m [402-979-6665](tel:402-979-6665) | [bm648d@att.com](mailto:bm648d@att.com)

Thank you,

**Abril Delgado**  
**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)  
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

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**From:** Abril Delgado  
**Sent:** Thursday, September 29, 2016 8:45 PM  
**To:** Diana Castaneda; 'Al Appel'; 'lhf@associatesin dermatology.com'  
**Cc:** John Vaughan; David Kring; SharesSvcsAfthrs; Brian Mook; SharesSvcsAfthrs  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

We currently are still testing your services to isolate the issue. I will continue to monitor your ticket. I will provide you with updates as soon as they become available.

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Thank you,

**Abril Delgado**  
**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

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El Paso, TX  
o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)  
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**Cc:** John Vaughan; David Kring; SharesSvcsAfthrs; Brian Mook; SharesSvcsAfthrs  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

I have escalated the ticket for current status and next step to resolve the issue. I will continue to escalate at allowable intervals until this information is provided or the issue is resolved. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please hit reply all to this email and I will address your question or concern at that time.

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Thank you,

*Abril Delgado*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**

El Paso, TX  
o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)  
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**Cc:** John Vaughan; David Kring; SharesSvcAfhtrs; Brian Mook; SharesSvcAfhtrs  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

My name is Abril, with the afterhours escalations team. I am currently engaged on your issue and working with the specialist team for status and next steps. Once an update has been provided, I will advise the next steps. Below I will provide you with my contact information, please don't hesitate to email me or call me if you have any questions or concerns.

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CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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Thank you,

*Abril Delgado*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**

El Paso, TX  
o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)  
Office Hours: 9:00 A.M. to 6:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

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**From:** Diana Castaneda  
**Sent:** Thursday, September 29, 2016 3:30 PM  
**To:** Al Appel; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan; David Kring; SharesSvcAfhtrs; Teresa Schildt; Abril Delgado  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 00000222423648 | Louisville, KY | CKT BOUNCING

Al,

At this time, I will be handing this off to Abril Delgado 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 844-727-4473, or 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@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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

Area Manager: John Vaughan [jv363v@att.com](mailto:jv363v@att.com) 424-233-2976

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**

El Paso, TX  
o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)  
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378



---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Thursday, September 29, 2016 1:36 PM  
**To:** Diana Castaneda; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan; SharedSvcsSA; Diego Cunha; [bw6258@att.com](mailto:bw6258@att.com)  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hi Diana,

Thank you for the follow up and I hope your technicians will be able to rectify this issue remotely.

Al

**From:** Diana Castaneda [<mailto:DC817C@att.com>]  
**Sent:** Thursday, September 29, 2016 3:21 PM  
**To:** [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)  
**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; SharedSvcsSA <[SharedSvcsSA@att.com](mailto:SharedSvcsSA@att.com)>; Diego Cunha <[dc822u@att.com](mailto:dc822u@att.com)>; [bw6258@att.com](mailto:bw6258@att.com)  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hope/ Al,

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

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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery,[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com),502-583-1749

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Area Manager: John Vaughan [jv363v@att.com](mailto:jv363v@att.com) 424-233-2976

Next Update: 09/29/2016 3:00 PM MST

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)  
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** John Vaughan  
**Sent:** Thursday, September 29, 2016 1:05 PM  
**To:** Diana Castaneda  
**Subject:** Associates in Dermatology

Diana,

I have re-assigned this case to you. Please follow up with our techs and then provide an update to the customer. Thank you.

[John Vaughan](#)

**Area Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2976 m 402-926-1705 | [jv363v@att.com](mailto:jv363v@att.com)

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

## ENDRES, JAM (Legal)

---

**From:** CHAVEZ, RAMIRO  
**Sent:** Friday, June 22, 2018 10:40 AM  
**To:** FITZGERALD, MILES; SANCHEZ, ARACELLI; BLACK, PAUL E  
**Cc:** HERNANDEZ, HERLINDA  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Miles,

Can please submit the new ticket under the correct asset. Service management will engage and assist. Please use the link below.

<https://ebiznet.att.com/engage/>

### Ramiro Chavez

#### Area Manager

Consulting on behalf of AT&T Client Solutions and Operations

O: (424) 233-2987 M: (915) 731-8176 | [rc822g@att.com](mailto:rc822g@att.com)

**From:** FITZGERALD, MILES [mailto:mf079j@att.com]

**Sent:** Friday, June 22, 2018 8:36 AM

**To:** Aracelli Sanchez <as564f@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>

**Cc:** Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>

**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Aracelli,

Why can you not stay engaged with the new ticket number??? This is ridiculous

Thanks,

### Miles Fitzgerald

Application Sales Consultant

## AT&T

Small Business Solutions

601 W. Chestnut St

Louisville, KY 40203

M: 502.415.5639

F: 866.628.4922

[mf079j@att.com](mailto:mf079j@att.com)

**From:** SANCHEZ, ARACELLI  
**Sent:** Friday, June 22, 2018 10:27 AM  
**To:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>  
**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Laurie Bowling <[lbowling@associatesindermatology.com](mailto:lbowling@associatesindermatology.com)>  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Hello Laurie

Thank you for taking my call. Per our conversation your circuit is clear. Your account manager will be opening a ticket on your equipment. I will be disengaging on this ticket as it is for your circuit and not the equipment. Should you experience any maintenance or repair related troubles in the future, below is the escalation process for your records. This will help expedite requests for Service Management assignment.

1) Open maintenance ticket and if necessary, escalate on your ticket using one of the following:

Business Direct - <http://www.corp.att.com/ebcc/portal/>

Express Ticketing - [www.att.com/expressticketing](http://www.att.com/expressticketing)

2) If further escalation assistance is required, please contact your Account Manager

3) Your Account Manager will then contact the Escalation Team and have a Service Assurance Service Manager assigned.

4) You will receive a call from the assigned Service Assurance Service Manager. (Please provide your Account Manager a number where you can be contacted; if you will be away from your desk, it will be best to provide a cell number if available.)

Once submitted by your Account Manager, your ticket will be assigned to the next available Service Manager on the Escalation Team. This team takes pride in providing excellent service.

Best Regards,

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

Ramiro Chavez(424)233-2987 | M: (915)7318176 | ([rc822g@att.com](mailto:rc822g@att.com))

Office Hours: (6:am – 3:00 pm MST, M-F

Area Manager

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 | [as564@att.com](mailto:as564@att.com)

**From:** Aracelli Sanchez  
**Sent:** Friday, June 22, 2018 7:55 AM  
**To:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>  
**Cc:** Ramiro Chavez Hernandez <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Laurie Bowling <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

We do not have that information. The customer or the account team should have it  
Thank you

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

Ramiro Chavez  
Area Manager(424)233-2987 | M: (915)7318176 | ([rc822g@att.com](mailto: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](mailto:as564@att.com)

**From:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Sent:** Friday, June 22, 2018 7:38 AM  
**To:** Aracelli Sanchez <[as564f@abs.att-mail.com](mailto:as564f@abs.att-mail.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>  
**Cc:** Ramiro Chavez Hernandez <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Laurie Bowling <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Do you have the router host name so we can quickly enter the ticket?

**Paul Black**  
Regional Sales Director – Kentucky/Southern Indiana

## AT&T

Select Market Business Sales  
534 Armory Place  
Louisville, KY 40202  
M: 502.553.3788  
F: 866.398.2530  
[pb7183@att.com](mailto:pb7183@att.com)

[Click for Immediate Assistance](#)

**From:** SANCHEZ, ARACELLI  
**Sent:** Friday, June 22, 2018 9:37 AM

**To:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>

**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Laurie Bowling <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Team,

I have just finished speaking to an ENOC tester. The circuit is clear and a ticket will need to be opened on the equipment. This is a different department. Your account manager will need to go into express ticketing and open a ticket on the router with the router host name. Also ensure your submit the ticket for SM engagement.

Thank you,

Customer called: 06/22/18 6:35 am MST

Engagement received Date and time: 06/22/18 7:20 am CDT

Description of the Trouble: voice and data down

Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

Access Hours: 8:00AM-5:00PM

CCON: Laurie Bowling 5029394522 [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)

LCON: Laurie Bowling 5029394522 [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

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

Ramiro Chavez

Area Manager(424)233-2987 | M: (915)7318176 | ([rc822g@att.com](mailto: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](mailto:as564@att.com)

**From:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>

**Sent:** Friday, June 22, 2018 7:30 AM

**To:** Aracelli Sanchez <[as564f@abs.att-mail.com](mailto:as564f@abs.att-mail.com)>

**Cc:** Ramiro Chavez Hernandez <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Laurie Bowling <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Please update the email address to Laurie Bowling <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>

Thanks,

**Miles Fitzgerald**

Application Sales Consultant

**AT&T**

Small Business Solutions  
601 W. Chestnut St  
Louisville, KY 40203  
M: 502.415.5639  
F: 866.628.4922  
[mf079j@att.com](mailto:mf079j@att.com)

**From:** FITZGERALD, MILES  
**Sent:** Friday, June 22, 2018 9:27 AM  
**To:** SANCHEZ, ARACELLI <[as564f@abs.att-mail.com](mailto:as564f@abs.att-mail.com)>; [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)  
**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto: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](mailto:mf079j@att.com)

**From:** SANCHEZ, ARACELLI  
**Sent:** Friday, June 22, 2018 9:20 AM  
**To:** [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)  
**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto: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](mailto:aappel@associatesin dermatology.com)  
LCON: Laurie Bowling 5029394522 [aappel@associatesin dermatology.com](mailto: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](mailto: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](mailto:as654f@att.co)

---

**From:** Aracelli Sanchez  
**Sent:** Friday, June 22, 2018 6:42 AM  
**To:** 'aappel@associatesin dermatology.com' <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Cc:** Ramiro Chavez Hernandez <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>;  
[mf079j@att.com](mailto: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.

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Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

Access Hours: 8:00AM-5:00PM

CCON: Laurie Bowling 5029394522 [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

LCON: Laurie Bowling 5029394522 [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

Continuous efforts to resolve your concern will go forth.

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

Area Manager: Ramiro Chavez [rc822g@att.com](mailto: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](mailto:as564f@att.com)

## ENDRES, JAM (Legal)

---

**From:** FITZGERALD, MILES  
**Sent:** Friday, June 22, 2018 9:30 AM  
**To:** SANCHEZ, ARACELLI  
**Cc:** CHAVEZ, RAMIRO; HERNANDEZ, HERLINDA; Laurie Bowling; BLACK, PAUL E  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Please update the email address to Laurie Bowling <lbowling@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  
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**Cc:** CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

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Thanks,

### Miles Fitzgerald

[Application Sales Consultant](#)

### AT&T

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601 W. Chestnut St  
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Cc: CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>

Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Laurie

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Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

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LCON: Laurie Bowling 5029394522 [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

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Power to CPE: Y

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Ramiro Chavez (424)233-2987 | M: (915)7318176 | ([rc822g@att.com](mailto: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](mailto:as654f@att.co)

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**Sent:** Friday, June 22, 2018 6:42 AM  
**To:** 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>  
**Cc:** Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; mf079j@att.com  
**Subject:** OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Hello,

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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:** SANCHEZ, ARACELLI  
**Sent:** Friday, June 22, 2018 9:37 AM  
**To:** FITZGERALD, MILES  
**Cc:** CHAVEZ, RAMIRO; HERNANDEZ, HERLINDA; Laurie Bowling; BLACK, PAUL E  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Team,

I have just finished speaking to an ENOC tester. The circuit is clear and a ticket will need to be opened on the equipment. This is a different department. Your account manager will need to go into express ticketing and open a ticket on the router with the router host name. Also ensure you submit the ticket for SM engagement.

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Customer called: 06/22/18 6:35 am MST  
Engagement received Date and time: 06/22/18 7:20 am CDT  
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Type of Service: Ethernet  
Updates: n  
Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY  
Access Hours: 8:00AM-5:00PM  
CCON: Laurie Bowling 5029394522 [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
LCON: Laurie Bowling 5029394522 [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
Dispatch: Y  
Intrusive Test: Y  
Power to CPE: Y

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

Ramiro Chavez  
Area Manager(424)233-2987 | M: (915)7318176 | ([rc822g@att.com](mailto: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](mailto:as564@att.com)

**From:** FITZGERALD, MILES <mf079j@att.com>  
**Sent:** Friday, June 22, 2018 7:30 AM  
**To:** Aracelli Sanchez <as564f@abs.att-mail.com>  
**Cc:** Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Laurie

Bowling <lbowling@associatesin dermatology.com>; BLACK, PAUL E <pb7183@att.com>

**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Please update the email address to Laurie Bowling <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>

Thanks,

**Miles Fitzgerald**

Application Sales Consultant

**AT&T**

Small Business Solutions

601 W. Chestnut St

Louisville, KY 40203

M: 502.415.5639

F: 866.628.4922

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**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>

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**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; FITZGERALD,

MILES <[mf079j@att.com](mailto:mf079j@att.com)>

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Laurie

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o (424)233-2968 / [as564f@att.com](mailto:as564f@att.com)



## ENDRES, JAM (Legal)

---

**From:** BLACK, PAUL E  
**Sent:** Friday, June 22, 2018 9:38 AM  
**To:** SANCHEZ, ARACELLI; FITZGERALD, MILES  
**Cc:** CHAVEZ, RAMIRO; HERNANDEZ, HERLINDA; Laurie Bowling  
**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](mailto:pb7183@att.com)

[Click for Immediate Assistance](#)

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Team,

I have just finished speaking to an ENOC tester. The circuit is clear and a ticket will need to be opened on the equipment. This is a different department. Your account manager will need to go into express ticketing and open a ticket on the router with the router host name. Also ensure your submit the ticket for SM engagement.

Thank you,

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**Miles Fitzgerald**

Application Sales Consultant

**AT&T**

Small Business Solutions

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CCON: Laurie Bowling 5029394522 [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)

LCON: Laurie Bowling 5029394522 [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

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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](mailto:as654f@att.co)

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Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 / [as564f@att.com](mailto:as564f@att.com)

## ENDRES, JAM (Legal)

---

**From:** SANCHEZ, ARACELLI  
**Sent:** Friday, June 22, 2018 9:55 AM  
**To:** BLACK, PAUL E; FITZGERALD, MILES  
**Cc:** CHAVEZ, RAMIRO; HERNANDEZ, HERLINDA; Laurie Bowling  
**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

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## AT&T

Select Market Business Sales  
534 Armory Place  
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[Click for Immediate Assistance](#)

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Application Sales Consultant

**AT&T**

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Area Manager

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Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

Access Hours: 8:00AM-5:00PM

CCON: Laurie Bowling 5029394522 [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

LCON: Laurie Bowling 5029394522 [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

Continuous efforts to resolve your concern will go forth.

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

Area Manager: Ramiro Chavez [rc822g@att.com](mailto: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](mailto:as564f@att.com)

## ENDRES, JAM (Legal)

---

**From:** BLACK, PAUL E  
**Sent:** Friday, June 22, 2018 10:01 AM  
**To:** SANCHEZ, ARACELLI; FITZGERALD, MILES  
**Cc:** CHAVEZ, RAMIRO; HERNANDEZ, HERLINDA; Laurie Bowling  
**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](mailto: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](mailto:pb7183@att.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>  
**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Laurie Bowling <[lbowling@associatesindermatology.com](mailto: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](mailto:rc822g@att.com))  
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**From:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Sent:** Friday, June 22, 2018 7:38 AM  
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**Cc:** Ramiro Chavez Hernandez <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Laurie Bowling <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Do you have the router host name so we can quickly enter the ticket?

**Paul Black**  
Regional Sales Director – Kentucky/Southern Indiana

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[pb7183@att.com](mailto:pb7183@att.com)

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**From:** SANCHEZ, ARACELI  
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**To:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>  
**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Laurie Bowling <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Team,

I have just finished speaking to an ENOC tester. The circuit is clear and a ticket will need to be opened on the equipment. This is a different department. Your account manager will need to go into express ticketing and open a ticket on the router with the router host name. Also ensure your submit the ticket for SM engagement.

Thank you,

Customer called: 06/22/18 6:35 am MST  
Engagement received Date and time: 06/22/18 7:20 am CDT  
Description of the Trouble: voice and data down  
Type of Service: Ethernet  
Updates: n  
Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY  
Access Hours: 8:00AM-5:00PM  
CCON: Laurie Bowling 5029394522 [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)  
LCON: Laurie Bowling 5029394522 [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)  
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Intrusive Test: Y  
Power to CPE: Y

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Aracelli Sanchez  
Critical Issue Resolution Manager  
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o (424)233-2968 | [as564@att.com](mailto:as564@att.com)

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**From:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>  
**Sent:** Friday, June 22, 2018 7:30 AM  
**To:** Aracelli Sanchez <[as564f@abs.att-mail.com](mailto:as564f@abs.att-mail.com)>  
**Cc:** Ramiro Chavez Hernandez <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Laurie Bowling <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Please update the email address to Laurie Bowling <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>

Thanks,

**Miles Fitzgerald**  
Application Sales Consultant

## AT&T

Small Business Solutions  
601 W. Chestnut St  
Louisville, KY 40203  
M: 502.415.5639  
F: 866.628.4922  
[mf079j@att.com](mailto:mf079j@att.com)

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**From:** FITZGERALD, MILES  
**Sent:** Friday, June 22, 2018 9:27 AM  
**To:** SANCHEZ, ARACELLI <[as564f@abs.att-mail.com](mailto:as564f@abs.att-mail.com)>; [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)  
**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto: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](mailto:mf079j@att.com)

---

**From:** SANCHEZ, ARACELLI  
**Sent:** Friday, June 22, 2018 9:20 AM  
**To:** [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Laurie

I have reached out to my service partners have been advised that the technicians need 2-3 call samples to isolate the problem. They have requested that these call samples be within the last 24 hours. Once you provide me those they can continue testing. They have provided the template below:

Calling TN (# calling from):  
Called TN (# calling to):  
Time of call / Time Zone:  
Symptom:

Calling TN:  
Called TN:  
Time of call / Time Zone:  
Symptom:

Customer called: 06/22/18 6:35 am MSt  
Engagement received Date and time: 06/22/18 7:20 am CDT  
Description of the Trouble: voice and data down  
Type of Service: Ethernet  
Updates: n  
Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY  
Access Hours: 8:00AM-5:00PM  
CCON: Laurie Bowling 5029394522 [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
LCON: Laurie Bowling 5029394522 [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
Dispatch: Y  
Intrusive Test: Y  
Power to CPE: Y

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

Ramiro Chavez (424)233-2987 | M: (915)7318176 | ([rc822g@att.com](mailto: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](mailto:as654f@att.co))

**From:** Aracelli Sanchez

**Sent:** Friday, June 22, 2018 6:42 AM

**To:** 'aappel@associatesin dermatology.com' <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>

**Cc:** Ramiro Chavez Hernandez <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; [mf079j@att.com](mailto: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](mailto:aappel@associatesin dermatology.com)

LCON: Laurie Bowling 5029394522 [aappel@associatesin dermatology.com](mailto: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](mailto:rc822g@att.com), 424 233 2987

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

## ENDRES, JAM (Legal)

---

**From:** FITZGERALD, MILES  
**Sent:** Friday, June 22, 2018 10:08 AM  
**To:** BLACK, PAUL E; SANCHEZ, ARACELLI  
**Cc:** CHAVEZ, RAMIRO; HERNANDEZ, HERLINDA; Laurie Bowling  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Laurie,

It looks like your site also has enhanced features. Does anyone on site have access to the business direct portal? You could forward calls to the other location temporarily

Thanks,

**Miles Fitzgerald**  
Application Sales Consultant

### AT&T

Small Business Solutions  
601 W. Chestnut St  
Louisville, KY 40203  
M: 502.415.5639  
F: 866.628.4922  
[mf079j@att.com](mailto: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](mailto: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](mailto:pb7183@att.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>  
**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Laurie Bowling <[lbowling@associatesindermatology.com](mailto: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

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Aracelli Sanchez  
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o (424)233-2968 | [as564@att.com](mailto:as564@att.com)

---

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**Sent:** Friday, June 22, 2018 7:38 AM  
**To:** Aracelli Sanchez <[as564f@abs.att-mail.com](mailto:as564f@abs.att-mail.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>  
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**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

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**Cc:** Ramiro Chavez Hernandez <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Laurie

Bowling <[lbowling@associatesindermatology.com](mailto:lbowling@associatesindermatology.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Please update the email address to Laurie Bowling <[lbowling@associatesindermatology.com](mailto:lbowling@associatesindermatology.com)>

Thanks,

**Miles Fitzgerald**

Application Sales Consultant

**AT&T**

Small Business Solutions

601 W. Chestnut St

Louisville, KY 40203

M: 502.415.5639

F: 866.628.4922

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**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

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**AT&T**

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Louisville, KY 40203

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**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>

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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](mailto:as654f@att.co)

**From:** Aracelli Sanchez  
**Sent:** Friday, June 22, 2018 6:42 AM  
**To:** 'aappel@associatesin dermatology.com' <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Cc:** Ramiro Chavez Hernandez <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; [mf079j@att.com](mailto:mf079j@att.com)  
**Subject:** OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

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CCON: Laurie Bowling 5029394522 [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

LCON: Laurie Bowling 5029394522 [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

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Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 / [as564f@att.com](mailto:as564f@att.com)

## ENDRES, JAM (Legal)

---

**From:** Laurie Bowling <lbowling@associatesin dermatology.com>  
**Sent:** Friday, June 22, 2018 10:17 AM  
**To:** FITZGERALD, MILES; BLACK, PAUL E; SANCHEZ, ARACELLI  
**Cc:** CHAVEZ, RAMIRO; HERNANDEZ, HERLINDA; Al Appel  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Let me talk to IT and see what we can do.

Thanks!

Laurie Morgan  
Human Resources Assistant



3810 Springhurst Blvd, Suite 200  
Louisville, KY 40241

Tel: 502-583-1749 Ext. 3158  
502-322-1958

Fax: 502-329-7599

[www.associatesin dermatology.com](http://www.associatesin dermatology.com)

*Confidentially Notice: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure, or distribution is prohibited. If you are not the intended recipient(s), please contact the sender by reply e-mail and destroy all copies of the original message.*

---

**From:** FITZGERALD, MILES <mf079j@att.com>  
**Sent:** Friday, June 22, 2018 10:08 AM  
**To:** BLACK, PAUL E <pb7183@att.com>; SANCHEZ, ARACELLI <as564f@abs.att-mail.com>  
**Cc:** CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesin dermatology.com>  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Laurie,

It looks like your site also has enhanced features. Does anyone on site have access to the business direct portal? You could forward calls to the other location temporarily

Thanks,

**Miles Fitzgerald**  
Application Sales Consultant

**AT&T**

Small Business Solutions  
601 W. Chestnut St  
Louisville, KY 40203  
M: 502.415.5639  
F: 866.628.4922

[mf079j@att.com](mailto:mf079j@att.com)

**From:** BLACK, PAUL E

**Sent:** Friday, June 22, 2018 10:01 AM

**To:** SANCHEZ, ARACELLI <[as564f@abs.att-mail.com](mailto:as564f@abs.att-mail.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>

**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Laurie Bowling <[lbowling@associatesindermatology.com](mailto: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](mailto: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](mailto:pb7183@att.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>

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**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

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Ramiro Chavez

Area Manager(424)233-2987 | M: (915)7318176 | ([rc822g@att.com](mailto: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](mailto:as564@att.com)

**From:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
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**To:** Aracelli Sanchez <[as564f@abs.att-mail.com](mailto:as564f@abs.att-mail.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>  
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**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Do you have the router host name so we can quickly enter the ticket?

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**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Team,

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Thank you,

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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](mailto:aappel@associatesin dermatology.com)  
LCON: Laurie Bowling 5029394522 [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)  
Dispatch: Y



Intrusive Test: Y  
Power to CPE: Y

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Ramiro Chavez  
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Aracelli Sanchez  
Critical Issue Resolution Manager  
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o (424)233-2968 | [as564@att.com](mailto:as564@att.com)

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**Sent:** Friday, June 22, 2018 7:30 AM  
**To:** Aracelli Sanchez <[as564f@abs.att-mail.com](mailto:as564f@abs.att-mail.com)>  
**Cc:** Ramiro Chavez Hernandez <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Laurie Bowling <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Please update the email address to Laurie Bowling <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>

Thanks,

**Miles Fitzgerald**  
Application Sales Consultant

## AT&T

Small Business Solutions  
601 W. Chestnut St  
Louisville, KY 40203  
M: 502.415.5639  
F: 866.628.4922  
[mf079j@att.com](mailto:mf079j@att.com)

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**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto: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

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M: 502.415.5639  
F: 866.628.4922  
[mf079j@att.com](mailto:mf079j@att.com)

---

**From:** SANCHEZ, ARACELLI  
**Sent:** Friday, June 22, 2018 9:20 AM  
**To:** [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Laurie

I have reached out to my service partners have been advised that the technicians need 2-3 call samples to isolate the problem. They have requested that these call samples be within the last 24 hours. Once you provide me those they can continue testing. They have provided the template below:

Calling TN (# calling from):  
Called TN (# calling to):  
Time of call / Time Zone:  
Symptom:

Calling TN:  
Called TN:  
Time of call / Time Zone:  
Symptom:

Customer called: 06/22/18 6:35 am MSt  
Engagement received Date and time: 06/22/18 7:20 am CDT  
Description of the Trouble: voice and data down  
Type of Service: Ethernet  
Updates: n  
Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY  
Access Hours: 8:00AM-5:00PM  
CCON: Laurie Bowling 5029394522 [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
LCON: Laurie Bowling 5029394522 [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
Dispatch: Y  
Intrusive Test: Y  
Power to CPE: Y

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

Ramiro Chavez (424)233-2987 | M: (915)7318176 | ([rc822g@att.com](mailto: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](mailto:as654f@att.co)

**From:** Aracelli Sanchez  
**Sent:** Friday, June 22, 2018 6:42 AM  
**To:** 'aappel@associatesin dermatology.com' <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Cc:** Ramiro Chavez Hernandez <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>;  
[mf079j@att.com](mailto: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](mailto:aappel@associatesin dermatology.com)  
LCON: Laurie Bowling 5029394522 [aappel@associatesin dermatology.com](mailto: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](mailto: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](mailto:as564f@att.com)

## ENDRES, JAM (Legal)

---

**From:** FITZGERALD, MILES  
**Sent:** Friday, June 22, 2018 10:36 AM  
**To:** SANCHEZ, ARACELLI; BLACK, PAUL E  
**Cc:** CHAVEZ, RAMIRO; HERNANDEZ, HERLINDA  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Aracelli,

Why can you not stay engaged with the new ticket number??? This is ridiculous

Thanks,

### **Miles Fitzgerald**

Application Sales Consultant

### **AT&T**

Small Business Solutions  
601 W. Chestnut St  
Louisville, KY 40203  
M: 502.415.5639  
F: 866.628.4922  
[mf079j@att.com](mailto:mf079j@att.com)

**From:** SANCHEZ, ARACELLI  
**Sent:** Friday, June 22, 2018 10:27 AM  
**To:** BLACK, PAUL E <pb7183@att.com>; FITZGERALD, MILES <mf079j@att.com>  
**Cc:** CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesindermatology.com>  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Hello Laurie

Thank you for taking my call. Per our conversation your circuit is clear. Your account manager will be opening a ticket on your equipment. I will be disengaging on this ticket as it is for your circuit and not the equipment. Should you experience any maintenance or repair related troubles in the future, below is the escalation process for your records. This will help expedite requests for Service Management assignment.

1) Open maintenance ticket and if necessary, escalate on your ticket using one of the following:

Business Direct - <http://www.corp.att.com/ebcc/portal/>

Express Ticketing - [www.att.com/expressticketing](http://www.att.com/expressticketing)

2) If further escalation assistance is required, please contact your Account Manager

3) Your Account Manager will then contact the Escalation Team and have a Service Assurance Service Manager assigned.

4) You will receive a call from the assigned Service Assurance Service Manager. (Please provide your Account Manager a number where you can be contacted; if you will be away from your desk, it will be best to provide a cell number if available.)

Once submitted by your Account Manager, your ticket will be assigned to the next available Service Manager on the Escalation Team. This team takes pride in providing excellent service.

Best Regards,

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

Ramiro Chavez(424)233-2987 | M: (915)7318176 | ([rc822g@att.com](mailto:rc822g@att.com))  
Office Hours: (6:am – 3:00 pm MST, M-F  
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Aracelli Sanchez  
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---

**From:** Aracelli Sanchez  
**Sent:** Friday, June 22, 2018 7:55 AM  
**To:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>  
**Cc:** Ramiro Chavez Hernandez <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Laurie Bowling <[lbowling@associatesindermatology.com](mailto:lbowling@associatesindermatology.com)>  
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We do not have that information. The customer or the account team should have it  
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**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

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Aracelli Sanchez

Critical Issue Resolution Manager

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**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Please update the email address to Laurie Bowling <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>

Thanks,

**Miles Fitzgerald**

Application Sales Consultant

**AT&T**

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Application Sales Consultant

### AT&T

Small Business Solutions

601 W. Chestnut St

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F: 866.628.4922

[mf079j@att.com](mailto:mf079j@att.com)

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**Sent:** Friday, June 22, 2018 9:20 AM

**To:** [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>

**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

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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](mailto:as654f@att.co)

---

**From:** Aracelli Sanchez

**Sent:** Friday, June 22, 2018 6:42 AM

**To:** 'aappel@associatesin dermatology.com' <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>

**Cc:** Ramiro Chavez Hernandez <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; [mf079j@att.com](mailto: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](mailto:aappel@associatesin dermatology.com)

LCON: Laurie Bowling 5029394522 [aappel@associatesin dermatology.com](mailto: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](mailto: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](mailto:as564f@att.com)

## ENDRES, JAM (Legal)

---

**From:** SANCHEZ, ARACELLI  
**Sent:** Friday, June 22, 2018 10:27 AM  
**To:** BLACK, PAUL E; FITZGERALD, MILES  
**Cc:** CHAVEZ, RAMIRO; HERNANDEZ, HERLINDA; Laurie Bowling  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Hello Laurie

Thank you for taking my call. Per our conversation your circuit is clear. Your account manager will be opening a ticket on your equipment. I will be disengaging on this ticket as it is for your circuit and not the equipment. Should you experience any maintenance or repair related troubles in the future, below is the escalation process for your records. This will help expedite requests for Service Management assignment.

1) Open maintenance ticket and if necessary, escalate on your ticket using one of the following:

Business Direct - <http://www.corp.att.com/ebcc/portal/>

Express Ticketing - [www.att.com/expressticketing](http://www.att.com/expressticketing)

2) If further escalation assistance is required, please contact your Account Manager

3) Your Account Manager will then contact the Escalation Team and have a Service Assurance Service Manager assigned.

4) You will receive a call from the assigned Service Assurance Service Manager. (Please provide your Account Manager a number where you can be contacted; if you will be away from your desk, it will be best to provide a cell number if available.)

Once submitted by your Account Manager, your ticket will be assigned to the next available Service Manager on the Escalation Team. This team takes pride in providing excellent service.

Best Regards,

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

Ramiro Chavez(424)233-2987 | M: (915)7318176 | ([rc822g@att.com](mailto:rc822g@att.com))

Office Hours: (6:am – 3:00 pm MST, M-F

Area Manager

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 | [as564@att.com](mailto:as564@att.com)

**From:** Aracelli Sanchez

**Sent:** Friday, June 22, 2018 7:55 AM

**To:** BLACK, PAUL E <pb7183@att.com>; FITZGERALD, MILES <mf079j@att.com>

**Cc:** Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@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](mailto: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](mailto:as564@att.com)

---

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

**Sent:** Friday, June 22, 2018 7:38 AM

**To:** Aracelli Sanchez <[as564f@abs.att-mail.com](mailto:as564f@abs.att-mail.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>

**Cc:** Ramiro Chavez Hernandez <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Laurie Bowling <[lbowling@associatesindermatology.com](mailto:lbowling@associatesindermatology.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](mailto:pb7183@att.com)

[Click for Immediate Assistance](#)

---

**From:** SANCHEZ, ARACELLI

**Sent:** Friday, June 22, 2018 9:37 AM

**To:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>

**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Laurie Bowling <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Team,

I have just finished speaking to an ENOC tester. The circuit is clear and a ticket will need to be opened on the equipment. This is a different department. Your account manager will need to go into express ticketing and open a ticket on the router with the router host name. Also ensure your submit the ticket for SM engagement.

Thank you,

Customer called: 06/22/18 6:35 am MST

Engagement received Date and time: 06/22/18 7:20 am CDT

Description of the Trouble: voice and data down

Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

Access Hours: 8:00AM-5:00PM

CCON: Laurie Bowling 5029394522 [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)

LCON: Laurie Bowling 5029394522 [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

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

Ramiro Chavez

Area Manager(424)233-2987 | M: (915)7318176 | ([rc822g@att.com](mailto: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](mailto:as564@att.com)

---

**From:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>

**Sent:** Friday, June 22, 2018 7:30 AM

**To:** Aracelli Sanchez <[as564f@abs.att-mail.com](mailto:as564f@abs.att-mail.com)>

**Cc:** Ramiro Chavez Hernandez <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Laurie Bowling <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Please update the email address to Laurie Bowling <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>

Thanks,

**Miles Fitzgerald**

Application Sales Consultant

**AT&T**

Small Business Solutions

601 W. Chestnut St  
Louisville, KY 40203

M: 502.415.5639

F: 866.628.4922

[mf079j@att.com](mailto:mf079j@att.com)

---

**From:** FITZGERALD, MILES

**Sent:** Friday, June 22, 2018 9:27 AM

**To:** SANCHEZ, ARACELLI <[as564f@abs.att-mail.com](mailto:as564f@abs.att-mail.com)>; [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)

**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto: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](mailto:mf079j@att.com)

---

**From:** SANCHEZ, ARACELLI

**Sent:** Friday, June 22, 2018 9:20 AM

**To:** [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)

**Cc:** CHAVEZ, RAMIRO <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; HERNANDEZ, HERLINDA <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>

**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Laurie

I have reached out to my service partners have been advised that the technicians need 2-3 call samples to isolate the problem. They have requested that these call samples be within the last 24 hours. Once you provide me those they can continue testing. They have provided the template below:

Calling TN (# calling from):

Called TN (# calling to):  
Time of call / Time Zone:  
Symptom:

Calling TN:  
Called TN:  
Time of call / Time Zone:  
Symptom:

Customer called: 06/22/18 6:35 am MSt  
Engagement received Date and time: 06/22/18 7:20 am CDT  
Description of the Trouble: voice and data down  
Type of Service: Ethernet  
Updates: n  
Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY  
Access Hours: 8:00AM-5:00PM  
CCON: Laurie Bowling 5029394522 [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
LCON: Laurie Bowling 5029394522 [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
Dispatch: Y  
Intrusive Test: Y  
Power to CPE: Y

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

Ramiro Chavez (424)233-2987 | M: (915)7318176 | ([rc822g@att.com](mailto: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](mailto:as654f@att.co)

---

**From:** Aracelli Sanchez  
**Sent:** Friday, June 22, 2018 6:42 AM  
**To:** 'aappel@associatesindermatology.com' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>  
**Cc:** Ramiro Chavez Hernandez <[rc822g@abs.att-mail.com](mailto:rc822g@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; [mf079j@att.com](mailto:mf079j@att.com)  
**Subject:** OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Hello ,

Thank you for taking my call. My name is Aracelli, I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates. If during this process, you have any questions or concerns, please feel free to contact me.

Customer called: 06/22/18 6:35 am MSt

Engagement received Date and time: 06/22/18 7:20 am CDT

Description of the Trouble: voice and data down

Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

Access Hours: 8:00AM-5:00PM

CCON: Laurie Bowling 5029394522 [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

LCON: Laurie Bowling 5029394522 [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

Continuous efforts to resolve your concern will go forth.

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

Area Manager: Ramiro Chavez [rc822g@att.com](mailto: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](mailto:as564f@att.com)



## ENDRES, JAM (Legal)

---

**From:** SAMSON, RICHARD  
**Sent:** Wednesday, January 3, 2018 8:48 AM  
**To:** Al Appel; WOOD, BRADLEY D; 'Jarrell, Larry'; 'Larry Jarrell'  
**Cc:** MSS INDIA RM; GCSC MSS Customer Inbox; HAYES, CHRISTY; KABA, ARDIAN; MATTHIES, MARY; PIERSON, ROGER; PEPE JR., JAMES; BLACK, PAUL E; PETERSEN, SCOTT; A, PRADEEP KUMAR; PRIYADARSHI, SATYA; SE TC-Cust Experience; PETERSEN, SCOTT  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

Morning Al,

Thank you for letting me know. I will have the ticket closed.

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

---

**From:** Al Appel [mailto:[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)]  
**Sent:** Wednesday, January 03, 2018 7:45 AM  
**To:** 'WOOD, BRADLEY D' <[bw6258@att.com](mailto:bw6258@att.com)>; Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Jarrell, Larry' <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>  
**Cc:** 'MSS INDIA RM' <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; 'GCSC MSS Customer Inbox' <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; 'KABA, ARDIAN' <[ak099c@att.com](mailto:ak099c@att.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; 'PIERSON, ROGER' <[RP876C@att.com](mailto:RP876C@att.com)>; 'PEPE JR., JAMES' <[JP529R@att.com](mailto:JP529R@att.com)>; 'BLACK, PAUL E' <[pb7183@att.com](mailto:pb7183@att.com)>; Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; 'A, PRADEEP KUMAR' <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'PRIYADARSHI, SATYA' <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; 'SE TC-Cust Experience' <[g06861@att.com](mailto:g06861@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning,

Yesterday we didn't have any issues and believe it or not we can close this ticket.

Brad,

Has your team identified what caused this issue and if so lets schedule our Springhurst migration.

Thanks,

Al

Al Appel  
Chief Administrative Officer



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

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---

**From:** WOOD, BRADLEY D [<mailto:bw6258@att.com>]  
**Sent:** Tuesday, January 2, 2018 10:13 AM  
**To:** SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; 'Jarrell, Larry' <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>  
**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; PIERSON, ROGER <[RP876C@att.com](mailto:RP876C@att.com)>; PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Guys please let us know if everything is running smoothly and once it is we can get Springhurst ready to migrate.

Regards,  
Brad

---

**From:** SAMSON, RICHARD  
**Sent:** Tuesday, January 02, 2018 9:25 AM  
**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; 'Jarrell, Larry' <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>  
**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; PIERSON, ROGER <[RP876C@att.com](mailto:RP876C@att.com)>; PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

Welcome to 2018. From Friday I know that we hadn't any issues, which is good.

Can you provide another update today as to how services are working okay and were still on the ATT circuit? I will wait to hear from you.

Thank you,

**Rick Samson**

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

---

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

**Sent:** Friday, December 29, 2017 11:53 AM

**To:** 'PEPE JR., JAMES' <[JP529R@att.com](mailto:JP529R@att.com)>; Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>

**Cc:** 'MSS INDIA RM' <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; 'GCSC MSS Customer Inbox' <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; 'KABA, ARDIAN' <[ak099c@att.com](mailto:ak099c@att.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; 'PIERSON, ROGER' <[RP876C@att.com](mailto:RP876C@att.com)>; 'BLACK, PAUL E' <[pb7183@att.com](mailto:pb7183@att.com)>; 'Jarrell, Larry' <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; 'Larry Jarrell' <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; 'WOOD, BRADLEY D' <[bw6258@att.com](mailto:bw6258@att.com)>; 'A, PRADEEP KUMAR' <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'PRIYADARSHI, SATYA' <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; 'SE TC-Cust Experience' <[g06861@att.com](mailto:g06861@att.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have not heard anything from New Albany, which is a good thing.

Larry, any news on your end?

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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---

**From:** PEPE JR., JAMES [<mailto:JP529R@att.com>]

**Sent:** Friday, December 29, 2017 12:15 PM

**To:** SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>

**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; PIERSON, ROGER <[RP876C@att.com](mailto:RP876C@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; 'Larry Jarrell' <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; PRIYADARSHI, SATYA

<[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

None that I'm aware of at this time

---

**From:** SAMSON, RICHARD

**Sent:** Friday, December 29, 2017 11:23 AM

**To:** 'Al Appel' <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>

**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; PIERSON, ROGER <[RP876C@att.com](mailto:RP876C@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm just returning from the holiday and wanted to check in to see if your seeing any issues using the ATT circuit. I understand that Larry is out till the 2 of January 2018. Please let me know if there are any concerns.

Thank you,

**Rick Samson**

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

---

**From:** PEPE JR., JAMES [<mailto:JP529R@att.com>]

**Sent:** Thursday, December 28, 2017 10:29 AM

**To:** Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; 'Al Appel' <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; PIERSON, ROGER <[RP876C@att.com](mailto:RP876C@att.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Issue has nor presented itself that I know of

---

**From:** PETERSEN, SCOTT

**Sent:** Thursday, December 28, 2017 10:55 AM

**To:** MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>; Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; 'Al Appel' <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; PIERSON, ROGER <[RP876C@att.com](mailto:RP876C@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello James,

Just as a follow up to yesterday's email, has the issue presented itself since the last update? If so, did you have the opportunity to remote into the laptop and run the captures you need (before enabling hardware acceleration)?

Thanks,

**Scott Petersen**  
**Critical Incident Resolution Manager**  
Client Solutions & Operations

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

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

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

---

**From:** Mary Matthies  
**Sent:** Wednesday, December 27, 2017 3:39 PM  
**To:** PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>; Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; 'Al Appel' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; PIERSON, ROGER <[RP876C@att.com](mailto:RP876C@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello,

Thanks for the update, can you please keep us in the loop and let us know when you have been able to capture the issue so we know there is progression on the testing.

We will reach out to you sometime tomorrow if we do not hear back on the testing results.

Thanks,

**Mary Matthies**  
**Area Manager**  
Client Solutions & Operations

**AT&T**

Omaha, NE

Office: (402)516-1455

Cell: (402) 318-5998

Email: [mm216y@att.com](mailto:mm216y@att.com)

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

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

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance: Director: Christy Hayes, [ch052e@att.com](mailto:ch052e@att.com), 402-516-3301.

---

**From:** PEPE JR., JAMES [<mailto:JP529R@att.com>]

**Sent:** Wednesday, December 27, 2017 3:27 PM

**To:** Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; PIERSON, ROGER <[RP876C@att.com](mailto:RP876C@att.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Larry setup the laptop with Wireshark and ran some RDP sessions but experienced no issues. We have the ability to remote into the laptop and run the captures when the issue presents itself again. We would like to get the captures before enabling hardware acceleration.

---

**From:** PETERSEN, SCOTT

**Sent:** Wednesday, December 27, 2017 4:21 PM

**To:** Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; PIERSON, ROGER <[RP876C@att.com](mailto:RP876C@att.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Larry or James,

Is there any news to speak of with the Wildshark capture or the test with Hardware Acceleration enabled on the Edgewater thereafter?

Thanks,

Scott Petersen

**Critical Incident Resolution Manager**

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

**Area Manager:**

Mary Matthies

[mm216y@att.com](mailto:mm216y@att.com)

(402) 516-1455

**From:** Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

**Sent:** Wednesday, December 27, 2017 10:05 AM

**To:** 'PEPE JR., JAMES' <[JP529R@att.com](mailto:JP529R@att.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; 'WOOD, BRADLEY D' <[bw6258@att.com](mailto:bw6258@att.com)>; Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'A, PRADEEP KUMAR' <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'PRIYADARSHI, SATYA' <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; 'SE TC-Cust Experience' <[g06861@att.com](mailto:g06861@att.com)>; 'BLACK, PAUL E' <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** 'MSS INDIA RM' <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; 'GCSC MSS Customer Inbox' <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; 'KABA, ARDIAN' <[ak099c@att.com](mailto:ak099c@att.com)>; 'PIERSON, ROGER' <[RP876C@att.com](mailto:RP876C@att.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am heading that way now. Will take about 20-25 mins to get there. I'll call you as soon as I am there.

Sent from my iPhone

The information contained in this message is confidential and may be privileged and/or protected under law. If you received this message in error, please notify us immediately by forwarding a copy to [compliance@intermedix.com](mailto:compliance@intermedix.com) and then deleting the original message and any attachments.

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

**From:** PEPE JR., JAMES [[JP529R@att.com](mailto:JP529R@att.com)]

**Sent:** Wednesday, December 27, 2017 09:50 AM Central Standard Time

**To:** Larry Jarrell; MATTHIES, MARY; Al Appel; WOOD, BRADLEY D; SAMSON, RICHARD; A, PRADEEP KUMAR; Jarrell, Larry; PRIYADARSHI, SATYA; SE TC-Cust Experience; BLACK, PAUL E

**Cc:** MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; HAYES, CHRISTY; KABA, ARDIAN; PIERSON, ROGER

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Thanks Larry, you can call me directly at 732-428-4506 when ready, it will take me about 5 minutes to get setup on my end.

The sooner the better, there's been a last minute change in my schedule and I'm only available until 12:00pm Eastern today (sorry about that)

Thursday and Friday I will also be available all day.

**From:** Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]

**Sent:** Wednesday, December 27, 2017 10:45 AM

**To:** MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; PIERSON, ROGER <[RP876C@att.com](mailto:RP876C@att.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am not sure of the call time. I am going to be setting up a laptop in the next hour and have wireshark ready to start.

---

**From:** Mary Matthies [<mailto:mm216y@abs.att-mail.com>]

**Sent:** Wednesday, December 27, 2017 10:44 AM

**To:** Al Appel; Larry Jarrell; 'PEPE JR., JAMES'; 'WOOD, BRADLEY D'; Richard Samson; 'A, PRADEEP KUMAR'; 'Jarrell, Larry'; 'PRIYADARSHI, SATYA'; 'SE TC-Cust Experience'; 'BLACK, PAUL E'

**Cc:** 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Christy Hayes; 'KABA, ARDIAN'; 'PIERSON, ROGER'

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning everyone,

Can you please tell me if the call is still on for today and what time the call is?

Thanks in advance,

**Mary Matthies**

**Area Manager**

Client Solutions & Operations

**AT&T**

Omaha, NE

Office: (402)516-1455

Cell: (402) 318-5998

Email: [mm216y@att.com](mailto:mm216y@att.com)

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

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

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance: Director: Christy Hayes, [cl052e@att.com](mailto:cl052e@att.com), 402-516-3301.

---

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

**Sent:** Friday, December 22, 2017 11:27 AM

**To:** 'Larry Jarrell' <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; 'PEPE JR., JAMES' <[jp529r@att.com](mailto:jp529r@att.com)>; 'WOOD, BRADLEY D' <[bw6258@att.com](mailto:bw6258@att.com)>; Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'A, PRADEEP KUMAR' <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; 'PRIYADARSHI, SATYA' <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; 'SE TC-Cust Experience' <[g06861@att.com](mailto:g06861@att.com)>; 'BLACK, PAUL E' <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** 'MSS INDIA RM' <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; 'GCSC MSS Customer Inbox' <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; 'KABA, ARDIAN' <[ak099c@att.com](mailto:ak099c@att.com)>; 'PIERSON, ROGER' <[rp876c@att.com](mailto:rp876c@att.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927



Sounds great, thank you for taking the time to schedule on the 27<sup>th</sup>.

Al

Al Appel  
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200  
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Tel: 502-583-1749 Ext. 3133  
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**From:** Larry Jarrell [<mailto:ljarrell@psr-cis.com>]  
**Sent:** Friday, December 22, 2017 12:13 PM  
**To:** PEPE JR., JAMES <[jp529r@att.com](mailto:jp529r@att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; PIERSON, ROGER <[rp876c@att.com](mailto:rp876c@att.com)>  
**Subject:** Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

27th afternoon would work for me.

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On Fri, Dec 22, 2017 at 12:10 PM -0500, "PEPE JR., JAMES" <[JP529R@att.com](mailto:JP529R@att.com)> wrote:

I was waiting on Larry's return since he knows the site equipment the best. Circuit has tested clean, so we have the option to replace the Edgewater, but I'd like to get the Wireshark capture before that, and test with Hardware Acceleration enabled on the Edgewater also to see if that makes the difference. I am off on Dec 25 & 26.  
Larry, can we schedule for the 27<sup>th</sup> if you're available?

---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Friday, December 22, 2017 11:13 AM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience

<[g06861@att.com](mailto:g06861@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

Cc: MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning,

Where are we?

I know we are still running on Spectrum and still paying for AT&T service.

AI

AI Appel  
Chief Administrative Officer



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

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---

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

**Sent:** Wednesday, December 20, 2017 1:06 PM

**To:** PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; Larry Jarrell <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; AI Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

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**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

James,

Any updates on this, it has been a few days and I have not seen any communication. Larry has Wireshark installed per his email so we need to get some movement on this. What are next steps for this?

Thanks,

Brad

---

**From:** PEPE JR., JAMES  
**Sent:** Friday, December 15, 2017 4:24 PM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; Larry Jarrell <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>  
**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Worked with Larry again today.

Larry provided a grounding link to the equipment rack and also reset the Edgewater and Ciena boxes

Issue still persists, lagging response and RDP disconnects

Larry disconnected the firewall and connected his PC directly to the Edgewater, still sees the lagging and disconnects: Ran Speedtest and saw 75M down and fluctuation 3 - 12M up. Removed COS profile and ran speedtest again and got 73M down and 71M up. Due to time constraints we could not validate the tests. Larry also still saw the lagging and RDP disconnect when COS was removed from the router, So I think that confirms COS is not an issue, also in bypassing the clients firewall we've ruled out an issue there also.

Attached PDF depicts the physical network connections

Requesting our Edgewater SME take a look at the config and for the circuit folks to intrusively test the circuit.

---

**From:** WOOD, BRADLEY D  
**Sent:** Friday, December 15, 2017 8:56 AM  
**To:** SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; Larry Jarrell <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>  
**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have also spoken to Larry this morning and he is going to call me after he makes the changes he spoke to the engineer about if it is not working properly.

Thanks,  
Brad

---

**From:** SAMSON, RICHARD  
**Sent:** Friday, December 15, 2017 8:49 AM  
**To:** Larry Jarrell <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>  
**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Morning Al & Larry,

Just a quick update. Larry is going to New Albany this a.m. and verify that router is grounded and recycle another box at the location. Once this is done he will get ahold of Tier 2 & GT3 to test further.

The group yesterday were not seeing the drops when Larry was experiencing drops. More to come after Larry arrives on site this a.m. He thought he would be there by 10 a.m. EST.

Thank you,

**Rick Samson**

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

**From:** Larry Jarrell [<mailto:ljarrell@psr-cis.com>]

**Sent:** Friday, December 15, 2017 7:27 AM

**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; 'A, Pradeep Kumar' <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; 'Priyadarshi, Satya' <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'PEPE JR., JAMES' <[jp529r@att.com](mailto:jp529r@att.com)>

**Cc:** 'MSS INDIA RM' <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; 'GCSC MSS Customer Inbox' <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; 'WOOD, BRADLEY D' <[bw6258@att.com](mailto:bw6258@att.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

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I am going to NA as soon as I am done where I am at.

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On Fri, Dec 15, 2017 at 8:19 AM -0500, "Al Appel" <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)> wrote:

Updates please

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:** A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

**Sent:** Thursday, December 14, 2017 1:24 PM

**To:** Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; Priyadarshi, Satya <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; 'Larry Jarrell' <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; PEPE JR., JAMES <[jp529r@att.com](mailto:jp529r@att.com)>

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**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

This lagging issue we have checked our network but did not find any issues. We have engaged our higher resolver group to understand the issue. As we are only seeing traffic HTTPS (443) traffic going to 198.36.12.30. No RDP (3389) traffic has been found in our devices.

We will have joint troubleshooting call setup with higher resolver and MSS team to find the root cause of the issue.

Regards,  
Pradeep Kumar A  
Operations Manager  
Global Business Assurance

**AT&T**

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA  
918043546469 | [pa203h@intl.att.com](mailto:pa203h@intl.att.com)



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+: 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, \* : [pa203h@intl.att.com](mailto:pa203h@intl.att.com)

**From:** Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

**Sent:** Thursday, December 14, 2017 11:32 PM

**To:** Priyadarshi, Satya <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; A, Pradeep Kumar <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Larry Jarrell' <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; PEPE JR., JAMES <[jp529r@att.com](mailto:jp529r@att.com)>

**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am still in a meeting. I need to know what you are going to need from me. This will determine if I need to be on site.

Sent from my iPhone

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

**From:** Priyadarshi, Satya [[sp2170@intl.att.com](mailto:sp2170@intl.att.com)]

**Sent:** Thursday, December 14, 2017 10:53 AM Central Standard Time

**To:** A, Pradeep Kumar; 'Larry Jarrell'; Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; PEPE JR., JAMES

**Cc:** MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Customer was unable to join this call. Once he is available will open the bridge again.

Thanks & Regards,

**Satya Priyadarshi**

AP Team Lead | Global Technical Specialist  
Global Delivery & Assurance.

**AT&T Communication Services India PVT. LTD.**

Salarpuria Softzone, Bangalore, India  
+91 80 43546366 | [sp2170@att.com](mailto:sp2170@att.com)

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**From:** Priyadarshi, Satya

**Sent:** Thursday, December 14, 2017 10:10 PM

**To:** A, Pradeep Kumar <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; Larry Jarrell <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; Jarrell, Larry <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; PEPE JR., JAMES <[jp529r@att.com](mailto:jp529r@att.com)>

**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; [standard@intn.att.com](mailto:standard@intn.att.com)

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

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**Satya Priyadarshi**

AP Team Lead | Global Technical Specialist

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**From:** A, Pradeep Kumar  
**Sent:** Thursday, December 14, 2017 10:08 PM  
**To:** Larry Jarrell <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; Jarrell, Larry <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; Priyadarshi, Satya <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; PEPE JR., JAMES <[jp529r@att.com](mailto:jp529r@att.com)>  
**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; [standard@intn.att.com](mailto:standard@intn.att.com)  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

Can we get on a call with our higher level team to get this resolved. Satya will share the call details shortly.

Regards,  
Pradeep Kumar A  
Operations Manager  
Global Business Assurance

#### AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA  
918043546469 | [pa203h@intl.att.com](mailto:pa203h@intl.att.com)



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

---

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, \* : [pa203h@intl.att.com](mailto:pa203h@intl.att.com)

---

**From:** Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]  
**Sent:** Thursday, December 14, 2017 9:27 PM  
**To:** Jarrell, Larry <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; A, Pradeep Kumar <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>  
**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; [standard@intn.att.com](mailto:standard@intn.att.com)  
**Subject:** Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

We are seeing lagging now on the rdp sessions.

Get [Outlook for iOS](#)

On Thu, Dec 14, 2017 at 10:42 AM -0500, "Jarrell, Larry" <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)> wrote:

Adding Srina to email.

Larry Jarrell II



**From:** A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

**Sent:** Thursday, December 14, 2017 9:45 AM

**To:** Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; 'Larry Jarrell'

**Cc:** MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Can you confirm everything is working fine as expected?

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

**AT&T**

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA  
918043546469 | [pa203h@intl.att.com](mailto:pa203h@intl.att.com)



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

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+: 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, \* : [pa203h@intl.att.com](mailto:pa203h@intl.att.com)

**From:** Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

**Sent:** Thursday, December 14, 2017 7:58 PM

**To:** SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; 'Larry Jarrell' <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; A, Pradeep Kumar <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>

**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have the Att network enabled. We are passing traffic through ATT

Sent from my iPhone

The information contained in this message is confidential and may be privileged and/or protected under law. If you received this message in error, please notify us immediately by forwarding a copy to [compliance@intermedix.com](mailto:compliance@intermedix.com) and then deleting the original message and any attachments.

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

**From:** Richard Samson [[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)]

**Sent:** Wednesday, December 13, 2017 03:46 PM Central Standard Time

**To:** Al Appel; 'Larry Jarrell'; 'A, Pradeep Kumar'; Jarrell, Larry

**Cc:** 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Mary Matthies; 'WOOD, BRADLEY D'; Christy Hayes

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm trying to get the same team on board so that we don't go through that again.

Thank you,

**Rick Samson**

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

---

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

**Sent:** Wednesday, December 13, 2017 3:23 PM

**To:** Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Larry Jarrell' <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; 'A, Pradeep Kumar' <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>

**Cc:** 'MSS INDIA RM' <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; 'GCSC MSS Customer Inbox' <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; 'WOOD, BRADLEY D' <[bw6258@att.com](mailto:bw6258@att.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hi Rick,

Will the technician who is reaching out to us Thursday ask us the same questions the technician asked us today, and every day prior to today? We continue to answer the same questions and providing the same answers and the results are the same every day.

Please tell me that your plan for Thursday is different than it was today.

Brad, what can you do for us?

Al

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

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

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---

**From:** Richard Samson [<mailto:rs862n@abs.att-mail.com>]  
**Sent:** Wednesday, December 13, 2017 3:13 PM  
**To:** Larry Jarrell <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; A, Pradeep Kumar <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>  
**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Thanks for working with the GT2 & MIS teams today. I'm understanding that they are going to reach out again on Thursday to continue to work to resolve you issue. I will follow up with you after that testing.

Thank you,

**Rick Samson**

Executive Escalation Manager  
Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

---

**From:** Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]  
**Sent:** Wednesday, December 13, 2017 12:44 PM  
**To:** A, Pradeep Kumar <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>  
**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Users just got kicked out. I am going to switch back to Spectrum.

---

**From:** A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]  
**Sent:** Wednesday, December 13, 2017 11:05 AM  
**To:** SAMSON, RICHARD; Al Appel; [Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)  
**Cc:** MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY; Larry Jarrell  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

We have engaged all the necessary stake holders for further investigation.

Will keep the ticket updated on the further proceedings as per our investigation.

Regards,  
Pradeep Kumar A  
Operations Manager  
Global Business Assurance

**AT&T**

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA  
918043546469 | [pa203h@intl.att.com](mailto:pa203h@intl.att.com)



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

---

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, \* :  
[pa203h@intl.att.com](mailto:pa203h@intl.att.com)

---

**From:** SAMSON, RICHARD  
**Sent:** Wednesday, December 13, 2017 8:14 PM  
**To:** Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; [Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)  
**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; [ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)  
**Subject:** ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

I'm sorry that I didn't get an update to you sooner. I have been working with the network firewall team and they are working to get a resolution. Currently I have Pradeep Kumar working to set up a call to you guys and explain next steps but, were needing what is found from the network team. I will keep reaching out to get resolution. Please let me know if you need anything else.

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

---

**From:** WOOD, BRADLEY D [<mailto:bw6258@att.com>]  
**Sent:** Tuesday, December 12, 2017 8:51 AM  
**To:** Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>  
**Cc:** Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer

Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; [ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com); Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; [Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com); Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

Regards,  
Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)> wrote:

Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

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

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---

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

**Sent:** Tuesday, December 12, 2017 8:41 AM

**To:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>

**Cc:** GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com); [ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com); Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; [Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com); WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

Thank you,

**Rick Samson**

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

---

**From:** MSS INDIA RM [[mailto:rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)]

**Sent:** Monday, December 11, 2017 10:51 PM

**To:** Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; [Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)

**Cc:** GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com); [ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com); Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>

**Subject:** RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi All,

We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

**Ganeshan.C**

MSS Operations - T2 Team

AT&T Technology Operations

Global Delivery & Assurance

Security & Advanced Applications

+1 877 677 2881 followed with your PIN

*Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.*

*Sincerely,*

*The AT&T Managed Security Services Team*

---

**From:** PETERSEN, SCOTT

**Sent:** Friday, December 08, 2017 10:42 PM

**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; [Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)

**Cc:** GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com);

[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com); SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>

**Subject:** RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

**Scott Petersen**

**Critical Incident Resolution Manager**

Client Solutions & Operations

**AT&T**

Omaha

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

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

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

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

**Area Manager:**

Mary Matthies

[mm216y@att.com](mailto:mm216y@att.com)

(402) 516-1455

---

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

**Sent:** Friday, December 08, 2017 8:15 AM

**To:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; [Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)

**Cc:** GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com); [ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com); Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>

**Subject:** RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,

Brad

---

**From:** MSS INDIA RM

**Sent:** Friday, December 08, 2017 4:07 AM

**To:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; [Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)

**Cc:** GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com); [ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com); PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>

**Subject:** RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hello,

As per update in ticket 239089927 from Scott Petersen including Larry Jarrell to the communication.

Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048 ) anytime for live testing.

Thank you in advance

Best Regards

**Adam Duchovic**

Sr. Associate, Work Center Tech Support  
MSS Global Support

**AT&T Services, Inc.**

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic  
MOBILIZING YOUR WORLD

*Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.*

*Sincerely,  
The AT&T Managed Security Services Team*

---

**From:** MSS INDIA RM

**Sent:** Thursday, December 07, 2017 3:10 AM

**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>

**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com); [ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)

**Subject:** MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi Brad,

MSS have a ticket raised for internet traffic is not working for some of the customer networks. Inorder to troubleshoot this we need the customer contact and the time window for live testing. Could you please check with customer and confirm us. Moreover you can directly call our center (+1 877 677 2881 followed with your PIN91048 ) anytime for live testing.

Kind Regards

**Ganeshan.C**

MSS Operations - T2 Team  
AT&T Technology Operations  
Global Delivery & Assurance



Security & Advanced Applications

+1 877 677 2881 followed with your PIN

*Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.*

*Sincerely,  
The AT&T Managed Security Services Team*

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by forwarding a copy to [compliance@intermedix.com](mailto:compliance@intermedix.com) and delete the original message and any attachments.

The information contained in this message is confidential and may be privileged and/or protected under law. If you receive this message in error, please notify us immediately by forwarding a copy to [compliance@intermedix.com](mailto:compliance@intermedix.com) and delete the original message and any attachments.

The information contained in this message is confidential and may be privileged and/or protected under law. If you receive this message in error, please notify us immediately by forwarding a copy to [compliance@intermedix.com](mailto:compliance@intermedix.com) and delete the original message and any attachments.

## ENDRES, JAM (Legal)

---

**From:** WOOD, BRADLEY D  
**Sent:** Wednesday, January 3, 2018 8:50 AM  
**To:** SAMSON, RICHARD  
**Cc:** Al Appel; Jarrell, Larry; Larry Jarrell; MSS INDIA RM; GCSC MSS Customer Inbox; HAYES, CHRISTY; KABA, ARDIAN; MATTHIES, MARY; PIERSON, ROGER; PEPE JR., JAMES; BLACK, PAUL E; PETERSEN, SCOTT; A, PRADEEP KUMAR; PRIYADARSHI, SATYA; SE TC-Cust Experience  
**Subject:** Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

Rick,

Do we know what was done to have this fixed? Need to know in case we have any future issues please.

Thanks,  
Brad

Sent from my iPhone

On Jan 3, 2018, at 8:48 AM, SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)> wrote:

Morning Al,

Thank you for letting me know. I will have the ticket closed.

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

---

**From:** Al Appel [<mailto:aappel@associatesindermatology.com>]  
**Sent:** Wednesday, January 03, 2018 7:45 AM  
**To:** 'WOOD, BRADLEY D' <[bw6258@att.com](mailto:bw6258@att.com)>; Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; Jarrell, Larry' <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>  
**Cc:** 'MSS INDIA RM' <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; 'GCSC MSS Customer Inbox' <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; 'KABA, ARDIAN' <[ak099c@att.com](mailto:ak099c@att.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; 'PIERSON, ROGER' <[RP876C@att.com](mailto:RP876C@att.com)>; 'PEPE JR., JAMES' <[JP529R@att.com](mailto:JP529R@att.com)>; 'BLACK, PAUL E' <[pb7183@att.com](mailto:pb7183@att.com)>; Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; 'A, PRADEEP KUMAR' <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'PRIYADARSHI, SATYA' <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; 'SE TC-Cust Experience' <[g06861@att.com](mailto:g06861@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning,

Yesterday we didn't have any issues and believe it or not we can close this ticket.

Brad,

Has your team identified what caused this issue and if so lets schedule our Springhurst migration.

Thanks,

Al

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

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---

**From:** WOOD, BRADLEY D [<mailto:bw6258@att.com>]  
**Sent:** Tuesday, January 2, 2018 10:13 AM  
**To:** SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; 'Jarrell, Larry' <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; 'Larry Jarrell' <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>  
**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; PIERSON, ROGER <[RP876C@att.com](mailto:RP876C@att.com)>; PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Guys please let us know if everything is running smoothly and once it is we can get Springhurst ready to migrate.

Regards,  
Brad

---

**From:** SAMSON, RICHARD  
**Sent:** Tuesday, January 02, 2018 9:25 AM  
**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; 'Jarrell, Larry' <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; 'Larry Jarrell' <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>  
**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN

<ak099c@att.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; PIERSON, ROGER <RP876C@att.com>; PEPE JR., JAMES <JP529R@att.com>; BLACK, PAUL E <pb7183@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

Welcome to 2018. From Friday I know that we hadn't any issues, which is good.

Can you provide another update today as to how services are working okay and were still on the ATT circuit? I will wait to hear from you.

Thank you,

**Rick Samson**

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

---

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

**Sent:** Friday, December 29, 2017 11:53 AM

**To:** 'PEPE JR., JAMES' <[JP529R@att.com](mailto:JP529R@att.com)>; Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>

**Cc:** 'MSS INDIA RM' <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; 'GCSC MSS Customer Inbox' <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; 'KABA, ARDIAN' <[ak099c@att.com](mailto:ak099c@att.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; 'PIERSON, ROGER' <[RP876C@att.com](mailto:RP876C@att.com)>; 'BLACK, PAUL E' <[pb7183@att.com](mailto:pb7183@att.com)>; 'Jarrell, Larry' <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; 'WOOD, BRADLEY D' <[bw6258@att.com](mailto:bw6258@att.com)>; 'A, PRADEEP KUMAR' <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'PRIYADARSHI, SATYA' <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; 'SE TC-Cust Experience' <[g06861@att.com](mailto:g06861@att.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have not heard anything from New Albany, which is a good thing.

Larry, any news on your end?

Al Appel

Chief Administrative Officer

<image001.jpg>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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---

**From:** PEPE JR., JAMES [<mailto:JP529R@att.com>]

**Sent:** Friday, December 29, 2017 12:15 PM

**To:** SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>

**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; PIERSON, ROGER <[RP876C@att.com](mailto:RP876C@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

None that I'm aware of at this time

---

**From:** SAMSON, RICHARD

**Sent:** Friday, December 29, 2017 11:23 AM

**To:** 'Al Appel' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>

**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; PIERSON, ROGER <[RP876C@att.com](mailto:RP876C@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm just returning from the holiday and wanted to check in to see if your seeing any issues using the ATT circuit. I understand that Larry is out till the 2 of January 2018. Please let me know if there are any concerns.

Thank you,

**Rick Samson**

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

---

**From:** PEPE JR., JAMES [<mailto:JP529R@att.com>]

**Sent:** Thursday, December 28, 2017 10:29 AM

**To:** Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; 'Al Appel'

<aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>  
**Cc:** MSS INDIA RM <rm-mss\_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC\_MSS@att.com>; Christy Hayes <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Issue has nor presented itself that I know of

---

**From:** PETERSEN, SCOTT  
**Sent:** Thursday, December 28, 2017 10:55 AM  
**To:** MATTHIES, MARY <mm216y@abs.att-mail.com>; PEPE JR., JAMES <JP529R@att.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; 'Al Appel' <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>  
**Cc:** MSS INDIA RM <rm-mss\_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC\_MSS@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello James,

Just as a follow up to yesterday's email, has the issue presented itself since the last update? If so, did you have the opportunity to remote into the laptop and run the captures you need (before enabling hardware acceleration)?

Thanks,

**Scott Petersen**  
**Critical Incident Resolution Manager**  
Client Solutions & Operations

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

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

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

---

**From:** Mary Matthies  
**Sent:** Wednesday, December 27, 2017 3:39 PM  
**To:** PEPE JR., JAMES <JP529R@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; 'Al Appel' <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; Richard Samson

<[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; PIERSON, ROGER <[RP876C@att.com](mailto:RP876C@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello,

Thanks for the update, can you please keep us in the loop and let us know when you have been able to capture the issue so we know there is progression on the testing.

We will reach out to you sometime tomorrow if we do not hear back on the testing results.

Thanks,

## Mary Matthies

### Area Manager

Client Solutions & Operations

#### AT&T

Omaha, NE

Office: (402)516-1455

Cell: (402) 318-5998

Email: [mm216y@att.com](mailto:mm216y@att.com)

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

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

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance: Director: Christy Hayes, [ch052e@att.com](mailto:ch052e@att.com), 402-516-3301.

---

**From:** PEPE JR., JAMES [<mailto:JP529R@att.com>]

**Sent:** Wednesday, December 27, 2017 3:27 PM

**To:** Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; PIERSON, ROGER <[RP876C@att.com](mailto:RP876C@att.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Larry setup the laptop with Wireshark and ran some RDP sessions but experienced no issues. We have the ability to remote into the laptop and run the captures when the issue presents itself again. We would like to get the captures before enabling hardware acceleration.

---

**From:** PETERSEN, SCOTT

**Sent:** Wednesday, December 27, 2017 4:21 PM

**To:** Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>; 'Larry Jarrell'



<[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; PIERSON, ROGER <[RP876C@att.com](mailto:RP876C@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Larry or James,

Is there any news to speak of with the Wildshark capture or the test with Hardware Acceleration enabled on the Edgewater thereafter?

Thanks,

**Scott Petersen**  
**Critical Incident Resolution Manager**  
Client Solutions & Operations

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

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

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

---

**From:** Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]  
**Sent:** Wednesday, December 27, 2017 10:05 AM  
**To:** 'PEPE JR., JAMES' <[JP529R@att.com](mailto:JP529R@att.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; 'WOOD, BRADLEY D' <[bw6258@att.com](mailto:bw6258@att.com)>; Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'A, PRADEEP KUMAR' <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'PRIYADARSHI, SATYA' <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; 'SE TC-Cust Experience' <[g06861@att.com](mailto:g06861@att.com)>; 'BLACK, PAUL E' <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** 'MSS INDIA RM' <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; 'GCSC MSS Customer Inbox' <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; 'KABA, ARDIAN' <[ak099c@att.com](mailto:ak099c@att.com)>; 'PIERSON, ROGER' <[RP876C@att.com](mailto:RP876C@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am heading that way now. Will take about 20-25 mins to get there. I'll call you as soon as I am there.

Sent from my iPhone

The information contained in this message is confidential and may be privileged and/or protected under law. If you received this message in error, please notify us immediately by forwarding a copy to [compliance@intermedix.com](mailto:compliance@intermedix.com) and then deleting the original message and any attachments.

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

**From:** PEPE JR., JAMES [[JP529R@att.com](mailto:JP529R@att.com)]  
**Sent:** Wednesday, December 27, 2017 09:50 AM Central Standard Time  
**To:** Larry Jarrell; MATTHIES, MARY; Al Appel; WOOD, BRADLEY D; SAMSON, RICHARD; A, PRADEEP KUMAR; Jarrell, Larry; PRIYADARSHI, SATYA; SE TC-Cust Experience; BLACK, PAUL E  
**Cc:** MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; HAYES, CHRISTY; KABA, ARDIAN; PIERSON, ROGER  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Thanks Larry, you can call me directly at 732-428-4506 when ready, it will take me about 5 minutes to get setup on my end.

The sooner the better, there's been a last minute change in my schedule and I'm only available until 12:00pm Eastern today (sorry about that)

Thursday and Friday I will also be available all day.

---

**From:** Larry Jarrell [<mailto:ljarrell@psr-cis.com>]  
**Sent:** Wednesday, December 27, 2017 10:45 AM  
**To:** MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; PIERSON, ROGER <[RP876C@att.com](mailto:RP876C@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am not sure of the call time. I am going to be setting up a laptop in the next hour and have wireshark ready to start.

---

**From:** Mary Matthies [<mailto:mm216y@abs.att-mail.com>]  
**Sent:** Wednesday, December 27, 2017 10:44 AM  
**To:** Al Appel; Larry Jarrell; 'PEPE JR., JAMES'; 'WOOD, BRADLEY D'; Richard Samson; 'A, PRADEEP KUMAR'; 'Jarrell, Larry'; 'PRIYADARSHI, SATYA'; 'SE TC-Cust Experience'; 'BLACK, PAUL E'  
**Cc:** 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Christy Hayes; 'KABA, ARDIAN'; 'PIERSON, ROGER'  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning everyone,

Can you please tell me if the call is still on for today and what time the call is?

Thanks in advance,

**Mary Matthies**

## Area Manager

Client Solutions & Operations

### AT&T

Omaha, NE

Office: (402)516-1455

Cell: (402) 318-5998

Email: [mm216y@att.com](mailto:mm216y@att.com)

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

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

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance: Director: Christy Hayes, [cl052e@att.com](mailto:cl052e@att.com), 402-516-3301.

---

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

**Sent:** Friday, December 22, 2017 11:27 AM

**To:** 'Larry Jarrell' <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; 'PEPE JR., JAMES' <[jp529r@att.com](mailto:jp529r@att.com)>; 'WOOD, BRADLEY D' <[bw6258@att.com](mailto:bw6258@att.com)>; Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'A, PRADEEP KUMAR' <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; 'PRIYADARSHI, SATYA' <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; 'SE TC-Cust Experience' <[g06861@att.com](mailto:g06861@att.com)>; 'BLACK, PAUL E' <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** 'MSS INDIA RM' <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; 'GCSC MSS Customer Inbox' <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; 'KABA, ARDIAN' <[ak099c@att.com](mailto:ak099c@att.com)>; 'PIERSON, ROGER' <[rp876c@att.com](mailto:rp876c@att.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Sounds great, thank you for taking the time to schedule on the 27<sup>th</sup>.

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:** Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]

**Sent:** Friday, December 22, 2017 12:13 PM

**To:** PEPE JR., JAMES <[jp529r@att.com](mailto:jp529r@att.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>;

PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; KABA, ARDIAN <[ak099c@att.com](mailto:ak099c@att.com)>; PIERSON, ROGER <[rp876c@att.com](mailto:rp876c@att.com)>

**Subject:** Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

27th afternoon would work for me.

Get [Outlook for iOS](#)

On Fri, Dec 22, 2017 at 12:10 PM -0500, "PEPE JR., JAMES" <[JP529R@att.com](mailto:JP529R@att.com)> wrote:

I was waiting on Larrys return since he knows the site equipment the best. Circuit has tested clean, so we have the option to replace the Edgewater, but I'd like to get the Wireshark capture before that , and test with Hardware Acceleration enabled on the Edgewater also to see if that make the difference.  
I am off on Dec 25 &26.  
Larry , can we schedule for the 27<sup>th</sup> if your available ?

---

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

**Sent:** Friday, December 22, 2017 11:13 AM

**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning,

Where are we?

I know we are still running on Spectrum and still paying for AT&T service.

Al

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

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---

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

**Sent:** Wednesday, December 20, 2017 1:06 PM

**To:** PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; Larry Jarrell <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; SE TC-Cust Experience <[g06861@att.com](mailto:g06861@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

James,

Any updates on this, it has been a few days and I have not seen any communication. Larry has wireshark installed per his email so we need to get some movement on this. What are next steps for this?

Thanks,  
Brad

---

**From:** PEPE JR., JAMES

**Sent:** Friday, December 15, 2017 4:24 PM

**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; Larry Jarrell <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>

**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Worked with Larry again today.

Larry provided a grounding link to the equipment rack and also reset the Edgewater and Ciena boxes  
Issue still persists, lagging response and RDP disconnects

Larry disconnected the firewall and connected his PC directly to the Edgewater, still sees the lagging and disconnects:

Ran Speedtest and saw 75M down and fluctuation 3 - 12M up. Removed COS profile and ran speedtest again and got 73M down and 71M up. Due to time constraints we could not validate the tests. Larry also still saw the lagging and RDP disconnect when COS was removed from the router, So I think that confirms COS is not an issue, also in bypassing the clients firewall we've ruled out an issue there also.

Attached PDF depicts the physical network connections

Requesting our Edgewater SME take a look at the config and for the circuit folks to intrusively test the circuit.

---

**From:** WOOD, BRADLEY D

**Sent:** Friday, December 15, 2017 8:56 AM

**To:** SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; Larry Jarrell <[ljarell@psr-cis.com](mailto:ljarell@psr-cis.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>

**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have also spoken to Larry this morning and he is going to call me after he makes the changes he spoke to the engineer about if it is not working properly.

Thanks,  
Brad

---

**From:** SAMSON, RICHARD

**Sent:** Friday, December 15, 2017 8:49 AM

**To:** Larry Jarrell <[ljarell@psr-cis.com](mailto:ljarell@psr-cis.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; A, PRADEEP KUMAR <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; PRIYADARSHI, SATYA <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; PEPE JR., JAMES <[JP529R@att.com](mailto:JP529R@att.com)>

**Cc:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Morning Al & Larry,

Just a quick update. Larry is going to New Albany this a.m. and verify that router is grounded and recycle another box at the location. Once this is done he will get ahold of Tier 2 & GT3 to test further.

The group yesterday were not seeing the drops when Larry was experiencing drops. More to come after Larry arrives on site this a.m. He thought he would be there by 10 a.m. EST.

Thank you,

**Rick Samson**

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

---

**From:** Larry Jarrell [<mailto:ljarell@psr-cis.com>]

**Sent:** Friday, December 15, 2017 7:27 AM

**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; 'A, Pradeep Kumar' <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; 'Priyadarshi, Satya' <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'PEPE JR., JAMES' <[jp529r@att.com](mailto:jp529r@att.com)>

**Cc:** 'MSS INDIA RM' <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; 'GCSC MSS Customer Inbox' <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>

[mail.com](mailto:mail.com)>; 'WOOD, BRADLEY D' <[bw6258@att.com](mailto:bw6258@att.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am going to NA as soon as I am done where I am at.

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On Fri, Dec 15, 2017 at 8:19 AM -0500, "Al Appel" <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)> wrote:

Updates please

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

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---

**From:** A, Pradeep Kumar [[mailto:pa203h@intl.att.com](mailto:mailto:pa203h@intl.att.com)]

**Sent:** Thursday, December 14, 2017 1:24 PM

**To:** Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; Priyadarshi, Satya <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; 'Larry Jarrell' <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; PEPE JR., JAMES <[jp529r@att.com](mailto:jp529r@att.com)>

**Cc:** MSS INDIA RM <[rm-MSS India@intl.att.com](mailto:rm-MSS India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

This lagging issue we have checked our network but did not find any issues. We have engaged our higher resolver group to understand the issue. As we are only seeing traffic HTTPS (443) traffic going to 198.36.12.30. No RDP (3389) traffic has been found in our devices.

We will have joint troubleshooting call setup with higher resolver and MSS team to find the root cause of the issue.

Regards,  
Pradeep Kumar A  
Operations Manager  
Global Business Assurance

**AT&T**

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA  
918043546469 | [pa203h@intl.att.com](mailto:pa203h@intl.att.com)

<image002.png>

World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

<image003.png>

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, \* : [pa203h@intl.att.com](mailto:pa203h@intl.att.com)

---

**From:** Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

**Sent:** Thursday, December 14, 2017 11:32 PM

**To:** Priyadarshi, Satya <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; A, Pradeep Kumar <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; PEPE JR., JAMES <[jp529r@att.com](mailto:jp529r@att.com)>

**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am still in a meeting. I need to know what you are going to need from me. This will determine if I need to be on site.

Sent from my iPhone

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

**From:** Priyadarshi, Satya [[sp2170@intl.att.com](mailto:sp2170@intl.att.com)]

**Sent:** Thursday, December 14, 2017 10:53 AM Central Standard Time

**To:** A, Pradeep Kumar; 'Larry Jarrell'; Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; PEPE JR., JAMES

**Cc:** MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Customer was unable to join this call. Once he is available will open the bridge again.



Thanks & Regards,

**Satya Priyadarshi**


AP Team Lead | Global Technical Specialist  
Global Delivery & Assurance.

**AT&T Communication Services India PVT. LTD.**

Salarpuria Softzone, Bangalore, India  
+91 80 43546366 | [sp2170@att.com](mailto:sp2170@att.com)

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**From:** Priyadarshi, Satya  
**Sent:** Thursday, December 14, 2017 10:10 PM  
**To:** A, Pradeep Kumar <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; Larry Jarrell <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; Jarrell, Larry <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; PEPE JR., JAMES <[jp529r@att.com](mailto:jp529r@att.com)>  
**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; [standard@intn.att.com](mailto:standard@intn.att.com)  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Conference details:-

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- 
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    - \* AT&T direct number (in INDIA): 1800-258-0288. When prompted dial the number: 888-675-2546
    - \* Blackberry (Toll-Free Number): 8886752546x9226203#
    - \* iPhone / Android (Toll-Free Number): 8886752546,,9226203#
    - \* Windows Phone (Toll-Free Number): <tel:8886752546,,9226203#>,
    - \* A number in your country or in a country close to you (may be toll free):
- <https://www.teleconference.att.com/servlet/glbAccess?process=1&accessNumber=8886752546&accessCode=9226203>

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Thanks & Regards,

**Satya Priyadarshi**




AP Team Lead | Global Technical Specialist  
Global Delivery & Assurance.

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**From:** A, Pradeep Kumar

**Sent:** Thursday, December 14, 2017 10:08 PM

**To:** Larry Jarrell <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; Jarrell, Larry <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; Priyadarshi, Satya <[sp2170@intl.att.com](mailto:sp2170@intl.att.com)>; PEPE JR., JAMES <[jp529r@att.com](mailto:jp529r@att.com)>

**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; [standard@intn.att.com](mailto:standard@intn.att.com)

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

Can we get on a call with our higher level team to get this resolved. Satya will share the call details shortly.

Regards,  
Pradeep Kumar A

Operations Manager  
Global Business Assurance

**AT&T**

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA  
918043546469 | [pa203h@intl.att.com](mailto:pa203h@intl.att.com)

<image002.png>

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<image003.png>

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---

**From:** Larry Jarrell [<mailto:ljarrell@psr-cis.com>]

**Sent:** Thursday, December 14, 2017 9:27 PM

**To:** Jarrell, Larry <[larry.jarrell@intermedix.com](mailto:larry.jarrell@intermedix.com)>; A, Pradeep Kumar <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Al Appel' <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>

**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; [standard@intn.att.com](mailto:standard@intn.att.com)

**Subject:** Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

We are seeing lagging now on the rdp sessions.

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On Thu, Dec 14, 2017 at 10:42 AM -0500, "Jarrell, Larry" <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)> wrote:

Adding Srina to email.

**Larry Jarrell II**

---

**From:** A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

**Sent:** Thursday, December 14, 2017 9:45 AM

**To:** Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; 'Larry Jarrell'

**Cc:** MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Can you confirm everything is working fine as expected?

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

**AT&T**

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA

918043546469 | [pa203h@intl.att.com](mailto:pa203h@intl.att.com)

<image002.png>

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<image003.png>

+: 6th Floor, Wing "B", Salarpuria Softzone,Sarjapur Outer Ring Road,Bellandur Post,Bangalore – 560037. India. :: +91-80-43546469, \* : [pa203h@intl.att.com](mailto:pa203h@intl.att.com)

---

**From:** Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

**Sent:** Thursday, December 14, 2017 7:58 PM

**To:** SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Al Appel'

<[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; 'Larry Jarrell' <[ljarrell@psr-cis.com](mailto:ljarrell@psr-cis.com)>; A, Pradeep Kumar <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>

**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have the Att network enabled. We are passing traffic through ATT

Sent from my iPhone

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

**From:** Richard Samson [[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)]

**Sent:** Wednesday, December 13, 2017 03:46 PM Central Standard Time

**To:** Al Appel; 'Larry Jarrell'; 'A, Pradeep Kumar'; Jarrell, Larry

**Cc:** 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Mary Matthies; 'WOOD, BRADLEY D'; Christy Hayes

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm trying to get the same team on board so that we don't go through that again.

Thank you,

**Rick Samson**

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

---

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

**Sent:** Wednesday, December 13, 2017 3:23 PM

**To:** Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; 'Larry Jarrell' <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; 'A, Pradeep Kumar' <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; 'Jarrell, Larry' <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>

**Cc:** 'MSS INDIA RM' <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; 'GCSC MSS Customer Inbox' <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; 'WOOD, BRADLEY D' <[bw6258@att.com](mailto:bw6258@att.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hi Rick,

Will the technician who is reaching out to us Thursday ask us the same questions the technician asked us today, and every day prior to today? We continue to answer the same questions and providing the same answers and the results are the same every day.

Please tell me that your plan for Thursday is different than it was today.

Brad, what can you do for us?

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

**Sent:** Wednesday, December 13, 2017 3:13 PM

**To:** Larry Jarrell <[ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)>; A, Pradeep Kumar <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>

**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Christy Hayes

<[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS  
TT#239089927

Hello Larry,

Thanks for working with the GT2 & MIS teams today. I'm understanding that they are going to reach out again on Thursday to continue to work to resolve your issue. I will follow up with you after that testing.

Thank you,

**Rick Samson**

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

---

**From:** Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]

**Sent:** Wednesday, December 13, 2017 12:44 PM

**To:** A, Pradeep Kumar <[pa203h@intl.att.com](mailto:pa203h@intl.att.com)>; Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; Jarrell, Larry <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>

**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS  
TT#239089927

Users just got kicked out. I am going to switch back to Spectrum.

---

**From:** A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

**Sent:** Wednesday, December 13, 2017 11:05 AM

**To:** SAMSON, RICHARD; Al Appel; [Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)

**Cc:** MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY; Larry Jarrell

**Subject:** RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS  
TT#239089927

Hello Team,

We have engaged all the necessary stake holders for further investigation.

Will keep the ticket updated on the further proceedings as per our investigation.

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

**AT&T**

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA  
918043546469 | [pa203h@intl.att.com](mailto:pa203h@intl.att.com)

<image002.png>

World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

<image003.png>

+: 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, \* : [pa203h@intl.att.com](mailto:pa203h@intl.att.com)

---

**From:** SAMSON, RICHARD

**Sent:** Wednesday, December 13, 2017 8:14 PM

**To:** Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; [Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)

**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; MATTHIES, MARY <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; HAYES, CHRISTY <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>; [ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com)

**Subject:** ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

I'm sorry that I didn't get an update to you sooner. I have been working with the network firewall team and they are working to get a resolution. Currently I have Pradeep Kumar working to set up a call to you guys and explain next steps but, were needing what is found from the network team. I will keep reaching out to get resolution. Please let me know if you need anything else.

Thank you,

**Rick Samson**

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

---

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

**Sent:** Tuesday, December 12, 2017 8:51 AM

**To:** Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>

**Cc:** Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>; MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; [ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com); Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; [Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com); Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

Regards,

Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)> wrote:

Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

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

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---

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

**Sent:** Tuesday, December 12, 2017 8:41 AM

**To:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>

**Cc:** GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com); [ljarell@psr-cis.com](mailto:ljarell@psr-cis.com); Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; [Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com); WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Mary Matthies <[mm216y@abs.att-mail.com](mailto:mm216y@abs.att-mail.com)>; Christy Hayes <[ch052e@abs.att-mail.com](mailto:ch052e@abs.att-mail.com)>

**Subject:** RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

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



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

---

**From:** MSS INDIA RM [[mailto:rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)]  
**Sent:** Monday, December 11, 2017 10:51 PM  
**To:** Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; [Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)  
**Cc:** GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com); [ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com); Richard Samson <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>  
**Subject:** RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi All,

We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

**Ganeshan.C**

MSS Operations - T2 Team  
AT&T Technology Operations  
Global Delivery & Assurance  
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

*Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.*

*Sincerely,  
The AT&T Managed Security Services Team*

---

**From:** PETERSEN, SCOTT  
**Sent:** Friday, December 08, 2017 10:42 PM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; [Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)  
**Cc:** GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com); [ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com); SAMSON, RICHARD <[rs862n@abs.att-mail.com](mailto:rs862n@abs.att-mail.com)>  
**Subject:** RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

**Scott Petersen**  
**Critical Incident Resolution Manager**  
Client Solutions & Operations

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

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

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

---

**From:** WOOD, BRADLEY D [<mailto:bw6258@att.com>]  
**Sent:** Friday, December 08, 2017 8:15 AM  
**To:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; [Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)  
**Cc:** GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com); [ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com); Scott Petersen <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>  
**Subject:** RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,  
Brad

---

**From:** MSS INDIA RM  
**Sent:** Friday, December 08, 2017 4:07 AM  
**To:** MSS INDIA RM <[rm-mss\\_india@intl.att.com](mailto:rm-mss_india@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; [Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)  
**Cc:** GCSC MSS Customer Inbox <[RM-GCSC\\_MSS@att.com](mailto:RM-GCSC_MSS@att.com)>; [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com); [ljjarrell@psr-cis.com](mailto:ljjarrell@psr-cis.com); PETERSEN, SCOTT <[sp3846@abs.att-mail.com](mailto:sp3846@abs.att-mail.com)>  
**Subject:** RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hello,

As per update in ticket 239089927 from Scott Petersen including Larry Jarrell to the communication.

Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source

IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048 ) anytime for live testing.

Thank you in advance

Best Regards

**Adam Duchovic**

Sr. Associate, Work Center Tech Support  
MSS Global Support

**AT&T Services, Inc.**

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic  
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*Sincerely,*

*The AT&T Managed Security Services Team*

---

**From:** MSS INDIA RM

**Sent:** Thursday, December 07, 2017 3:10 AM

**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>

**Cc:** MSS INDIA RM <[rm-MSS\\_India@intl.att.com](mailto:rm-MSS_India@intl.att.com)>; GCSC MSS Customer Inbox <[rm-gcsc\\_mss@att.com](mailto:rm-gcsc_mss@att.com)>; [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com); [ljarell@psr-cis.com](mailto:ljarell@psr-cis.com)

**Subject:** MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi Brad,

MSS have a ticket raised for internet traffic is not working for some of the customer networks. Inorder to troubleshoot this we need the customer contact and the time window for live testing. Could you please check with customer and confirm us. Moreover you can directly call our center (+1 877 677 2881 followed with your PIN91048 ) anytime for live testing.

Kind Regards

**Ganeshan.C**

MSS Operations - T2 Team  
AT&T Technology Operations  
Global Delivery & Assurance

Security & Advanced Applications

+1 877 677 2881 followed with your PIN

*Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.*

*Sincerely,  
The AT&T Managed Security Services Team*

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The information contained in this message is confidential and may be privileged and/or protected under law. If you receive this message in error, please notify us immediately by forwarding a copy to [compliance@intermedix.com](mailto:compliance@intermedix.com) and delete the original message and any attachments.

## ENDRES, JAM (Legal)

---

**From:** Al Appel <aappel@associatesin dermatology.com>  
**Sent:** Tuesday, January 26, 2016 3:28 PM  
**To:** 'Tanna Mabrey'; PORCHE, MARY B; 'Chris Schmitt'; lhf@associatesin dermatology.com; 'Pete Mikiten'  
**Cc:** BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; 'Bart Meyer'; BLACK, PAUL E; 'Hope Flannery'  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

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](mailto: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](mailto:mp1485@att.com)>; Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

Cc: 'FITZGERALD, MILES' <[mf079j@att.com](mailto:mf079j@att.com)>; 'BYAM, BERTRAM B' <[bb531x@att.com](mailto:bb531x@att.com)>; 'PORTARO, THOMAS L' <[tp7892@att.com](mailto:tp7892@att.com)>; 'PAGUNTALAN, CHLOE JANE' <[cp754g@att.com](mailto:cp754g@att.com)>; 'SARMIENTO, KRISTINE' <[ks812c@att.com](mailto:ks812c@att.com)>; 'HOLDER, GAIL' <[gh6282@att.com](mailto:gh6282@att.com)>; 'Bart Meyer' <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; 'Hope Flannery' <[lhf@associatesin dermatology.com](mailto: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](mailto:cschmitt@matrixintegration.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; Bart Meyer <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; 'Hope Flannery' <[lhf@associatesin dermatology.com](mailto: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](mailto:mp1485@att.com)

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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](mailto: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](mailto: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 | c 502-356-2013 | e

[cschmitt@matrixintegration.com](mailto: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](mailto:mp1485@att.com)>; Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** 'FITZGERALD, MILES' <[mf079j@att.com](mailto:mf079j@att.com)>; 'BYAM, BERTRAM B' <[bb531x@att.com](mailto:bb531x@att.com)>; 'PORTARO, THOMAS L' <[tp7892@att.com](mailto:tp7892@att.com)>; 'PAGUNTALAN, CHLOE JANE' <[cp754g@att.com](mailto:cp754g@att.com)>; 'SARMIENTO, KRISTINE' <[ks812c@att.com](mailto:ks812c@att.com)>; 'HOLDER, GAIL' <[gh6282@att.com](mailto:gh6282@att.com)>; Bart Meyer <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; 'Hope Flannery' <[lhf@associatesindermatology.com](mailto: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](mailto:tmabrey@matrixintegration.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; Hope Flannery <[lhf@associatesin dermatology.com](mailto: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 Email: [mp1485@att.com](mailto: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](mailto:jw1934@att.com)

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

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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](mailto: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 | c (812) 827-3232 | f (812) 482-5064 | e [tmabrey@matrixintegration.com](mailto: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](mailto:tmabrey@matrixintegration.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; Hope Flannery <[lhf@associatesindermatology.com](mailto: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 17<sup>th</sup> or 18<sup>th</sup>. 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](mailto: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](mailto:jw1934@att.com)

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

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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](mailto: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 | c (812) 827-3232 | f (812) 482-5064 | e [tmabrey@matrixintegration.com](mailto: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](mailto:tmabrey@matrixintegration.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; Hope Flannery <[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19<sup>th</sup> 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 19<sup>th</sup> 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:mp1485@att.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>; Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>

**Cc:** 'FITZGERALD, MILES' <[mf079j@att.com](mailto:mf079j@att.com)>; 'BYAM, BERTRAM B' <[bb531x@att.com](mailto:bb531x@att.com)>; 'PORTARO, THOMAS L' <[tp7892@att.com](mailto:tp7892@att.com)>; 'PAGUNTALAN, CHLOE JANE' <[cp754g@att.com](mailto:cp754g@att.com)>; 'SARMIENTO, KRISTINE' <[ks812c@att.com](mailto:ks812c@att.com)>; 'HOLDER, GAIL' <[gh6282@att.com](mailto:gh6282@att.com)>; Hope Flannery <[lhf@associatesindermatology.com](mailto: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 19<sup>th</sup> 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](mailto:aappel@associatesin dermatology.com)>; 'lhf@associatesin dermatology.com' <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>; 'Chris Schmitt' <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; 'Pete Mikiten' <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>; 'Tanna Mabrey' <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>  
**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; PORCHE, MARY B <[mp1485@att.com](mailto:mp1485@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto: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](mailto: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 [mf079j@att.com](mailto:mf079j@att.com)

TSC: Bertram Byam Jr. (502) 836-6131- [bb531x@att.com](mailto:bb531x@att.com)

CSS: Chloe Jane Paguntalan - 402-399-4041- [cp754g@att.com](mailto:cp754g@att.com)

Order Specialist: Mary Porche- [MP1485@att.com](mailto:MP1485@att.com)-<<mailto:MP1485@att.com>> 9255431529  
Project Manager: Kristine Sarmiento 402-392-9324 [ks812c@att.com](mailto:ks812c@att.com)  
Flex/EaFlex OM: GAIL HOLDER [gh6282@att.com](mailto:gh6282@att.com)  
(404)986-2170

New Start order numbers:

**New Start Order: CSM151109122752**  
**USRP Order: IP15085440**  
**GIOM Order: ISR15110943075 - 158897693**

- o **Acknowledge acceptance of the "Hot Cut" process: YES (a minimum of 3 hours downtime )**
- o **Confirm the list of TNs to move: YES**
- o **Provide a current number on the PBX that we can leave behind: AT&T provided**
- o **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](mailto: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](mailto:jw1934@att.com)

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

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## ENDRES, JAM (Legal)

---

**From:** RODRICKS, RON  
**Sent:** Monday, January 30, 2017 2:50 PM  
**To:** BELIN, MATT; Al Appel  
**Cc:** WOOD, BRADLEY D; BLACK, PAUL E  
**Subject:** RE: Associates In Dermatology - \*\*\*HOT CUT\*\*\* Move TTU and LAN Migration Scheduling\*\*\*

Al,

Please let me know the best time/number to reach you today as well. I have a quick question for you about you TN Move.

### 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](mailto:rr533h@att.com)

Next Level Support Contact: Area Manager: Bill Smith (732) 208-9975 [ws6943@att.com](mailto: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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---

**From:** BELIN, MATT  
**Sent:** Monday, January 30, 2017 1:45 PM  
**To:** Al Appel <aappel@associatesindermatology.com>  
**Cc:** WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; BELIN, MATT <mb067f@att.com>; RODRICKS, RON <rr533h@att.com>  
**Subject:** Associates In Dermatology - \*\*\*HOT CUT\*\*\* Move TTU and LAN Migration Scheduling\*\*\*  
**Importance:** High

Hi Al,

Thanks for talking with me earlier, per our phone conversation your LAN Migration and Move TTU's are scheduled for the time/dates below and calendar invites will be sent out shortly.

LAN Migration- 2/9 11AM ET  
Move TTU- 3/6 6PM ET

Thanks,

**Matt Belin**



Order Specialist  
IPFLEX over AVPN

**AT&T**

754 Peachtree St, Atlanta, Georgia, 30324  
Office: 404-486-6090 Email: [mb067f@att.com](mailto:mb067f@att.com)

Next Level Support: Area Manager Tim Kilkenney - Phone: 216-496-8591 or Email: [tk2698@att.com](mailto: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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---

**From:** BELIN, MATT  
**Sent:** Thursday, January 12, 2017 12:19 PM  
**To:** RODRICKS, RON <[rr533h@att.com](mailto:rr533h@att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BELIN, MATT <[mb067f@att.com](mailto:mb067f@att.com)>  
**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](mailto:aappel@associatesin dermatology.com)>  
**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BELIN, MATT <[mb067f@att.com](mailto: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](mailto:rr533h@att.com)>  
**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BELIN, MATT <[mb067f@att.com](mailto: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@associatesindermatology.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 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 - mb067f@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](mailto: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](mailto:ws6943@att.com)



Global Ordering &  
Managed Services  
Global Delivery & Assurance  
Effortless • Innovative • Teams



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## ENDRES, JAM (Legal)

---

**From:** Al Appel <aappel@associatesin dermatology.com>  
**Sent:** Friday, August 17, 2018 2:04 PM  
**To:** HERBERT, ERIC A; Charlie McCall; rosemary.tutt@ky.gov  
**Cc:** ETHERTON, BRITTANEE; BLACK, PAUL E; Corky Webb (corky@sptsolutions.com); Larry Jarrell  
**Subject:** RE: Accounts

Thank you Eric

Al Appel  
Chief Administrative Officer



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

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---

**From:** HERBERT, ERIC A <eh2345@att.com>  
**Sent:** Friday, August 17, 2018 2:01 PM  
**To:** Charlie McCall <cmccall@associatesin dermatology.com>; Al Appel <aappel@associatesin dermatology.com>  
**Cc:** ETHERTON, BRITTANEE <bl225w@att.com>; BLACK, PAUL E <pb7183@att.com>; Corky Webb (corky@sptsolutions.com) <corky@sptsolutions.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>  
**Subject:** RE: Accounts

Thank you Mr. McCall.

Just wanted all to know that I have protected all the accounts from Collection Activity until we resolve the issue. If I'm missing any other accounts, please let me know. Thus far I have;

171-800-3774 001  
171-796-3198 076  
831-000-5538 323  
831-000-2646 967

Have a great Friday.

Eric Herbert

SR. Manager - AT&T Office of the President

Direct: 925-271-1571

Email: [EH2345@att.com](mailto:EH2345@att.com)

---

**From:** Charlie McCall <[cmccall@associatesin dermatology.com](mailto:cmccall@associatesin dermatology.com)>

**Sent:** Friday, August 17, 2018 7:28 AM

**To:** HERBERT, ERIC A <[eh2345@att.com](mailto:eh2345@att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>

**Cc:** ETHERTON, BRITTANEE <[bl225w@att.com](mailto:bl225w@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; Corky Webb <[corky@sptsolutions.com](mailto:corky@sptsolutions.com)> <[corky@sptsolutions.com](mailto:corky@sptsolutions.com)>; Larry Jarrell <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>

**Subject:** RE: Accounts

Brittane,

We have received yet another bill for account 323 (attached) which we requested be terminated long ago. Per your last email (attached) dated July 17, 2018, you were investigating why we continue to get billed for web hosting services. What did you find out? Starting today bills for account 323 will no longer be paid.

Also attached are bills for accounts 831-000-2646 967 and 171-800-3774 001. Account 967 shows a credit for \$8,974.26 (more on that shortly), yet we are being billed \$2,513.26 each month. The bill description is vague but appears to be for non-returned/damaged equipment. What is that in reference to, and why were we not given notice the something was damaged and/or not returned? To my knowledge, every piece of equipment we've been required to return has been returned in good order. Furthermore, why issue a credit for the returned item(s) and then claim the item(s) was either damaged or not returned, and begin billing us again? Call me crazy, but if the item in question was never returned, or returned damaged, a credit should not have been issued.

Regarding the credit on account 967, Paul Black said we could receive it via check (refer to attached email). Paul now claims credits can't be issued without a thorough investigation of claims (obviously) and documentation from us detailing the same information contained on the bills you send showing credits. I requested a refund check on June 28<sup>th</sup>, 2018. Where's the check?

The attached bill for account 3774 001 is by far one of the most cryptic bills to date. What are these charges for and how can we be expected to pay for service that we can't verify we even use. You may scoff at that, but given AT&T's track record of billing Associates in Dermatology, PLLC for services we haven't used for months, in some instances even longer, I can't in good conscience remit payment for \$17,189.37 without a detailed explanation.

A timely response will be appreciated.

Respectfully,

Charlie McCall  
Financial Manager



Associates in Dermatology, PLLC  
3810 Springhurst Blvd, Suite 200  
Louisville, KY 40241  
Office: 502-625-2221  
Fax: 502-329-7599

[www.associatesin dermatology.com](http://www.associatesin dermatology.com)

---

**From:** HERBERT, ERIC A <[eh2345@att.com](mailto:eh2345@att.com)>  
**Sent:** Thursday, August 16, 2018 11:24 AM  
**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Cc:** ETHERTON, BRITTANEE <[bl225w@att.com](mailto:bl225w@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; Corky Webb ([corky@sptsolutions.com](mailto:corky@sptsolutions.com)) <[corky@sptsolutions.com](mailto:corky@sptsolutions.com)>; Larry Jarrell <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; Charlie McCall <[cmccall@associatesin dermatology.com](mailto:cmccall@associatesin dermatology.com)>  
**Subject:** RE: Accounts

Hi Al,

I did in fact ask for an extension from the Commission. This takes some time to investigate to ensure you are properly credited for services that weren't installed or never worked.

For services that were installed properly and worked, we would not be able to negate any contractual obligations. I understand your frustration but if the issue is escalated to the Attorney General it will still come to me to handle so we'll continue to do the best we can to get this rectified in a timely manner.

Brittanees – Can you confirm the amount of contracts that are in place?

Eric Herbert  
SR. Manager - AT&T Office of the President  
Direct: 925-271-1571  
Email: [EH2345@att.com](mailto:EH2345@att.com)

---

**From:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Sent:** Thursday, August 16, 2018 6:20 AM  
**To:** HERBERT, ERIC A <[eh2345@att.com](mailto:eh2345@att.com)>  
**Cc:** ETHERTON, BRITTANEE <[bl225w@att.com](mailto:bl225w@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; Corky Webb ([corky@sptsolutions.com](mailto:corky@sptsolutions.com)) <[corky@sptsolutions.com](mailto:corky@sptsolutions.com)>; Larry Jarrell <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; Charlie McCall <[cmccall@associatesin dermatology.com](mailto:cmccall@associatesin dermatology.com)>  
**Subject:** RE: Accounts

Hi Eric,

I spoke with Brittanees this morning and she is going to start working on what refunds are owed to us and she will speak with Paul Black on Friday concerning our contracts we want out of. Can you tell me how many contracts we have with AT&T? I am only aware of the one contract I signed in 2016.

My concern is that we started this 7/10 and we have not made any progress! Rosemary with the Public Service Commission informed me you have committed to resolve these issues by 8/24. Is this accurate?

If these issues are not resolved by 8/24 we will escalate to the Office of the KY Attorney General.

Thank you,

Al

Al Appel  
Chief Administrative Officer



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

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---

**From:** HERBERT, ERIC A <[eh2345@att.com](mailto:eh2345@att.com)>  
**Sent:** Thursday, August 2, 2018 5:34 PM  
**To:** Al Appel <[aappel@associatesin dermatology.com](mailto: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](mailto:EH2345@att.com)

---

**From:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Sent:** Thursday, August 02, 2018 2:08 PM  
**To:** HERBERT, ERIC A <[eh2345@att.com](mailto: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 Brittane:

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  
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---

**From:** HERBERT, ERIC A <[eh2345@att.com](mailto:eh2345@att.com)>  
**Sent:** Thursday, August 2, 2018 4:49 PM  
**To:** Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>  
**Subject:** RE: Accounts

Hi Mr. Appel,

Have you received a call from your Account Team yet? I advised them they needed to reach back out to you to address these concerns. I am not able to assure you will not have any cancellation fees. I am responsible for making sure your concerns are addressed by your Account Team so please let me know if you have not heard from them by tomorrow at the latest. They will advise you of the process to smoothly transition away from AT&T and will determine if they can suppress any cancellation fees. Typically, if we have not fully installed the service, we should be able to suppress cancellation fees.

Eric Herbert  
SR. Manager - AT&T Office of the President  
Direct: 925-271-1571  
Email: [EH2345@att.com](mailto:EH2345@att.com)



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

**Sent:** Thursday, August 02, 2018 1:30 PM

**To:** HERBERT, ERIC A <[eh2345@att.com](mailto:eh2345@att.com)>

**Subject:** Accounts

Hi Eric,

I wanted to follow up with you after our conversation to see what you need from me. We are working to set up another provider, it will take 3-4 months to have everything up and running. I appreciate your assistance in assuring we do not lose service during this transitional period, do not have any cancelation fees and helping us determine the amount of refund we are due.

Kindest regards,

Al

Al Appel  
Chief Administrative Officer



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

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## ENDRES, JAM (Legal)

---

**From:** Charlie McCall <cmccall@associatesin dermatology.com>  
**Sent:** Thursday, June 28, 2018 1:12 PM  
**To:** BLACK, PAUL E  
**Cc:** Al Appel; Larry Jarrell  
**Subject:** RE: Billing issues

Paul,

We would also like a check for the credit balance.

Thanks,

Charlie

---

**From:** BLACK, PAUL E <pb7183@att.com>  
**Sent:** Tuesday, May 22, 2018 4:45 PM  
**To:** Charlie McCall <cmccall@associatesin dermatology.com>  
**Cc:** Al Appel <aappel@associatesin dermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>  
**Subject:** RE: Billing issues

The latest bill for this account shows a credit balance now of \$11,487.52. I have attached that bill here. This credit amount will be available to be refunded back to you in the form of a check or transferred to another AT&T account if you wish.

thanks

### Paul Black

Regional Sales Director - Kentucky/Southern Indiana

### AT&T

Select Market Business Sales  
534 Armory Place  
Louisville, KY 40202  
M: 502.553.3788  
F: 866.398.2530  
[pb7183@att.com](mailto:pb7183@att.com)

[Click for Immediate Assistance](#)

---

**From:** Charlie McCall <[cmccall@associatesin dermatology.com](mailto:cmccall@associatesin dermatology.com)>  
**Sent:** Monday, May 21, 2018 3:02 PM  
**To:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; Larry Jarrell <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>  
**Subject:** FW: Billing issues

Paul,

Please see the below conversation between Brad and I regarding the account in question. I've attached a copy of the notice for outstanding balance we received last week for the same account.

Best regards,

*Charlie McCall*

Financial Manager



Associates in Dermatology, PLLC  
3810 Springhurst Blvd, Suite 200  
Louisville, KY 40241  
(502) 625-2221

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---

**From:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Sent:** Tuesday, April 17, 2018 11:52 AM  
**To:** Charlie McCall <[cmccall@associatesin dermatology.com](mailto:cmccall@associatesin dermatology.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Subject:** RE: Billing issues

Correct.

---

**From:** Charlie McCall [<mailto:cmccall@associatesin dermatology.com>]  
**Sent:** Tuesday, April 17, 2018 10:51 AM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Subject:** RE: Billing issues

Brad,

Just for clarification, we can disregard the bill for account 831-000-2646 967, totaling \$9,321.82 in its entirety?

Thanks,

Charlie

---

**From:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Sent:** Tuesday, April 17, 2018 10:08 AM  
**To:** Charlie McCall <[cmccall@associatesin dermatology.com](mailto:cmccall@associatesin dermatology.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Subject:** RE: Billing issues

Charlie/Al,

This is normal, we submitted disconnect on those circuits when we met last and they are nearing completion. Disconnect takes about 30 days but again like I said in our meeting I did request credit back to 2015 from the person working the RDS. You can disregard the bill and the account is protected from any service interruption because of the RDS billing dispute we have in. This process just takes time to resolve.

Regards,  
Brad

---

**From:** Charlie McCall [<mailto:cmccall@associatesin dermatology.com>]  
**Sent:** Monday, April 16, 2018 12:47 PM  
**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Subject:** RE: Billing issues

Brad,

We received another bill, identical to the one we went over several weeks ago. It has the same charges on the bill which are for services we haven't used since 2015. You mentioned before we concluded our conversation that this bill was being taken care of, and we were led to believe that we would be getting a credit for those services we hadn't used for several years. When can we expect that to happen? According to this most recent bill we owe \$9,321.82. I've attached a copy of the bill in question for your review.

Also, there are numerous accounts with credits. The credit for account 171-800-3774-001 went from \$19,890.64 to \$13,539.04. Did the \$6,3513.60 difference get credited toward a balance on another account? If so, which one?

I would appreciate a timely response regarding these issues.

Thanks,  
Charlie

---

**From:** Al Appel  
**Sent:** Friday, April 6, 2018 3:07 PM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Charlie McCall <[cmccall@associatesin dermatology.com](mailto:cmccall@associatesin dermatology.com)>  
**Subject:** Billing issues

Hi Brad,

Charlie McCall is taking over for Hope and he has some billing questions.

Thank you,

Al

Al Appel  
Chief Administrative Officer



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

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## ENDRES, JAM (Legal)

---

**From:** 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](mailto: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:** ETHERTON, BRITTANEE <bl225w@att.com>; BLACK, PAUL E <pb7183@att.com>; Corky Webb (corky@sptsolutions.com) <corky@sptsolutions.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>; Charlie McCall <cmccall@associatesin dermatology.com>  
**Subject:** RE: Accounts

Hi Eric,

I spoke with Brittaneer 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



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

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---

**From:** HERBERT, ERIC A <eh2345@att.com>  
**Sent:** Thursday, August 2, 2018 5:34 PM  
**To:** Al Appel <aappel@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](mailto:EH2345@att.com)

---

**From:** Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>  
**Sent:** Thursday, August 02, 2018 2:08 PM  
**To:** HERBERT, ERIC A <[eh2345@att.com](mailto: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 Brittane:

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](mailto:eh2345@att.com)>  
**Sent:** Thursday, August 2, 2018 4:49 PM  
**To:** Al Appel <[aappel@associatesin dermatology.com](mailto: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 cancelation 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](mailto:EH2345@att.com)

---

**From:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Sent:** Thursday, August 02, 2018 1:30 PM  
**To:** HERBERT, ERIC A <[eh2345@att.com](mailto:eh2345@att.com)>  
**Subject:** Accounts

Hi Eric,

I wanted to follow up with you after our conversation to see what you need from me. We are working to set up another provider, it will take 3-4 months to have everything up and running. I appreciate your assistance in assuring we do not lose service during this transitional period, do not have any cancelation fees and helping us determine the amount of refund we are due.

Kindest regards,

Al

Al Appel  
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200  
Louisville, KY 40241  
Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599  
Desk: 502-625-2219

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.

## ENDRES, JAM (Legal)

---

**From:** Al Appel <aappel@associatesin dermatology.com>  
**Sent:** Thursday, August 16, 2018 9:20 AM  
**To:** HERBERT, ERIC A  
**Cc:** EHERTON, BRITTANEE; BLACK, PAUL E; Corky Webb (corky@sptsolutions.com); Larry Jarrell; Charlie McCall  
**Subject:** RE: Accounts

Hi Eric,

I spoke with Brittaneer this morning and she is going to start working on what refunds are owed to us and she will speak with Paul Black on Friday concerning our contracts we want out of. Can you tell me how many contracts we have with AT&T? I am only aware of the one contract I signed in 2016.

My concern is that we started this 7/10 and we have not made any progress! Rosemary with the Public Service Commission informed me you have committed to resolve these issues by 8/24. Is this accurate?

If these issues are not resolved by 8/24 we will escalate to the Office of the KY Attorney General.

Thank you,

Al

Al Appel  
Chief Administrative Officer



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

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---

**From:** HERBERT, ERIC A <eh2345@att.com>  
**Sent:** Thursday, August 2, 2018 5:34 PM  
**To:** Al Appel <aappel@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](mailto:EH2345@att.com)

---

**From:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Sent:** Thursday, August 02, 2018 2:08 PM  
**To:** HERBERT, ERIC A <[eh2345@att.com](mailto: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 Brittane:

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](mailto:eh2345@att.com)>  
**Sent:** Thursday, August 2, 2018 4:49 PM  
**To:** Al Appel <[aappel@associatesin dermatology.com](mailto: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](mailto:EH2345@att.com)

---

**From:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Sent:** Thursday, August 02, 2018 1:30 PM  
**To:** HERBERT, ERIC A <[eh2345@att.com](mailto: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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Al Appel  
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
<b>Total Amount Due</b>	<b>\$51.32</b>
Payment Due Date	Sep 3, 2018

### Current Charges

Group #000001	
Sub-Account #831-000-5538 335 Al Appel	
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
<b>Total Current Charges</b>	<b>49.95</b>

### 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
<b>Total Current Charges</b>	<b>49.95</b>

### Detail of Payments and Adjustments

Item	No.	Date	Description	
	1	08-05	900003408752 LATE PAYMENT INTEREST	1.37
<b>Total Adjustments</b>				<b>1.37</b>

### 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 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!

Return bottom portion with your check in the enclosed envelope.

**DUE BY: Sep 3, 2018 \$51.32**



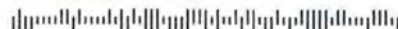
Billing Date Aug 4, 2018

Account Number **831-000-5538 323**  
Please include your account number on your check

Al Appel  
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 40241-6162



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## ENDRES, JAM (Legal)

---

**To:** ETHERTON, BRITTANEE; FITZGERALD, MILES; BLACK, PAUL E; Larry Jarrell;  
corky@sptsolutions.com  
**Subject:** RE: ATT Bills

Good Morning Charlie,

I will look in to the account ending in 323 to see why this is still billing. I will address the credits with Paul by Friday afternoon when him and I have the opportunity to sit down and review these requests together.

I appreciate your patience as we work through these items.

If you think of anything else, please do not hesitate to reach out to me.

Thank you,

**Brittaneetherton**  
Client Solutions Executive

### AT&T

Small Business Solutions  
534 Armory Place  
Louisville, KY 40202  
M: 502.224.9613  
F: 866.628.4922  
[BI225w@att.com](mailto:BI225w@att.com)

---

**From:** Charlie McCall [<mailto:cmccall@associatesindermatology.com>]  
**Sent:** Tuesday, July 17, 2018 8:55 AM  
**To:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; ETHERTON, BRITTANEE <[bl225w@att.com](mailto:bl225w@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; Larry Jarrell <[Larry.Jarrell@intermedix.com](mailto:Larry.Jarrell@intermedix.com)>; [corky@sptsolutions.com](mailto:corky@sptsolutions.com)  
**Subject:** ATT Bills

Hi Brittaneetherton,

Attached are a few bills and one credit we received recently from AT&T. The credit we have is more than enough to cover all of the bills combined. If you are not going to refund us the money owed as I requested Paul Black to do a few weeks ago, then it should be allocated to current charges. Also, account 831-000-5538-323 should have been terminated several weeks ago. Why are we still receiving bills for it?

Best regards,

*Charlie McCall*

Financial Manager



Associates in Dermatology, PLLC  
3810 Springhurst Blvd, Suite 200  
Louisville, KY 40241  
(502) 625-2221

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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
<b>Balance</b>	<b>\$8,974.26CR</b>
Payment is Not Required	

## Group #000001 - Continued

<b>Taxes</b>	
State	
2, KY/KENTUCKY	142.26
Total Taxes	142.26
<b>Total Sub-Account #831-000-2646 968</b>	<b>2,513.26</b>
<b>Total Group #000001</b>	<b>2,513.26</b>

**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

<b>Group #000001</b>	
<b>Sub-Account #831-000-2646 968</b>	
<b>MPLS PNT Services</b>	
One Time Charges:	
Service Order: N198448-00000095	
Completion Date: Mar 27, 2018	
1 PNT Non-Return/Damaged CPE	2,371.00
MLPPP 3 to 6 Mbps	
IP18026085/DHEC364879801AT1	
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



831000264696752570724000382000000000000000002513264



Associates in Dermatology, PLLC  
3810 SPRINGHURST BLVD STE 200  
LOUISVILLE KY 40241

Page 2 of 2  
Account Number 831-000-2646 967  
Billing Date Aug 5, 2018  
Questions? 1 800 235-7524  
Web Site att.com

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3810 SPRINGHURST BLVD STE 200  
LOUISVILLE KY 40241-6162



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
<b>Total Amount Due</b>	<b>\$17,189.37</b>
Current Charges Due in Full by	Sep 4, 2018

### 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/servicelibrary/business/ext/state\\_tariff\\_buss.cfm](http://serviceguide.att.com/servicelibrary/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.

### Billing Summary

Questions?  
Call: 1 800 358-1111  
Online: www.businessdirect.att.com

#### AT&T Business Services

<b>Group #000001 Springhurst</b>		
Sub-Account #999-011-2088 027	52.58	
Total Group #000001		52.58
<b>Group #000003</b>		
Sub-Account #829-000-2597 576	3,185.30	
Total Group #000003		3,185.30
<b>Group #000004 Springhurst</b>		
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
<b>Group #000005 New Albany</b>		
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
<b>Group #000006 New Albany</b>		
Sub-Account #829-000-2679 292	.00	
Sub-Account #829-000-2679 295	.00	
Total Group #000006		.00
<b>Total Current Charges</b>	<b>7,387.02</b>	

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) 232-2712 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 DSO 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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7391.001.004035.01.01.000000 NNNNNNNY 008069.008069

ASSOCIATES IN DERMATOLOGY  
3810 SPRINGHURST BLVD STE 200  
LOUISVILLE KY 40241-6162



7391.1.17.4035 1 AB 0.408 nmw

## ENDRES, JAM (Legal)

---

**From:** Charlie McCall <cmccall@associatesin dermatology.com>  
**Sent:** Friday, August 17, 2018 10:28 AM  
**To:** HERBERT, ERIC A; Al Appel  
**Cc:** EHERTON, BRITTANEE; BLACK, PAUL E; Corky Webb (corky@sptsolutions.com); Larry Jarrell  
**Subject:** RE: Accounts  
**Attachments:** RE: ATT Bills; ATT Bill 3774 001.pdf; ATT Credit.pdf; ATT Web Hosting.pdf; RE: Billing issues; RE: Accounts

Brittanee,

We have received yet another bill for account 323 (attached) which we requested be terminated long ago. Per your last email (attached) dated July 17, 2018, you were investigating why we continue to get billed for web hosting services. What did you find out? Starting today bills for account 323 will no longer be paid.

Also attached are bills for accounts 831-000-2646 967 and 171-800-3774 001. Account 967 shows a credit for \$8,974.26 (more on that shortly), yet we are being billed \$2,513.26 each month. The bill description is vague but appears to be for non-returned/damaged equipment. What is that in reference to, and why were we not given notice the something was damaged and/or not returned? To my knowledge, every piece of equipment we've been required to return has been returned in good order. Furthermore, why issue a credit for the returned item(s) and then claim the item(s) was either damaged or not returned, and begin billing us again? Call me crazy, but if the item in question was never returned, or returned damaged, a credit should not have been issued.

Regarding the credit on account 967, Paul Black said we could receive it via check (refer to attached email). Paul now claims credits can't be issued without a thorough investigation of claims (obviously) and documentation from us detailing the same information contained on the bills you send showing credits. I requested a refund check on June 28<sup>th</sup>, 2018. Where's the check?

The attached bill for account 3774 001 is by far one of the most cryptic bills to date. What are these charges for and how can we be expected to pay for service that we can't verify we even use. You may scoff at that, but given AT&T's track record of billing Associates in Dermatology, PLLC for services we haven't used for months, in some instances even longer, I can't in good conscience remit payment for \$17,189.37 without a detailed explanation.

A timely response will be appreciated.

Respectfully,

Charlie McCall  
Financial Manager



Associates in Dermatology, PLLC  
3810 Springhurst Blvd, Suite 200  
Louisville, KY 40241  
Office: 502-625-2221

Fax: 502-329-7599

[www.associatesin dermatology.com](http://www.associatesin dermatology.com)

**From:** HERBERT, ERIC A <eh2345@att.com>

**Sent:** Thursday, August 16, 2018 11:24 AM

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

**Cc:** ETHELTON, 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 Al,

I did in fact ask for an extension from the Commission. This takes some time to investigate to ensure you are properly credited for services that weren't installed or never worked.

For services that were installed properly and worked, we would not be able to negate any contractual obligations. I understand your frustration but if the issue is escalated to the Attorney General it will still come to me to handle so we'll continue to do the best we can to get this rectified in a timely manner.

Brittanees – Can you confirm the amount of contracts that are in place?

Eric Herbert

SR. Manager - AT&T Office of the President

Direct: 925-271-1571

Email: [EH2345@att.com](mailto:EH2345@att.com)

**From:** Al Appel <aappel@associatesin dermatology.com>

**Sent:** Thursday, August 16, 2018 6:20 AM

**To:** HERBERT, ERIC A <eh2345@att.com>

**Cc:** ETHELTON, 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 Brittanees this morning and she is going to start working on what refunds are owed to us and she will speak with Paul Black on Friday concerning our contracts we want out of. Can you tell me how many contracts we have with AT&T? I am only aware of the one contract I signed in 2016.

My concern is that we started this 7/10 and we have not made any progress! Rosemary with the Public Service Commission informed me you have committed to resolve these issues by 8/24. Is this accurate?

If these issues are not resolved by 8/24 we will escalate to the Office of the KY Attorney General.

Thank you,



Al

Al Appel  
Chief Administrative Officer



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

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](mailto:eh2345@att.com)>  
**Sent:** Thursday, August 2, 2018 5:34 PM  
**To:** Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>  
**Subject:** RE: Accounts

The Account Team will absolutely have the authority to address your concerns. They will be able to suppress any cancellation fees once they conduct the proper investigation and determine that we never installed the service or made some type of error.

I'm sorry you have not received a call from your Account Team as of yet. I will escalate, but I do see that the billing dispute below is in alignment with your case. The notes indicate the dispute is regarding the issues you had with the Test and Turn up & provisioning. This had to be initiated by someone on the Account Team.

I will continue to make sure they are addressing your concerns.

Have a great evening and we'll be communicating.

Eric Herbert  
SR. Manager - AT&T Office of the President  
Direct: 925-271-1571  
Email: [EH2345@att.com](mailto:EH2345@att.com)

**From:** Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>  
**Sent:** Thursday, August 02, 2018 2:08 PM  
**To:** HERBERT, ERIC A <[eh2345@att.com](mailto: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 Brittane:

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

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](mailto:eh2345@att.com)>  
**Sent:** Thursday, August 2, 2018 4:49 PM  
**To:** Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>  
**Subject:** RE: Accounts

Hi Mr. Appel,

Have you received a call from your Account Team yet? I advised them they needed to reach back out to you to address these concerns. I am not able to assure you will not have any cancelation 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](mailto:EH2345@att.com)

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

**Sent:** Thursday, August 02, 2018 1:30 PM

**To:** HERBERT, ERIC A <[eh2345@att.com](mailto:eh2345@att.com)>

**Subject:** Accounts

Hi Eric,

I wanted to follow up with you after our conversation to see what you need from me. We are working to set up another provider, it will take 3-4 months to have everything up and running. I appreciate your assistance in assuring we do not lose service during this transitional period, do not have any cancelation fees and helping us determine the amount of refund we are due.

Kindest regards,

Al

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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.

## ENDRES, JAM (Legal)

---

**From:** WOOD, BRADLEY D  
**Sent:** Thursday, January 11, 2018 1:53 PM  
**To:** BLACK, PAUL E  
**Cc:** STEWART, JUSTIN; PORTARO, THOMAS L  
**Subject:** Re: \*\*\*2nd level escalation\*\*\* SR 1-7NI2NB6| Associates in Dermatology | KY 40241| EaFlex  
**Attachments:** image001.png; image005.png

I'm on it and I will own it.

On Jan 11, 2018, at 1:08 PM, BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)> wrote:

Need you to run responses like this Brad. Justin has three people to support. Please take the lead on the communications and own it.

PB

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

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

**From:** PORTARO, THOMAS L  
**Date:** Thu, Jan 11, 2018 1:00 PM  
**To:** WOOD, BRADLEY D;  
**Cc:** STEWART, JUSTIN;BLACK, PAUL E;  
**Subject:**FW: \*\*\*2nd level escalation\*\*\* SR 1-7NI2NB6| Associates in Dermatology | KY 40241| EaFlex

Brad,

Any reason you can't send? Definitely need you all over these order emails and running point.

Thomas

**From:** STEWART, JUSTIN  
**Sent:** Thursday, January 11, 2018 12:57 PM  
**To:** ADZUARA, LIBERTY CORPIN <[la7004@att.com](mailto:la7004@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** PAMATMAT, KATRINA <[kp404f@att.com](mailto:kp404f@att.com)>  
**Subject:** RE: \*\*\*2nd level escalation\*\*\* SR 1-7NI2NB6| Associates in Dermatology | KY 40241| EaFlex

I'll get with Brad and send correct contract ASAP.

Thanks,

Justin

**From:** ADZUARA, LIBERTY CORPIN  
**Sent:** Thursday, January 11, 2018 12:55 PM

**To:** STEWART, JUSTIN <[js169u@att.com](mailto:js169u@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** PAMATMAT, KATRINA <[kp404f@att.com](mailto:kp404f@att.com)>  
**Subject:** RE: \*\*\*2nd level escalation\*\*\* SR 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex  
**Importance:** High

Hi Justin,

Thanks for the reply but that is not the contract we are looking for. The one you provided is ABN VPN that does not match to the Contract Circuit Inventory for Circuit MLEC.916875..ATI, Site ID 9030382.

This is an example of a BVOIP Contract.

20170125-9547

AT:  
AT:



**AT&T IP FLEXIBLE REACH  
PRICING SCHEDULE**

**Missing BVOIP Contract in Contract Circuit Inventory.**

<image004.png>

**From:** STEWART, JUSTIN  
**Sent:** Thursday, January 11, 2018 11:47 AM  
**To:** ADZUARA, LIBERTY CORPIN <[la7004@att.com](mailto:la7004@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** PAMATMAT, KATRINA <[kp404f@att.com](mailto:kp404f@att.com)>  
**Subject:** RE: \*\*\*2nd level escalation\*\*\* SR 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex

Voice contract attached.

**From:** ADZUARA, LIBERTY CORPIN  
**Sent:** Thursday, January 11, 2018 12:44 PM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; STEWART, JUSTIN <[js169u@att.com](mailto:js169u@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** PAMATMAT, KATRINA <[kp404f@att.com](mailto:kp404f@att.com)>  
**Subject:** \*\*\*2nd level escalation\*\*\* SR 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex  
**Importance:** High

Hi Team,

We need the BVOIP contract to proceed with the order submission as it is not showing in the Contract Circuit Inventory in Circuit MLEC.916875..ATI, Site ID 9030382.

Contract/Circuit Inventory				
			Query	
Customer Name	Circuit Id	Contract Id	Service Name	BVOIP Number
	MLEC.916875...	MIS257662	MIS	

<image006.png>

Please reply all and send this information to us within 24 hours (1 business day) so we can proceed. Please let me know if you need any additional clarification on the information we require to order your customer's service.

**From:** ADZUARA, LIBERTY CORPIN  
**Sent:** Thursday, January 11, 2018 10:59 AM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Cc:** PAMATMAT, KATRINA <[kp404f@att.com](mailto:kp404f@att.com)>  
**Subject:** RE: \*\*\*Action Required\*\*\* SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex  
**Importance:** High

Bradley,

Please provide the correct BVOIP contract until 1PM CST for me to proceed.

Warm regards,

Liberty C. Adzuaara  
 IBM Client Support Specialist  
 Supporting AT&T Business Solutions  
 Office: 469-619-3265 Ext: 10632  
 Email: [la7004@att.com](mailto:la7004@att.com)

For Escalations please contact:  
 Delivery Manager, AT&T GOSS – Katrina Pamatmat  
 Email: [kp404f@att.com](mailto:kp404f@att.com)

**From:** WOOD, BRADLEY D  
**Sent:** Thursday, January 11, 2018 8:47 AM  
**To:** ADZUARA, LIBERTY CORPIN <[la7004@att.com](mailto:la7004@att.com)>  
**Subject:** Re: \*\*\*Action Required\*\*\* SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex

Please add the call paths first then we will do MACD for EF after.

Thanks  
 Brad

Sent from my iPhone

On Jan 11, 2018, at 9:36 AM, ADZUARA, LIBERTY CORPIN <[la7004@att.com](mailto:la7004@att.com)> wrote:

We cannot process both request due to Stacking violation. Shall we proceed in changing the CC's? You can resubmit a new SR for EF request via MACD anyway.

Warm regards,  
Liberty C. Adzua  
IBM Client Support Specialist  
Supporting AT&T Business Solutions  
Office: 469-619-3265 Ext: 10632  
Email: [la7004@att.com](mailto:la7004@att.com)

For Escalations please contact:  
Delivery Manager, AT&T GOSS – Katrina Pamatmat  
Email: [kp404f@att.com](mailto:kp404f@att.com)

**From:** WOOD, BRADLEY D  
**Sent:** Thursday, January 11, 2018 8:27 AM  
**To:** ADZUARA, LIBERTY CORPIN <[la7004@att.com](mailto:la7004@att.com)>  
**Cc:** STEWART, JUSTIN <[js169u@att.com](mailto:js169u@att.com)>; PAMATMAT, KATRINA <[kp404f@att.com](mailto:kp404f@att.com)>  
**Subject:** Re: \*\*\*Action Required\*\*\* SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex

Liberty,

Are you saying you cannot add the call paths and add EF at the same time? If so I was unaware until now.

Brad

Sent from my iPhone

On Jan 11, 2018, at 9:24 AM, ADZUARA, LIBERTY CORPIN <[la7004@att.com](mailto:la7004@att.com)> wrote:

Hi Bradley,

I need a confirmation which request are we going to process because we cannot process both request in one submission. Need your response today, 1pm CST.

Please advise.

Warm regards,  
Liberty C. Adzua  
IBM Client Support Specialist  
Supporting AT&T Business Solutions

Office: 469-619-3265 Ext: 10632

Email: [la7004@att.com](mailto:la7004@att.com)

For Escalations please contact:

Delivery Manager, AT&T GOSS – Katrina Pamatmat

Email: [kp404f@att.com](mailto:kp404f@att.com)

**From:** WOOD, BRADLEY D

**Sent:** Wednesday, January 10, 2018 8:10 PM

**To:** ADZUARA, LIBERTY CORPIN <[la7004@att.com](mailto:la7004@att.com)>; STEWART, JUSTIN <[js169u@att.com](mailto:js169u@att.com)>; STEWART, JUSTIN <[js169u@att.com](mailto:js169u@att.com)>

**Cc:** PAMATMAT, KATRINA <[kp404f@att.com](mailto:kp404f@att.com)>

**Subject:** RE: \*\*\*Action Required\*\*\* SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex

Confirmed below.

**From:** ADZUARA, LIBERTY CORPIN

**Sent:** Wednesday, January 10, 2018 5:50 PM

**To:** STEWART, JUSTIN <[js169u@att.com](mailto:js169u@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; STEWART, JUSTIN <[js169u@att.com](mailto:js169u@att.com)>

**Cc:** PAMATMAT, KATRINA <[kp404f@att.com](mailto:kp404f@att.com)>

**Subject:** \*\*\*Action Required\*\*\* SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex

**Importance:** High

Hi Team,

Good Day. I will be processing your request for MACD Service.

Please take time to review the specifics of your order and confirm its accuracy or advise me of any changes to avoid delays and cancellation. Upon receipt of your reply I will move forward in placing your order. Your order details are listed below.

- *Please confirm the highlighted parts.*
- *Please provide missing information.*

**Order Description:**

MACD request to ADD EF and to change Concurrent calls from 23 to 35 to SITE ID: 9030382 Circuit: MLEC.916875..ATI

\*\*\*Please choose a request that needs to be priority because we can only process 1 order at a time.



<b>Service Type:</b>	IP Flex Reach
<b>Service Location Name:</b>	<a href="#">Associates in Dermatology</a>
<b>Service Address:</b>	3810 Springhurst Blvd., Louisville, KY 40241, RM 1 FLR 1

<b>Circuit ID:</b>	MLEC.916875..ATI
<b>Site ID:</b>	9030382
<b># of Concurrent Calls:</b>	23
<b># of New Concurrent Calls:</b>	35

<b>Site Contact Name:</b>	Al Appel
<b>Site Contact TN #:</b>	812-725-2434
<b>Site Contact Email:</b>	Missing information <a href="mailto:aappel@associatesindermatology.com">aappel@associatesindermatology.com</a>
<b>Alternate Contact Name:</b>	Missing information <a href="#">Larry Jarrell</a>
<b>Alternate Contact Email:</b>	Missing <a href="mailto:informationlarry.jarrell@intermedix.com">informationlarry.jarrell@intermedix.com</a>

Your Response is greatly appreciated. If you have any questions, please do not hesitate to contact me.

Warm regards,

Liberty C. Adzura  
 IBM Client Support Specialist  
 Supporting AT&T Business Solutions  
 Office: 469-619-3265 Ext: 10632  
 Email: [la7004@att.com](mailto:la7004@att.com)

For Escalations please contact:  
 Delivery Manager, AT&T GOSS – Katrina Pamatmat  
 Email: [kp404f@att.com](mailto:kp404f@att.com)

## ENDRES, JAM (Legal)

---

**From:** WOOD, BRADLEY D  
**Sent:** Thursday, January 11, 2018 1:52 PM  
**To:** PORTARO, THOMAS L  
**Cc:** STEWART, JUSTIN; BLACK, PAUL E  
**Subject:** Re: \*\*\*2nd level escalation\*\*\* SR 1-7NI2NB6| Associates in Dermatology | KY 40241| EaFlex  
**Attachments:** image001.png; image004.png; image005.png; image006.png

Thomas,

I have no problem responding to these emails and I have been doing that. Not sure why she sent an email asking for it at 11:58 and less than an hour later copies everyone as a second request. I will take care of this and get her what she needs.

Brad

On Jan 11, 2018, at 1:00 PM, PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)> wrote:

Brad,

Any reason you can't send? Definitely need you all over these order emails and running point.

Thomas

**From:** STEWART, JUSTIN  
**Sent:** Thursday, January 11, 2018 12:57 PM  
**To:** ADZUARA, LIBERTY CORPIN <[la7004@att.com](mailto:la7004@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** PAMATMAT, KATRINA <[kp404f@att.com](mailto:kp404f@att.com)>  
**Subject:** RE: \*\*\*2nd level escalation\*\*\* SR 1-7NI2NB6| Associates in Dermatology | KY 40241| EaFlex

I'll get with Brad and send correct contract ASAP.

Thanks,

Justin

**From:** ADZUARA, LIBERTY CORPIN  
**Sent:** Thursday, January 11, 2018 12:55 PM  
**To:** STEWART, JUSTIN <[js169u@att.com](mailto:js169u@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** PAMATMAT, KATRINA <[kp404f@att.com](mailto:kp404f@att.com)>  
**Subject:** RE: \*\*\*2nd level escalation\*\*\* SR 1-7NI2NB6| Associates in Dermatology | KY 40241| EaFlex  
**Importance:** High

Hi Justin,

Thanks for the reply but that is not the contract we are looking for. The one you provided is ABN VPN that does not match to the Contract Circuit Inventory for Circuit MLEC.916875..ATI, Site ID 9030382.

This is an example of a BVOIP Contract.

20170125-9547

AT&  
AT



**AT&T IP FLEXIBLE REACH  
PRICING SCHEDULE**

**Missing BVOIP Contract in Contract Circuit Inventory.**

Customer Name	Circuit Id	Contract Id	Service Name	BVOIP Number
	MLEC.916875...	MIS257662	MIS	missing BVOIP contract

**From:** STEWART, JUSTIN  
**Sent:** Thursday, January 11, 2018 11:47 AM  
**To:** ADZUARA, LIBERTY CORPIN <[la7004@att.com](mailto:la7004@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** PAMATMAT, KATRINA <[kp404f@att.com](mailto:kp404f@att.com)>  
**Subject:** RE: \*\*\*2nd level escalation\*\*\* SR 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex

Voice contract attached.

**From:** ADZUARA, LIBERTY CORPIN  
**Sent:** Thursday, January 11, 2018 12:44 PM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; STEWART, JUSTIN <[js169u@att.com](mailto:js169u@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** PAMATMAT, KATRINA <[kp404f@att.com](mailto:kp404f@att.com)>  
**Subject:** \*\*\*2nd level escalation\*\*\* SR 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex  
**Importance:** High

Hi Team,

We need the BVOIP contract to proceed with the order submission as it is not showing in the Contract Circuit Inventory in Circuit MLEC.916875..ATI, Site ID 9030382.

Contract/Circuit Inventory  Query

Customer Name	Circuit Id	Contract Id	Service Name	BVOIP Number
	MLEC.916875...	MIS257662	MIS	

AT&T MA Number	Customer Name	Service Attachment/Pricing Schedule/Convergent Bill	AT&T Signature
<u>141525UA</u>	<u>ASSOCIATES IN DERMATOLOGY PLLC</u>	<u>MIS</u>	<u>01/30/18</u>
<u>141525UA</u>	<u>ASSOCIATES IN DERMATOLOGY PLLC</u>	<u>MIS (MANAGED INTERNET SERVICE)</u>	<u>07/25/17</u>
<u>141525UA</u>	<u>ASSOCIATES IN DERMATOLOGY PLLC</u>	<u>UNIFIED AGREEMENT (UA)</u>	<u>07/25/17</u>

Please reply all and send this information to us within 24 hours (1 business day) so we can proceed. Please let me know if you need any additional clarification on the information we require to order your customer's service.

**From:** ADZUARA, LIBERTY CORPIN  
**Sent:** Thursday, January 11, 2018 10:59 AM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Cc:** PAMATMAT, KATRINA <[kp404f@att.com](mailto:kp404f@att.com)>  
**Subject:** RE: \*\*\*Action Required\*\*\* SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex  
**Importance:** High

Bradley,

Please provide the correct BVOIP contract until 1PM CST for me to proceed.

Warm regards,

Liberty C. Adzuaara  
IBM Client Support Specialist  
Supporting AT&T Business Solutions  
Office: 469-619-3265 Ext: 10632  
Email: [la7004@att.com](mailto:la7004@att.com)

For Escalations please contact:  
Delivery Manager, AT&T GOSS – Katrina Pamatmat  
Email: [kp404f@att.com](mailto:kp404f@att.com)

**From:** WOOD, BRADLEY D  
**Sent:** Thursday, January 11, 2018 8:47 AM  
**To:** ADZUARA, LIBERTY CORPIN <[la7004@att.com](mailto:la7004@att.com)>  
**Subject:** Re: \*\*\*Action Required\*\*\* SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex

Please add the call paths first then we will do MACD for EF after.

Thanks  
Brad

Sent from my iPhone

On Jan 11, 2018, at 9:36 AM, ADZUARA, LIBERTY CORPIN <[la7004@att.com](mailto:la7004@att.com)> wrote:

We cannot process both request due to Stacking violation. Shall we proceed in changing the CC's? You can resubmit a new SR for EF request via MACD anyway.

Warm regards,  
Liberty C. Adzuaara  
IBM Client Support Specialist  
Supporting AT&T Business Solutions  
Office: 469-619-3265 Ext: 10632  
Email: [la7004@att.com](mailto:la7004@att.com)

For Escalations please contact:  
Delivery Manager, AT&T GOSS – Katrina Pamatmat  
Email: [kp404f@att.com](mailto:kp404f@att.com)

**From:** WOOD, BRADLEY D  
**Sent:** Thursday, January 11, 2018 8:27 AM  
**To:** ADZUARA, LIBERTY CORPIN <[la7004@att.com](mailto:la7004@att.com)>  
**Cc:** STEWART, JUSTIN <[js169u@att.com](mailto:js169u@att.com)>; PAMATMAT, KATRINA <[kp404f@att.com](mailto:kp404f@att.com)>  
**Subject:** Re: \*\*\*Action Required\*\*\* SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex

Liberty,

Are you saying you cannot add the call paths and add EF at the same time? If so I was unaware until now.

Brad

Sent from my iPhone

On Jan 11, 2018, at 9:24 AM, ADZUARA, LIBERTY CORPIN <[la7004@att.com](mailto:la7004@att.com)> wrote:

Hi Bradley,

I need a confirmation which request are we going to process because we cannot process both request in one submission. Need your response today, 1pm CST.

Please advise.

Warm regards,  
Liberty C. Adzuaara  
IBM Client Support Specialist  
[Supporting AT&T Business Solutions](#)  
Office: 469-619-3265 Ext: 10632  
Email: [la7004@att.com](mailto:la7004@att.com)

For Escalations please contact:  
Delivery Manager, AT&T GOSS – Katrina Pamatmat  
Email: [kp404f@att.com](mailto:kp404f@att.com)

**From:** WOOD, BRADLEY D  
**Sent:** Wednesday, January 10, 2018 8:10 PM  
**To:** ADZUARA, LIBERTY CORPIN <[la7004@att.com](mailto:la7004@att.com)>; STEWART, JUSTIN <[js169u@att.com](mailto:js169u@att.com)>; STEWART, JUSTIN <[js169u@att.com](mailto:js169u@att.com)>  
**Cc:** PAMATMAT, KATRINA <[kp404f@att.com](mailto:kp404f@att.com)>  
**Subject:** RE: \*\*\*Action Required\*\*\* SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex

Confirmed below.

**From:** ADZUARA, LIBERTY CORPIN  
**Sent:** Wednesday, January 10, 2018 5:50 PM  
**To:** STEWART, JUSTIN <[js169u@att.com](mailto:js169u@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; STEWART, JUSTIN <[js169u@att.com](mailto:js169u@att.com)>  
**Cc:** PAMATMAT, KATRINA <[kp404f@att.com](mailto:kp404f@att.com)>  
**Subject:** \*\*\*Action Required\*\*\* SR# 1-7NI2NB6 | Associates in Dermatology | KY 40241 | EaFlex  
**Importance:** High

Hi Team,

Good Day. I will be processing your request for MACD Service.

**Please take time to review the specifics of your order and confirm its accuracy or advise me of any changes to avoid delays and cancellation. Upon receipt of your reply I will move forward in placing your order. Your order details are listed below.**

- *Please confirm the highlighted parts.*
- *Please provide missing information.*

**Order Description:**

**MACD request to ADD EF and to change Concurrent calls from 23 to 35 to SITE ID: 9030382 Circuit: MLEC.916875..ATI**

\*\*\*Please choose a request that needs to be priority because we can only process 1 order at a time.

Service Type:	IP Flex Reach
Service Location Name:	Associates in Dermatology
Service Address:	3810 Springhurst Blvd., Louisville, KY 40241, RM 1 FLR 1

Circuit ID:	MLEC.916875..ATI
Site ID:	9030382
# of Concurrent Calls:	23
# of New Concurrent Calls:	35

Site Contact Name:	Al Appel
Site Contact TN #:	812-725-2434
Site Contact Email:	Missing information <a href="mailto:aappel@associatein dermatology.com">aappel@associatein dermatology.com</a>
Alternate Contact Name:	Missing information <a href="#">Larry Jarroll</a>
Alternate Contact Email:	Missing information <a href="mailto:larry.jarroll@intermedix.com">larry.jarroll@intermedix.com</a>

Your Response is greatly appreciated. If you have any questions, please do not hesitate to contact me.

Warm regards,

Liberty C. Adzura  
IBM Client Support Specialist  
Supporting AT&T Business Solutions  
Office: 469-619-3265 Ext: 10632  
Email: [la7004@att.com](mailto:la7004@att.com)

For Escalations please contact:  
Delivery Manager, AT&T GOSS – Katrina Pamatmat  
Email: [kp404f@att.com](mailto:kp404f@att.com)

## ENDRES, JAM (Legal)

---

**From:** WOOD, BRADLEY D  
**Sent:** Monday, January 23, 2017 12:47 PM  
**To:** Hope Flannery; BLACK, PAUL E; 'Al Appel'  
**Subject:** RE:

Hope,

Do you need 502-636-3795, that line is still active and if needs to be disconnected I can do so right away. When 502-636-3794 was ported out it left 3795 by itself and it became the main line and that is why the new account number was created. Hope that helps clear things up.

Regards,  
Brad

**From:** Hope Flannery [mailto:lhf@associatesin dermatology.com]  
**Sent:** Monday, January 23, 2017 11:24 AM  
**To:** WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; 'Al Appel' <aappel@associatesin dermatology.com>  
**Subject:**

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:** HERNANDEZGUZMAN, MARIA  
**Sent:** Monday, June 25, 2018 9:30 AM  
**To:** Laurie Bowling  
**Cc:** MARTINEZ, NIDIA; MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N;  
FITZGERALD, MILES; FITZGERALD, MILES; BLACK, PAUL E; Al Appel  
**Subject:** OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Our technicians have completed testing on the circuit and all has tested clear. I have been advised that your Voice is still with our provisioning team and provided me Order number: 171505100. Please follow up with your account manager for further assistance. If you have any questions or concerns do not hesitate to contact me.

**Ticket number:** 246724228  
**Description of the Trouble:** voice outage  
**Engagement received:** 06/22/2018 09:40 AM CST  
**Issue Opened:** 06/22/2018 08:13 AM CDT  
**Type of Service:** NB-IPVPN | USASIGLOUKY02R  
**Address:** 3810 SPRINGHURST BOULEVARD LOUISVILLE KY  
**Access Hours:** 8am-5pm Mon-Fri  
**CCON:** Laurie Bowling | 5029394522 | [lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)  
**LCON:** Laurie Bowling | 5029394522 | [lbowling@associatesin dermatology.com](mailto: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](mailto: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](mailto:mh744x@att.com)  
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

**From:** Maria Hernandez Guzman  
**Sent:** Friday, June 22, 2018 2:57 PM  
**To:** 'Laurie Bowling' <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>  
**Cc:** Nidia Martinez <[nm187x@abs.att-mail.com](mailto:nm187x@abs.att-mail.com)>; Alexa Meza <[am4233@abs.att-mail.com](mailto:am4233@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Alyssa Morgan <[am966t@abs.att-mail.com](mailto:am966t@abs.att-mail.com)>; 'mf079j@att.com' <[mf079j@att.com](mailto:mf079j@att.com)>; 'FITZGERALD, MILES' <[mf079j@att.com](mailto:mf079j@att.com)>; 'BLACK, PAUL E' <[pb7183@att.com](mailto:pb7183@att.com)>; 'Al Appel' <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; 'SharesSvcsAfthrs (SharedSvcsAfthrs@abs.att-mail.com)'

<SharedSvcsAfthrs@abs.att-mail.com>

**Subject:** OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Our technicians tested your service and all is testing clear on our end. We will continue to monitor your service, please reach out to me immediately if you experience any issues with your service. If you have any questions or concerns do not hesitate to contact me. If you should need assistance this evening please reply all to this email trail. An evening Service Manager will be assigned to assist at that time. Otherwise, I will personally follow up with you in the morning.

**Ticket number:** 246724228

**Description of the Trouble:** voice outage

**Engagement received:** 06/22/2018 09:40 AM CST

**Issue Opened:** 06/22/2018 08:13 AM CDT

**Type of Service:** NB-IPVPN | USASIGLOUKY02R

**Address:** 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

**Access Hours:** 8am-5pm Mon-Fri

**CCON:** Laurie Bowling | 5029394522 | [lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)

**LCON:** Laurie Bowling | 5029394522 | [lbowling@associatesin dermatology.com](mailto: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](mailto: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](mailto:mh744x@att.com)

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

**From:** Maria Hernandez Guzman

**Sent:** Friday, June 22, 2018 12:13 PM

**To:** 'Laurie Bowling' <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>

**Cc:** Nidia Martinez <[nm187x@abs.att-mail.com](mailto:nm187x@abs.att-mail.com)>; Alexa Meza <[am4233@abs.att-mail.com](mailto:am4233@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Alyssa Morgan <[am966t@abs.att-mail.com](mailto:am966t@abs.att-mail.com)>; [mf079j@att.com](mailto:mf079j@att.com); FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>

**Subject:** OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for the update. Our technicians tested your service and all is testing clear on our end. We will continue to monitor your service, please reach out to me immediately if you experience any issues with your service. If you have any questions or concerns do not hesitate to contact me.

**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](mailto:lbowling@associatesin dermatology.com)

**LCON:** Laurie Bowling | 5029394522 | [lbowling@associatesin dermatology.com](mailto: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](mailto:nm187x@att.com) | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F**

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**Service Manager**

**Consulting on behalf of AT&T Client Solutions and Operations**

o 424-233-2845 | [mh744x@att.com](mailto:mh744x@att.com)

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

**From:** Laurie Bowling [<mailto:lbowling@associatesin dermatology.com>]

**Sent:** Friday, June 22, 2018 11:16 AM

**To:** Maria Hernandez Guzman <[mh744x@abs.att-mail.com](mailto:mh744x@abs.att-mail.com)>

**Cc:** Nidia Martinez <[nm187x@abs.att-mail.com](mailto:nm187x@abs.att-mail.com)>; Alexa Meza <[am4233@abs.att-mail.com](mailto:am4233@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Alyssa Morgan <[am966t@abs.att-mail.com](mailto:am966t@abs.att-mail.com)>; [mf079j@att.com](mailto:mf079j@att.com); FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>

**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Phone system is back up!

Laurie Morgan

Human Resources Assistant



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3158

502-322-1958

Fax: 502-329-7599

[www.associatesin dermatology.com](http://www.associatesin dermatology.com)

*Confidentially Notice: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure, or distribution is prohibited. If you are not the intended recipient(s), please contact the sender by reply e-mail and destroy all copies of the original message.*

**From:** Maria Hernandez Guzman <[mh744x@abs.att-mail.com](mailto:mh744x@abs.att-mail.com)>  
**Sent:** Friday, June 22, 2018 12:34 PM  
**To:** Laurie Bowling <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>  
**Cc:** Nidia Martinez <[nm187x@abs.att-mail.com](mailto:nm187x@abs.att-mail.com)>; Alexa Meza <[am4233@abs.att-mail.com](mailto:am4233@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Alyssa Morgan <[am966t@abs.att-mail.com](mailto:am966t@abs.att-mail.com)>; [mf079j@att.com](mailto:mf079j@att.com)  
**Subject:** OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank You for taking my call. As per our conversation our technicians are requesting for you to reboot your PBX phone system, once this has been done please verify service. If issue continues we will continue to escalate and test further. If you have any questions or concerns do not hesitate to contact me.

**Ticket number:** 246724228  
**Description of the Trouble:** voice outage  
**Engagement received:** 06/22/2018 09:40 AM CST  
**Issue Opened:** 06/22/2018 08:13 AM CDT  
**Type of Service:** NB-IPVPN | USASIGLOUKY02R  
**Address:** 3810 SPRINGHURST BOULEVARD LOUISVILLE KY  
**Access Hours:** 8am-5pm Mon-Fri  
**CCON:** Laurie Bowling | 5029394522 | [lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)  
**LCON:** Laurie Bowling | 5029394522 | [lbowling@associatesin dermatology.com](mailto: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](mailto: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](mailto:mh744x@att.com)  
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

**From:** Maria Hernandez Guzman  
**Sent:** Friday, June 22, 2018 9:11 AM  
**To:** 'lbowling@associatesin dermatology.com' <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>  
**Cc:** Nidia Martinez <[nm187x@abs.att-mail.com](mailto:nm187x@abs.att-mail.com)>; Alexa Meza <[am4233@abs.att-mail.com](mailto:am4233@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Alyssa Morgan <[am966t@abs.att-mail.com](mailto:am966t@abs.att-mail.com)>; 'mf079j@att.com' <[mf079j@att.com](mailto: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](mailto:lbowling@associatesin dermatology.com)

**LCON:** Laurie Bowling | 5029394522 | [lbowling@associatesin dermatology.com](mailto: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**

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## **Maria Hernandez**

**Service Manager**

**Consulting on behalf of AT&T Client Solutions and Operations**

o 424-233-2845 | [mh744x@att.com](mailto:mh744x@att.com)

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

## ENDRES, JAM (Legal)

---

**From:** HERNANDEZGUZMAN, MARIA  
**Sent:** Friday, June 22, 2018 2:13 PM  
**To:** Laurie Bowling  
**Cc:** MARTINEZ, NIDIA; MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N;  
FITZGERALD, MILES; FITZGERALD, MILES; BLACK, PAUL E; Al Appel  
**Subject:** OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for the update. Our technicians tested your service and all is testing clear on our end. We will continue to monitor your service, please reach out to me immediately if you experience any issues with your service. If you have any questions or concerns do not hesitate to contact me.

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**Engagement received:** 06/22/2018 09:40 AM CST  
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**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](mailto:lbowling@associatesindermatology.com)  
**LCON:** Laurie Bowling | 5029394522 | [lbowling@associatesindermatology.com](mailto:lbowling@associatesindermatology.com)  
**Dispatch:** Yes  
**Intrusive Test :**Yes  
**Power To CPE:** Yes

Continuous effort to resolve your concern will go forth.  
**My direct number is 424.233.2845**

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:  
**Area Manager: Nidia Martinez | 424-233-2853 | [nm187x@att.com](mailto: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](mailto:mh744x@att.com)  
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

**From:** Laurie Bowling [mailto:[lbowling@associatesindermatology.com](mailto:lbowling@associatesindermatology.com)]  
**Sent:** Friday, June 22, 2018 11:16 AM  
**To:** Maria Hernandez Guzman <[mh744x@abs.att-mail.com](mailto:mh744x@abs.att-mail.com)>  
**Cc:** Nidia Martinez <[nm187x@abs.att-mail.com](mailto:nm187x@abs.att-mail.com)>; Alexa Meza <[am4233@abs.att-mail.com](mailto:am4233@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Alyssa Morgan <[am966t@abs.att-mail.com](mailto:am966t@abs.att-mail.com)>; [mf079j@att.com](mailto:mf079j@att.com); FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>  
**Subject:** RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Phone system is back up!

Laurie Morgan  
Human Resources Assistant



3810 Springhurst Blvd, Suite 200  
Louisville, KY 40241  
Tel: 502-583-1749 Ext. 3158  
502-322-1958  
Fax: 502-329-7599  
[www.associatesindermatology.com](http://www.associatesindermatology.com)

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**From:** Maria Hernandez Guzman <[mh744x@abs.att-mail.com](mailto:mh744x@abs.att-mail.com)>  
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**Cc:** Nidia Martinez <[nm187x@abs.att-mail.com](mailto:nm187x@abs.att-mail.com)>; Alexa Meza <[am4233@abs.att-mail.com](mailto:am4233@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Alyssa Morgan <[am966t@abs.att-mail.com](mailto:am966t@abs.att-mail.com)>; [mf079j@att.com](mailto:mf079j@att.com)  
**Subject:** OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank You for taking my call. As per our conversation our technicians are requesting for you to reboot your PBX phone system, once this has been done please verify service. If issue continues we will continue to escalate and test further. If you have any questions or concerns do not hesitate to contact me.

**Ticket number:** 246724228  
**Description of the Trouble:** voice outage  
**Engagement received:** 06/22/2018 09:40 AM CST  
**Issue Opened:** 06/22/2018 08:13 AM CDT  
**Type of Service:** NB-IPVPN | USASIGLOUKY02R  
**Address:** 3810 SPRINGHURST BOULEVARD LOUISVILLE KY  
**Access Hours:** 8am-5pm Mon-Fri  
**CCON:** Laurie Bowling | 5029394522 | [lbowling@associatesindermatology.com](mailto:lbowling@associatesindermatology.com)  
**LCON:** Laurie Bowling | 5029394522 | [lbowling@associatesindermatology.com](mailto:lbowling@associatesindermatology.com)  
**Dispatch:** Yes  
**Intrusive Test :**Yes  
**Power To CPE:** Yes

Continuous effort to resolve your concern will go forth.  
**My direct number is 424.233.2845**

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:  
**Area Manager:** Nidia Martinez | 424-233-2853 | [nm187x@att.com](mailto: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](mailto:mh744x@att.com)

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

**From:** Maria Hernandez Guzman

**Sent:** Friday, June 22, 2018 9:11 AM

**To:** 'lbowling@associatesin dermatology.com' <[lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)>

**Cc:** Nidia Martinez <[nm187x@abs.att-mail.com](mailto:nm187x@abs.att-mail.com)>; Alexa Meza <[am4233@abs.att-mail.com](mailto:am4233@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Alyssa Morgan <[am966t@abs.att-mail.com](mailto:am966t@abs.att-mail.com)>; 'mf079j@att.com' <[mf079j@att.com](mailto: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.

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**LCON:** Laurie Bowling | 5029394522 | [lbowling@associatesin dermatology.com](mailto: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](mailto:nm187x@att.com) | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

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o 424-233-2845 | [mh744x@att.com](mailto:mh744x@att.com)

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



## ENDRES, JAM (Legal)

---

**From:** HERNANDEZGUZMAN, MARIA  
**Sent:** Friday, June 22, 2018 4:57 PM  
**To:** Laurie Bowling  
**Cc:** MARTINEZ, NIDIA; MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N;  
FITZGERALD, MILES; FITZGERALD, MILES; BLACK, PAUL E; Al Appel; SharesSvcsAfthrs  
**Subject:** OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Our technicians tested your service and all is testing clear on our end. We will continue to monitor your service, please reach out to me immediately if you experience any issues with your service. If you have any questions or concerns do not hesitate to contact me. If you should need assistance this evening please reply all to this email trail. An evening Service Manager will be assigned to assist at that time. Otherwise, I will personally follow up with you in the morning.

**Ticket number:** 246724228

**Description of the Trouble:** voice outage

**Engagement received:** 06/22/2018 09:40 AM CST

**Issue Opened:** 06/22/2018 08:13 AM CDT

**Type of Service:** NB-IPVPN | USASIGLOUKY02R

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**LCON:** Laurie Bowling | 5029394522 | [lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)

**Dispatch:** Yes

**Intrusive Test :**Yes

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**Cc:** Nidia Martinez <[nm187x@abs.att-mail.com](mailto:nm187x@abs.att-mail.com)>; Alexa Meza <[am4233@abs.att-mail.com](mailto:am4233@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Alyssa Morgan <[am966t@abs.att-mail.com](mailto:am966t@abs.att-mail.com)>; [mf079j@att.com](mailto:mf079j@att.com); FITZGERALD, MILES

<mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesin dermatology.com>  
**Subject:** OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

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Phone system is back up!

Laurie Morgan  
Human Resources Assistant



3810 Springhurst Blvd, Suite 200

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**Cc:** Nidia Martinez <[nm187x@abs.att-mail.com](mailto:nm187x@abs.att-mail.com)>; Alexa Meza <[am4233@abs.att-mail.com](mailto:am4233@abs.att-mail.com)>; Herlinda Hernandez <[hh558d@abs.att-mail.com](mailto:hh558d@abs.att-mail.com)>; Alyssa Morgan <[am966t@abs.att-mail.com](mailto:am966t@abs.att-mail.com)>; 'mf079j@att.com' <[mf079j@att.com](mailto:mf079j@att.com)>  
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**CCON:** Laurie Bowling | 5029394522 | [lbowling@associatesin dermatology.com](mailto:lbowling@associatesin dermatology.com)

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**Service Manager**

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o 424-233-2845 | [mh744x@att.com](mailto:mh744x@att.com)

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

## ENDRES, JAM (Legal)

---

**From:** Hope Flannery <lhf@associatesindermatology.com>  
**Sent:** Thursday, February 4, 2016 9:36 AM  
**To:** BLACK, PAUL E  
**Subject:** Outstanding issues - Associates in Dermatology  
**Importance:** High

Paul,

I really need the phone number for the New Albany office that we worked on. You gave me a Ky number but I requested an Indiana number and you have sent me that info. We need this ASAP so that orders can be placed that they want a phone number on.

Also for the line we need for the alarm company, no one has gotten back with me. We need to get corrected ASAP as the alarm company cannot be notified if there is an issue at the building.

Hope Flannery  
Chief Financial Officer  
Associates in Dermatology, PLLC  
3810 Springhurst Blvd., Suite 200  
Louisville, KY 40241  
Phone - 502-583-1749  
Fax - 502-329-8184

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**ENDRES, JAM (Legal)**

---

**From:** Al Appel <aappel@associatesin dermatology.com>  
**Sent:** Thursday, August 25, 2016 2:21 PM  
**To:** BLACK, PAUL E; WOOD, BRADLEY D  
**Cc:** Al Appel  
**Subject:** New service for NA

Good afternoon,

As we discussed yesterday our new service will consist of:

Our existing charge is \$5800 and with the other upgrade it would have been \$6,100  
Our new service will be \$5,494 and will be 100 meg at both sites with 50 meg from site to site. Also it will have 80 meg network based firewalls and if the internet goes down in Springhurst we will not lose service in NA.

Please let me know if there is anything I missed or not accurate.

Thanks,

Al

*Al Appel*

**Chief Administrative Officer  
Associates in Dermatology, PLLC  
3810 Springhurst Blvd., Suite 200  
Louisville, KY 40241  
Phone 502-583-1749  
Fax 502-329-7599**

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## **ENDRES, JAM (Legal)**

---

**From:** BLACK, PAUL E  
**Sent:** Tuesday, December 29, 2015 1:29 PM  
**To:** 'aappel@associatesindermatology.com'  
**Subject:** New AT&T Account Manager

Mr. Appel:

I am pleased to inform you that I am the newly assigned account manager from AT&T for 2016 taking over for Miles Fitzgerald. I would like to meet with you next week if possible to introduce myself and talk with you about your business relationship with AT&T.

Are you available for lunch on Tuesday, Wednesday, or Friday?

Best Regards,

### **Paul Black**

AT&T Corporate Business Solutions  
Strategic Account Manager II  
Phone: 502-561-5835  
Mobile: 502-553-3788  
Fax: 866-398-2530  
Email: [pb7183@att.com](mailto:pb7183@att.com)

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

## ENDRES, JAM (Legal)

---

**From:** Al Appel <aappel@associatesin dermatology.com>  
**Sent:** Wednesday, February 1, 2017 6:55 PM  
**To:** WOOD, BRADLEY D; 'Hope Flannery'; BLACK, PAUL E  
**Subject:** New Albany lines

Hi Brad,

Can you tell me how much the 4 new numbers increased our bill?

**From:** WOOD, BRADLEY D [mailto:bw6258@att.com]  
**Sent:** Monday, January 23, 2017 12:47 PM  
**To:** Hope Flannery <lhf@associatesin dermatology.com>; BLACK, PAUL E <pb7183@att.com>; 'Al Appel' <aappel@associatesin dermatology.com>  
**Subject:** RE:

Hope,

Do you need 502-636-3795, that line is still active and if needs to be disconnected I can do so right away. When 502-636-3794 was ported out it left 3795 by itself and it became the main line and that is why the new account number was created. Hope that helps clear things up.

Regards,  
Brad

**From:** Hope Flannery [mailto:lhf@associatesin dermatology.com]  
**Sent:** Monday, January 23, 2017 11:24 AM  
**To:** WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; 'Al Appel' <aappel@associatesin dermatology.com>  
**Subject:**

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:** Al Appel <aappel@associatesin dermatology.com>  
**Sent:** Wednesday, August 24, 2016 4:26 PM  
**To:** Pete Mikiten; WOOD, BRADLEY D; BLACK, PAUL E  
**Subject:** Network question

**Categories:** URGENT

Hi Pete,

We are looking at new service with AT&T and we need to know if we have PRI or SIT, what version of software?

Thank you,

Al

*Al Appel*

**Chief Administrative Officer  
Associates in Dermatology, PLLC  
3810 Springhurst Blvd., Suite 200  
Louisville, KY 40241  
Phone 502-583-1749  
Fax 502-329-7599**

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## ENDRES, JAM (Legal)

---

**Subject:** Invitation to SCHEDULED Test & Turn-Up - Associates in Dermatology (Louisville) SR 1-69ZG81Y  
**Location:** CONFERENCE BRIDGE: 888-331-6293 PARTICIPANTS CODE: 8849295 - HOST: 64955221  
**Start:** Thu 4/26/2018 6:00 PM  
**End:** Thu 4/26/2018 7:00 PM  
**Show Time As:** Tentative  
**Recurrence:** (none)  
**Meeting Status:** Not yet responded  
**Organizer:** MATHEWS, THOMAS  
**Required Attendees:** Larry.Jarrell@intermedix.com; aappel@associatesindermatology.com; dbest@matrixintegration.com; dglassford@psr-cis.com; cball@matrixintegration.com; BLACK, PAUL E; EXCONDE, ROINEL; SPIKNER, STEPHANIE J; DESANTIS, MICHAEL E

**New Bridge information: CONFERENCE BRIDGE: 888-331-6293 PARTICIPANTS CODE: 8849295 - HOST: 64955221**

Hi Team,

Thank you for ordering AT&T BVoIP Service. I am pleased to inform you that your service has been successfully provisioned and we are ready to perform Test & Turn-Up activities.

The Test & Turn-Up date and time **Associates in Dermatology (Louisville) is 04/26/18 at 6 PM EST.** If the date or time for the TTU is inconvenient for you, please contact me immediately at 732-844-5553 as failure to do so could potentially lead to an interruption of your service.

Visit the AT&T Business Voice-over IP Implementation Planner web-site at <http://www.corp.att.com/bvoip/#features> and review the appropriate service-specific Test & Turn-Up checklist thoroughly prior to the call. The page is password protected. Hence, please enter the user name "att" and password "attvoip" to access the contents.

**Please be advised to have your PBX Vendor, documentation and/or your own technical resources that are knowledgeable about your PBX/CPE (Customer Premise Equipment) at your site during the TTU call in order to properly conduct the Test & Turn-Up activities. Failure to do so could potentially lead to an interruption of your service.**

Please call the AT&T Business Voice-over IP Service Delivery Center of Excellence at 1-888-613-6492 if you need any assistance or have any questions or concerns.

### Special instructions for BVoIP on Ethernet Transport:

Note the CCG link: <http://www.corp.att.com/bvoip/ipflex/training/>  
Username: att  
Password: attvoip

Here are the details of your scheduled Test & Turn-Up:

TTU Date: **04/26/18 at 6 PM EST**  
TTU Category: TTU-SA  
TTEC: TTEC BVoIP-Standard  
Notes: This is a standard BVoIP Service activation event.

Customer Order Information:

**Associates in Dermatology (Louisville)**

IUEC.735467..ATI  
1-64SH4HF-B0001-0002  
VR17060977  
ISR17040330887  
171505100  
3249-5482

**Local Contact (LCON):** Al Appel  
Premise Location: 3810 Springhurst Blvd, Louisville, KY 40241  
Office: 502-583-1749

**Move OS:** Thomas V. Mathews  
Office: 732-844-5553  
Email: [tvm018x@att.com](mailto:tvm018x@att.com)

**Bridge Information:** 866-634-6017  
**Host Code:** 4979271#  
**Participant's Code:** 3673442#

**TTE:** Michael E Desantis - [md4512@att.com](mailto:md4512@att.com)

Regards,

**Thomas V. Mathews**

Order Specialist | IPFLEX Move Team  
Global Product Ordering

**AT&T Technology Operations**

30 Knightsbridge Road, Piscataway, New Jersey 08854  
Office: 732-844-5553 | Mobile: 732-208-6953 | [tm018x@att.com](mailto:tm018x@att.com)  
Next Level Support: Area Manager- Bill Smith- Phone: 732-208-9975 or Email: [ws6943@att.com](mailto: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:** DAUGHERTY, KERRY L  
**Sent:** Thursday, April 28, 2016 1:00 PM  
**To:** BLACK, PAUL E; WOOD, BRADLEY D  
**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](mailto:wb7665@att.com)>  
**Date:** April 28, 2016 at 11:38:37 AM CDT  
**To:** "DIMARCO, LINDA J" <[ld1653@att.com](mailto:ld1653@att.com)>  
**Cc:** "DAUGHERTY, KERRY L" <[kd0925@att.com](mailto: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](mailto: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 #1-3DGDWDW  
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](mailto:ld1653@att.com)

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## ENDRES, JAM (Legal)

---

**From:** FITZGERALD, MILES  
**Sent:** Tuesday, December 29, 2015 1:26 PM  
**To:** BLACK, PAUL E  
**Subject:** Fwd: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - MOVE ORDER - NEED A RESPONSE BY FRIDAY-PENDING CANCELLATION

Sent from my iPhone

Begin forwarded message:

**From:** "Al Appel" <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>  
**Date:** December 22, 2015 at 8:51:34 AM EST  
**To:** <[dg1941@att.com](mailto:dg1941@att.com)>, Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>, "Chris Schmitt" <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>, "FITZGERALD, MILES" <[mf079j@att.com](mailto:mf079j@att.com)>, "BYAM, BERTRAM B" <[bb531x@att.com](mailto:bb531x@att.com)>  
**Subject:** FW: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - MOVE ORDER - NEED A RESPONSE BY FRIDAY-PENDING CANCELLATION

Here are your answers....

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

**From:** Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]  
**Sent:** Monday, December 21, 2015 3:33 PM  
**To:** Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>; [mp1485@att.com](mailto:mp1485@att.com); Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - MOVE ORDER - NEED A RESPONSE BY FRIDAY-PENDING CANCELLATION

Everyone,

Sorry for the delay, Friday I was on the operating table.

So looking at the list of questions: -

Items to confirm:

- o Acknowledge acceptance of the "Hot Cut" process: YES or NO (a minimum of 3 hours downtime).....: YES Hot cut is ok with us, is an after hours cut a possibility or Friday afternoon? Friday afternoon would probably be the best option for the customer.
- o Confirm the list of TNs to move: YES or NO.....: Yes that list is a current list.

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

o Provide a current number on the PBX that we can leave behind (if you don't have one I can use a workaround).....: Can leave 322-1953 behind if needed, it will break up a range but you asked for a number that can be left behind so that is a number that is currently not in use.

Confirm IF we are disconnecting MMEC.959433 circuit after the move is complete: YES or NO.....: I assume that the old circuit will go away once the new circuit is up and in production.

Thanks,

Chris Schmitt  
Systems Engineer

Matrix Integration  
p 812-481-5157 | c 502-356-2013 | e  
[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)

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

From: Pete Mikiten  
Sent: Monday, December 21, 2015 1:14 PM  
To: Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>  
Subject: FW: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY



40241- SR# 1-3X8AMFJ - MOVE ORDER - NEED A RESPONSE BY FRIDAY-PENDING CANCELLATION

Do you now if this is correct? Just the number to move? Hate to bother you but, Al and I have no one else to lean on.

Thanks!

Peter J. Mikiten  
Account Manager

Matrix Integration  
p (812) 481-5171 | f (502) 491-1159 | e [pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)

Shelby Nordhoff  
Client Support Specialist

Matrix Integration  
p (812) 481-5144 | f (812) 481-5060 | e [snordhoff@matrixintegration.com](mailto:snordhoff@matrixintegration.com)

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

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Friday, December 18, 2015 4:19 PM

To: Pete Mikiten

Cc: Al Appel; FITZGERALD, MILES; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY  
40241- SR# 1-3X8AMFJ - MOVE ORDER - NEED A RESPONSE BY FRIDAY-PENDING CANCELLATION

Pete,

I need confirmation of this:

· Items to confirm:

- 
- o Acknowledge acceptance of the "Hot Cut" process: YES or NO (a minimum of 3 hours downtime)
- o Confirm the list of TNs to move: YES or NO
- o Provide a current number on the PBX that we can leave behind (if you don't have one I can use a workaround):

Confirm IF we are disconnecting MMEC.959433 circuit after the move is complete: YES or NO

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

Thanks

Thanks

Mary Porche, Order Specialist  
AT&T BVOIP IP FLEX Global Ordering Move Team  
Phone: (925) 543-1529 Email: [mp1485@att.com](mailto: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](mailto:jw1934@att.com)

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

From: Pete Mikiten [<mailto:pmikiten@matrixintegration.com>]

Sent: Friday, December 18, 2015 1:16 PM

To: PORCHE, MARY B

Cc: Al Appel; FITZGERALD, MILES; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - MOVE ORDER - NEED A RESPONSE BY FRIDAY-PENDING CANCELLATION

What exactly do you need to know?

Sent from my iPhone

On Dec 18, 2015, at 4:15 PM, PORCHE, MARY B  
<[mp1485@att.com](mailto:mp1485@att.com)<<mailto:mp1485@att.com>>> wrote:

Team~

I need responses to this by end of business today otherwise I will be cancelling the request.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team  
Phone: (925) 543-1529 Email: [mp1485@att.com](mailto:mp1485@att.com)<<mailto: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<[http://abs-gcs.web.att.com/gspm/services\\_data/escalation\\_tdm.aspx](http://abs-gcs.web.att.com/gspm/services_data/escalation_tdm.aspx)>  
Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 - [jw1934@att.com](mailto:jw1934@att.com)<<mailto:jw1934@att.com>>

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AT&T Order Status Manager: AT&T  
OSM<[http://www.corp.att.com/ebcc/portal/portal\\_order.html](http://www.corp.att.com/ebcc/portal/portal_order.html)>

AT&T Internal Order Status Tool: IOS<<http://ios.it.att.com/>> &  
OSM<<http://esagw02.aldc.att.com:50002/OSMWeb/orderHome>>  
AT&T Internal partners please refer to the Internal Support Guide<[http://abs-gcs.web.att.com/gspm/services\\_data/escalation\\_tdm.aspx](http://abs-gcs.web.att.com/gspm/services_data/escalation_tdm.aspx)> in advance of engaging next level support.

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From: PORCHE, MARY B  
Sent: Thursday, December 17, 2015 7:50 PM  
To: 'Al Appel'; FITZGERALD, MILES;  
[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)<<mailto:lhf@associatesin dermatology.com>>;  
Pete Mikiten  
Cc: BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO,

KRISTINE

Subject: RE: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville  
KY 40241- SR# 1-3X8AMFJ - MOVE ORDER - NEED A RESPONSE BY FRIDAY

Team~

Please provide answers by tomorrow so that I can proceed. We can schedule the move after the pre-test has been scheduled but if it scheduled soon, we can't do any moves on January 15th. It is a maintenance day and systems will be going down early.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: [mp1485@att.com](mailto:mp1485@att.com)<<mailto: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<[http://abs-gcs.web.att.com/gspm/services\\_data/escalation\\_tdm.aspx](http://abs-gcs.web.att.com/gspm/services_data/escalation_tdm.aspx)>

Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 - [jw1934@att.com](mailto:jw1934@att.com)<<mailto:jw1934@att.com>>

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AT&T Order Status Manager: AT&T

OSM<[http://www.corp.att.com/ebcc/portal/portal\\_order.html](http://www.corp.att.com/ebcc/portal/portal_order.html)>

AT&T Internal Order Status Tool: IOS<<http://ios.it.att.com/>> &

OSM<<http://esagw02.aldc.att.com:50002/OSMWeb/orderHome>>

AT&T Internal partners please refer to the Internal Support Guide<[http://abs-gcs.web.att.com/gspm/services\\_data/escalation\\_tdm.aspx](http://abs-gcs.web.att.com/gspm/services_data/escalation_tdm.aspx)> in advance of engaging next level support.

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

Sent: Wednesday, December 16, 2015 9:44 AM

To: FITZGERALD, MILES; PORCHE, MARY B;

[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)<<mailto:lhf@associatesin dermatology.com>>;

Pete Mikiten

Cc: BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE

Subject: RE: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - MOVE ORDER - NEED A RESPONSE BY FRIDAY

The first date we have available to experience 3 hours or more of downtime is 1/15/16

Pete, can you verify the TN's?

I do not have any idea what the PBX number is.

Thank you for pushing this through.

Al

From: FITZGERALD, MILES [<mailto:mf079j@att.com>]

Sent: Wednesday, December 16, 2015 11:27 AM

To: PORCHE, MARY B <[mp1485@att.com](mailto:mp1485@att.com)<<mailto:mp1485@att.com>>>;

[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)<<mailto:aappel@associatesin dermatology.com>>

; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)<<mailto:lhf@associatesin dermatology.com>>

Cc: BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)<<mailto:bb531x@att.com>>>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)<<mailto:tp7892@att.com>>>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)<<mailto:cp754g@att.com>>>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)<<mailto:ks812c@att.com>>>

Subject: RE: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - MOVE ORDER - NEED A RESPONSE BY FRIDAY

Mary,

They will be disconnecting the old circuit once the new one is cutover

Al,

Can you please confirm her other questions.

Thanks,

Miles Fitzgerald | Application Sales Consultant AT&T Inc.  
Rethink PossibleSM

601 West Chestnut  
Louisville, KY 40202  
Cell 502-415-5639  
Fax 1-866-628-4922

[mf079j@att.com](mailto:mf079j@att.com)<<mailto:mf079j@att.com>>

From: PORCHE, MARY B

Sent: Wednesday, December 16, 2015 11:25 AM

To:

[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)<<mailto:aappel@associatesin dermatology.com>

; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)<<mailto:lhf@associatesin dermatology.com>>

Cc: FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)<<mailto:mf079j@att.com>>>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)<<mailto:bb531x@att.com>>>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)<<mailto:tp7892@att.com>>>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)<<mailto:cp754g@att.com>>>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)<<mailto:ks812c@att.com>>>

Subject: RE: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - MOVE ORDER - NEED A RESPONSE BY FRIDAY

Team~

I need a response on this by Friday. Please let me know if you want To proceed with this move order or do I need to cancel.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: [mp1485@att.com](mailto:mp1485@att.com)<<mailto: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<[http://abs-gcs.web.att.com/gspm/services\\_data/escalation\\_tdm.aspx](http://abs-gcs.web.att.com/gspm/services_data/escalation_tdm.aspx)>

Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 - [jw1934@att.com](mailto:jw1934@att.com)<<mailto:jw1934@att.com>>

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AT&T Order Status Manager: AT&T

OSM<[http://www.corp.att.com/ebcc/portal/portal\\_order.html](http://www.corp.att.com/ebcc/portal/portal_order.html)>

AT&T Internal Order Status Tool: IOS<<http://ios.it.att.com/>> &

OSM<<http://esagw02.aldc.att.com:50002/OSMWeb/orderHome>>

AT&T Internal partners please refer to the Internal Support Guide<[http://abs-gcs.web.att.com/gspm/services\\_data/escalation\\_tdm.aspx](http://abs-gcs.web.att.com/gspm/services_data/escalation_tdm.aspx)> in advance of engaging next level support.

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From: PORCHE, MARY B

Sent: Friday, December 11, 2015 2:33 PM

To:

[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)<<mailto:aappel@associatesindermatology.com>

; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)<<mailto:lhf@associatesindermatology.com>>

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; PORCHE, MARY B

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - MOVE ORDER

Hi Team,

I am your dedicated Move Order Manager for your hot cut TN Move. My focus is the successful migration/move of your telephone numbers to your new circuit.

Your upcoming Telephone Number (TN) "move" order is migrating TNs 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.

The TN move will follow the Hot Cut process.

Hot Cut: All Telephone Numbers (TNs) on the original circuit will be disconnected. During this transition period, your TNs will be moved from the current IPFlex service to the new IP Flex service. For planning purposes, please allow a minimum of 3 hours downtime. Some of our telephone number moves take less time however we are not able to guarantee exactly how long it will take us to complete this work for you. The orders will be progressed as quickly as possible in hopes of completing the telephone number move in the shortest amount of time possible. Due to system limitations, we have to disconnect the numbers off the old circuit, then once the disconnect order completes, we add the numbers back to the network on the new circuit. Processing of the disconnect and the add orders is what accounts for the extended downtime.

The 51 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

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

Hot cut times offered are Monday - Friday, 7AM - 7PM 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.

After you've had a chance to look over this information, please reply to all via email or if you want to set up a call. I will be able to begin the process once you confirm.

· Items to confirm:

- 
- o Acknowledge acceptance of the "Hot Cut" process: YES or NO (a minimum of 3 hours downtime)
- o Confirm the list of TNs to move: YES or NO
- o Provide a current number on the PBX that we can leave behind (if you don't have one I can use a workaround):
  - Confirm IF we are disconnecting MMEC.959433 circuit after the move is complete: YES or NO

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: [mp1485@att.com](mailto:mp1485@att.com)<<mailto: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<[http://abs-gcs.web.att.com/gspm/services\\_data/escalation\\_tdm.aspx](http://abs-gcs.web.att.com/gspm/services_data/escalation_tdm.aspx)>

Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 - [jw1934@att.com](mailto:jw1934@att.com)<<mailto:jw1934@att.com>>

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

AT&T Order Status Manager: AT&T

OSM<[http://www.corp.att.com/ebcc/portal/portal\\_order.html](http://www.corp.att.com/ebcc/portal/portal_order.html)>

AT&T Internal Order Status Tool: IOS<<http://ios.it.att.com/>> &

OSM<<http://esagw02.aldc.att.com:50002/OSMWeb/orderHome>>

AT&T Internal partners please refer to the Internal Support Guide<[http://abs-gcs.web.att.com/gspm/services\\_data/escalation\\_tdm.aspx](http://abs-gcs.web.att.com/gspm/services_data/escalation_tdm.aspx)> in advance of engaging next level support.

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To read this disclaimer please click

here<<http://www.matrixintegration.com/disclaimer/>>

## ENDRES, JAM (Legal)

---

**From:** Hope Flannery <lhf@associatesindermatology.com>  
**Sent:** Thursday, January 28, 2016 11:52 AM  
**To:** BLACK, PAUL E  
**Subject:** FW: Welcome to RingCentral Office@Hand from AT&T

Will this 502 number work in New Albany?

---

**From:** RingCentral Office@Hand from AT&T [mailto:officeathand@ringcentral.com]  
**Sent:** Thursday, January 28, 2016 11:27 AM  
**To:** Hope Flannery ASSOCIATES IN DERMATOLOGY  
**Subject:** Welcome to RingCentral Office@Hand from AT&T



Your account now ready

Dear Hope Flannery ASSOCIATES IN DERMATOLOGY,

Congratulations! Your account is now active and ready to use!

**Your account number is: (502) 373-2849.**

A customer implementation service representative will call you within the next 48 hours to schedule a convenient time to provide an overview of all the advanced features. This service, provided to you at no extra charge, will help you set up your company preferences and assist with efficiently porting your existing business numbers to RingCentral Office@Hand from AT&T. If you would like to speak to a customer implementation service representative now, please call 888-389-1758.

Alternatively you can set up your new business phone system at any time with easy to use, self service features online or through the RingCentral Office@Hand from AT&T mobile app for select smartphones. Simply [Click here](#) to begin set up and take the following steps:

1. Identify your users and departments
2. Configure your company greeting and operator extension
3. Decide on how calls will be forwarded to your departments and users

To learn more about RingCentral Office@Hand from AT&T [click here](#). For technical assistance please call AT&T Advanced Solutions customer care at (866)563-4703.

Thank you for using RingCentral Office@Hand from AT&T!





By subscribing to and/or using RingCentral Office@Hand from AT&T, you acknowledge agreement to the AT&T's [Terms of Service](#) and RingCentral's [End User License Agreement](#).

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## ENDRES, JAM (Legal)

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**From:** DAUGHERTY, KERRY L  
**Sent:** Thursday, April 28, 2016 11:06 AM  
**To:** BLACK, PAUL E  
**Subject:** FW: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

See below

**Kerry Daugherty**  
[Application Sales Consultant II](#)

### AT&T

Small Business Solutions  
5115 Frederica St.  
Owensboro, KY 42301  
M: 270.316.7683  
[kd0925@att.com](mailto:kd0925@att.com)

[Click for Immediate Assistance](#)

---

**From:** DIMARCO, LINDA J  
**Sent:** Thursday, April 28, 2016 10:01 AM  
**To:** DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>  
**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

ABR is Account & Bill, for ASAP contracts.

Thanks,

Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)  
216.476.6053  
[ld1653@att.com](mailto:ld1653@att.com)

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**From:** DAUGHERTY, KERRY L  
**Sent:** Thursday, April 28, 2016 10:54 AM  
**To:** DIMARCO, LINDA J  
**Cc:** WOOD, BRADLEY D  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Linda what do you mean no ABR?

**Kerry Daugherty**

Application Sales Consultant II

**AT&T**

Small Business Solutions  
5115 Frederica St.  
Owensboro, KY 42301  
M: 270.316.7683  
[kd0925@att.com](mailto:kd0925@att.com)

[Click for Immediate Assistance](#)

**From:** DIMARCO, LINDA J  
**Sent:** Thursday, April 28, 2016 9:53 AM  
**To:** DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>  
**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY  
**Importance:** High

Sorry, bad news. There is no ABR associated with this request. I cannot move forward with this SR. A new SR with ABR and ASAP set up on the Opportunity needs to be submitted. This existing SR will be cancelled.

Thanks,

Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)  
216.476.6053  
[ld1653@att.com](mailto:ld1653@att.com)

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**From:** DAUGHERTY, KERRY L  
**Sent:** Thursday, April 28, 2016 8:44 AM  
**To:** DIMARCO, LINDA J  
**Cc:** WOOD, BRADLEY D  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Linda I figured it out. I had it in the attachments but didn't associate them to the SR. Totally my fault. Here they are and they are attached in Rome as well. Let me know if you need anything else.

**Kerry Daugherty**  
Application Sales Consultant II

## AT&T

Small Business Solutions  
5115 Frederica St.  
Owensboro, KY 42301  
M: 270.316.7683  
[kd0925@att.com](mailto:kd0925@att.com)

[Click for Immediate Assistance](#)

---

**From:** DIMARCO, LINDA J  
**Sent:** Thursday, April 28, 2016 7:35 AM  
**To:** DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>  
**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

We're good, I see the AVPN attachments now.

Thanks,

Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)  
216.476.6053  
[ld1653@att.com](mailto:ld1653@att.com)

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---

**From:** DAUGHERTY, KERRY L  
**Sent:** Thursday, April 28, 2016 8:13 AM  
**To:** DIMARCO, LINDA J  
**Cc:** WOOD, BRADLEY D  
**Subject:** Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Linda I'm checking because I loaded them. I'll send them to you as well. Sorry not sure what happened.

Sent from my iPhone

On Apr 28, 2016, at 7:10 AM, DIMARCO, LINDA J <[ld1653@att.com](mailto:ld1653@att.com)> wrote:

Yes, you can email me the attachments.

Thanks,

Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)  
216.476.6053  
[ld1653@att.com](mailto:ld1653@att.com)

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---

**From:** WOOD, BRADLEY D  
**Sent:** Wednesday, April 27, 2016 11:28 PM  
**To:** DIMARCO, LINDA J; DAUGHERTY, KERRY L  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Kerry,

Can you check on this?

Linda, can we email it to you if you can't see it on the opp? Thank you for your partnership ☺

Regards,  
Brad

**From:** DIMARCO, LINDA J  
**Sent:** Wednesday, April 27, 2016 4:16 PM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

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](mailto: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](mailto:pb7183@att.com)>; DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto: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](mailto: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](mailto:kd0925@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto: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](mailto: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](mailto: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](mailto: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)	<a href="mailto:DAUGHERTY,KERRY (kd0925@us.a">DAUGHERTY,KERRY (kd0925@us.a</a>

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	

Last Updated By	<a href="#">SIAPCO</a>
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, Appel, 502-583-1749, 502-583-1749, Upgrading existing 10MB 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**





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](mailto: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  <b>With a copy (for Notices) to:</b> AT&T Corp. One AT&T Way Bedminster, NJ 07921-0752 ATTN: Master Agreement Support Team Email: <a href="mailto:mast@att.com">mast@att.com</a>
<b>AT&amp;T Solution Provider or Representative Information (if applicable)</b> <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**

Page 1  
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](http://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](http://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

Page 2  
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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**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**

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**AT&T VPN EXPRESS SERVICE  
SERVICE AGREEMENT AND PRICING SCHEDULE**

**1. SERVICES**

Service	Service Publication Location
AT&T VPN Express Service	<a href="http://serviceguidenew.att.com/sg_flashPlayerPage/AVPNEXP">http://serviceguidenew.att.com/sg_flashPlayerPage/AVPNEXP</a>

**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	<b>AT&amp;T VPN Express Service</b>
	Effective Date of this Pricing Schedule

**3. MARC AND MARC-ELIGIBLE CHARGES**

**3a. MARC**

MARC under this Pricing Schedule	None
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**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**

<b>Stabilization Date of Rates for AT&amp;T VPN Express Service*</b>	AT&T VPN Express Service Schedule of Charges version dated MAR-01-2015
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\*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**

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**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
<b>VPN Transport</b>		60.0 %
	Connection Monthly Charge	
	ALL VNIC COMPONENTS	100.0 %
	All other Connection Monthly Charges	60.0 %
<b>VPN DSL</b>		45.0 %
<b>Managed CPE</b>		45.0 %
	AT&T Business in a Box® Monthly Charge	20.0 %
	AT&T Business in a Box® Add-On Monthly Charge	20.0 %
<b>Non Recurring Charges</b>		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
<b>US Domestic Ethernet Access Channels – Switched – Monthly Recurring Charges</b>	29.0 %
<u>Tables:</u> ACS-SETH (All)	

**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 1:24 PM  
**To:** DAUGHERTY, KERRY L; WOOD, BRADLEY D  
**Cc:** MEECE, JUDD; PORTARO, THOMAS L  
**Subject:** FW: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY  
**Attachments:** AVPN contract.pdf

I just spoke with Judd and here is what needs to happen:

- Current SR has to be cancelled.
- You need to add AVPN as the correct product on the opportunity. (\$2,900)
- Reference AVPN Express as the attached contract.
- Issue a new SR with correct scope of work for AVPN Express with no IPFlex. Do not reference upgrading the existing circuit as it is MPLS. New AVPN circuit
- The AVPN contract and all other required attachments should already be on the opp to attach.
- Handoff the SR.
- The service interworking agreement process needs to be worked after we get the VPN Name and ID for AVPN per Derrick.
- Then get the new SR number on the Sharepoint to make sure we can SIP it by Friday.

Need this done ASAP to make sure we can SIP by Friday.

**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](mailto:jm5995@att.com)>  
**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto: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](mailto:kd0925@att.com)>  
**Date:** April 27, 2016 at 9:51:12 AM CDT  
**To:** "DIMARCO, LINDA J" <[ld1653@att.com](mailto:ld1653@att.com)>, "WOOD, BRADLEY D" <[bw6258@att.com](mailto:bw6258@att.com)>, "BLACK, PAUL E" <[pb7183@att.com](mailto: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](mailto: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](mailto: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.*

<b>Account Name</b>	<b>ASSOCIATES IN DERMATO</b>
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)	<a href="#">DAUGHERTY,KERRY (kd0925@us.e</a>
Submitted	04/21/16 1:53:21 AM	Last Updated By	<a href="#">SIAPCO</a>
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
		NSS Engaged	

SR Target Date	
Completed	

Request: Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI data only

Response: LAVC, GOSS, im692j , Request ID: 1614393-V0 PRODUCT, 2241 Green Valley Rd New Albany IN 47150, Appel, 502-583-1749, 502-583-1749, Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI with 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:** Hope Flannery <lhf@associatesindermatology.com>  
**Sent:** Tuesday, February 16, 2016 10:37 AM  
**To:** BLACK, PAUL E; nscott@dsrtrials.com  
**Subject:** FW: Security Notice from RingCentral Office@Hand from AT&T

Paul,

When we set up this account, I did not realize information from my cell phone would be changed. This was added to my office cell phone so I need to make sure I can always get into it. What can be done?

---

**From:** RingCentral Office@Hand from AT&T [mailto:officeathand@ringcentral.com]  
**Sent:** Tuesday, February 16, 2016 10:22 AM  
**To:** Nina Scott  
**Subject:** Security Notice from RingCentral Office@Hand from AT&T



**Security Notice**

**Account Number:** (502) 373-2849 x101  
**Service Plan:** RingCentral Office@Hand from AT&T Standard Plan

Dear Hope Flannery ASSOCIATES IN DERMATOLOGY,

This security notice is to advise you that the **Contact Email Address** was recently changed on your account.

If you are unaware of these changes, please contact AT&T Advanced Solutions customer care at (866) 563-4703.

Thank you for using RingCentral Office@Hand from AT&T.

For technical assistance at any time please call AT&T Advanced Solutions customer care at (866) 563-4703 or [Click Here](#) for helpful hints, videos and information about how to use the service.



By subscribing to and/or using RingCentral Office@Hand from AT&T, you acknowledge agreement to the AT&T's [Terms of Service](#) and RingCentral's [End User License Agreement](#).

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All other marks, logos, designs and otherwise are the trademarks and intellectual property of RingCentral, Inc.



## ENDRES, JAM (Legal)

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**From:** WOOD, BRADLEY D  
**Sent:** Wednesday, October 12, 2016 9:55 AM  
**To:** WALKLING, BRANDEN  
**Cc:** BLACK, PAUL E  
**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 30<sup>th</sup> 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](mailto: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-SCHILD, 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 30<sup>th</sup> 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 30<sup>th</sup>, 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.*

AI

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](mailto:BW6258@att.com)

[Click for Immediate Assistance](#)

**From:** RUBIO, GLORIA

**Sent:** Tuesday, October 11, 2016 7:30 PM

**To:** MURO, GABY <[gm6950@att.com](mailto:gm6950@att.com)>; AI Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; 'Rance Reinhardt' <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>

**Cc:** OVERMYER, LORI <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; REID, RANDAL K <[rr4273@att.com](mailto:rr4273@att.com)>; SLOAN, DONALD C <[ds8030@att.com](mailto:ds8030@att.com)>; PHILIPOVSKI, SVETOSLAV <[sp1325@att.com](mailto:sp1325@att.com)>; [Sharedsvcsafthrs@att.com](mailto:Sharedsvcsafthrs@att.com); MOOK, BRIAN <[bm648d@att.com](mailto:bm648d@att.com)>; ROGGY-SCHILDT, TERESA <[tr1956@att.com](mailto:tr1956@att.com)>; KRING, DAVID <[dk741r@att.com](mailto:dk741r@att.com)>

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

AI,

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: AI Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto: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](mailto: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](mailto: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](mailto:lhf@associatesin dermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski; SharesSvcAfhtrs; 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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto: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](mailto: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](mailto: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](mailto:lhf@associatesin dermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski; SharesSvcAfhtrs; 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](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

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El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto: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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**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](mailto:lhf@associatesindermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto: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](mailto:Rance.Reinhardt@mirazon.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>

**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski <[sp1325@att.com](mailto: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 6<sup>th</sup>. 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@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434

LCON: Hope Flannery,[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com),502-583-1749

LCON: Rance Reinhardt 502-210-9772

Thank You,

Gaby Muro

Service Assurance Service Manager  
ECS, Customer Advocate Organization

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El Paso, TX

(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)

Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F

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**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](mailto: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**  
**Visioneering Technology**

[mirazon.com](http://mirazon.com)

**From:** Gabriela Muro [<mailto:gm6950@att.com>]

**Sent:** Tuesday, October 11, 2016 11:06 AM

**To:** Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>

**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQJ3 | 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

Address: 3810 Springhurst Blvd Louisville, KY 40241

Access Hours: M-F 8AM-5PM EST

CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto: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](mailto: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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**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

---

**From:** Rance Reinhardt [<mailto:Rance.Reinhardt@mirazon.com>]  
**Sent:** Tuesday, October 11, 2016 9:04 AM  
**To:** Gabriela Muro; WOOD, BRADLEY D; Al Appel  
**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

I am calling the support number now.

**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](http://mirazon.com)

---

**From:** Gabriela Muro [<mailto:gm6950@att.com>]  
**Sent:** Tuesday, October 11, 2016 10:33 AM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Morning All,

I reached out to Rance to have him troubleshoot with our Tier 2 technician but Rance was on another call. Our technical team is requesting for Rance to call in to **877-288-8362 Opt.1** and provide this ticket number **222825864**, to initiate the troubleshooting. Our technicians also advised that services might go down for more than 5 minutes. Please let me know what time would be best for Rance to speak to Tier 2 so I can enter the information into the ticket log. If you have any questions, please feel free to use the “Reply all” function.

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](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

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El Paso, TX

(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)

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**Managed Services:** <http://www.corp.att.com/ebcc/>

**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

---

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

**Sent:** Tuesday, October 11, 2016 7:59 AM

**To:** Al Appel; Gabriela Muro

**Cc:** Lori Overmyer; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); 'Rance Reinhardt'

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Al,

I spoke with Rance and Gaby and have a plan. Gaby is getting an engineer on the line and they are going to call Rance who is remoted into your network. The engineer and Rance are going to do some trouble shooting hopefully to find the issue.

Regards,  
Brad

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Tuesday, October 11, 2016 9:04 AM  
**To:** MURO, GABY <[gm6950@att.com](mailto:gm6950@att.com)>  
**Cc:** OVERMYER, LORI <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'Rance Reinhardt' <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Rance,

Is this something you can help with?

Al

**From:** Gabriela Muro [<mailto:gm6950@att.com>]  
**Sent:** Tuesday, October 11, 2016 8:43 AM  
**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'Rance Reinhardt' <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; 'WOOD, BRADLEY D' <[bw6258@att.com](mailto:bw6258@att.com)>; Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Morning Al,

We will need to connect someone at the premise and a technician in our engineering department together to trouble shoot the system over the phone. This is best scheduled Mon-Fri 08:00-17:00. If someone is available at the premise to do live test calls, please hit 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@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
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---

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

**Sent:** Tuesday, October 11, 2016 6:38 AM

**To:** Gabriela Muro; 'WOOD, BRADLEY D'; 'Rance Reinhardt'

**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); SharesSvc sAfthrs; Richard Morris; Teresa Schildt; David Kring

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

**Importance:** High

Status?

We are at 3.1 download and 1.1 upload

*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:** Monday, October 10, 2016 5:02 PM

**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>

**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com); [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com);

SharesSvc sAfthrs <[SharedSvc sAfthrs@att.com](mailto:SharedSvc sAfthrs@att.com)>; Richard Morris <[rx795n@att.com](mailto:rx795n@att.com)>; Teresa Schildt <[TR1956@att.com](mailto:TR1956@att.com)>;

David Kring <[dk741r@att.com](mailto:dk741r@att.com)>

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT

BOUNCING

Good Afternoon Rance,

At this time, I will be handing this off to Richard Morris in our Afterhours team. He 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.

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CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

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

Area Manager: Lori Overmyer O:424-233-2975, ; [lo9517@att.com](mailto:lo9517@att.com)

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)

Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F

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**Managed Services:** <http://www.corp.att.com/ebcc/>

**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

---

**From:** Gabriela Muro

**Sent:** Monday, October 10, 2016 2:18 PM

**To:** WOOD, BRADLEY D

**Cc:** Lori Overmyer; Rance Reinhardt; [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com); [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Gabriela Muro

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Bradley,

Sorry for the late response. I am currently on the line with our tier 2 technicians placing an escalation to have this issue resolved as soon as possible. I will provide an update as soon as I get off the phone. If you have any questions, please do not hesitate 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@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

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

Area Manager: Lori Overmyer O:424-233-2975, ; [lo9517@att.com](mailto:lo9517@att.com)

Thanks,

*Gaby Muro*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**  
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**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

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**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

---

**From:** WOOD, BRADLEY D [<mailto:bw6258@att.com>]  
**Sent:** Monday, October 10, 2016 12:25 PM  
**To:** Gabriela Muro; Rance Reinhardt; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
**Cc:** Lori Overmyer  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Gaby,

Any news yet on this, the customer has been experiencing these issues for a while now and we need to correct. Please let me know how I can help.

Regards,  
Brad

**From:** MURO, GABY

**Sent:** Monday, October 10, 2016 1:26 PM

**To:** Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com);  
[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)

**Cc:** OVERMYER, LORI <[lo9517@att.com](mailto:lo9517@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; MURO, GABY <[gm6950@att.com](mailto:gm6950@att.com)>

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Afternoon Rance,

I have reached out to my service partners and have been advised that our technicians are still testing. As soon as they finish testing they will be able to provide me with the next steps to resolve your issue. I 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 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](mailto:aappel@associatesin dermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

Thanks,

*Gaby Muro*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

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El Paso, TX

(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)

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**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

---

**From:** Gabriela Muro

**Sent:** Monday, October 10, 2016 9:22 AM

**To:** Rance Reinhardt; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)

**Cc:** Lori Overmyer; [bw6258@att.com](mailto:bw6258@att.com); Gabriela Muro

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Rance,

Thank you for providing that information. I've submitted the test to our technical support to review. I will follow up with you as new information becomes available. If you have any questions, please do not hesitate 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](mailto:aappel@associatesin dermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**

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**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

**From:** Rance Reinhardt [<mailto:Rance.Reinhardt@mirazon.com>]

**Sent:** Monday, October 10, 2016 9:13 AM

**To:** Gabriela Muro; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

**Cc:** Lori Overmyer; [bw6258@att.com](mailto:bw6258@att.com)

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Speed tests from today. Latency is good, but the speeds appear to be worse.

 **Welcome to SpeedOf.Me Lite!**

**Test Again**

### Your Test Result

**Download:**

**4.16 Mbps**

**Upload:**

**0.98 Mbps**

**Latency:**

**19 ms**

**Test Server:**

**Atlanta 2**

**Your IP:**

**12.228.168.18**



⊕ Welcome to SpeedOf.Me Lite!

Test Again

### Your Test Result

**Download:**

**3.83 Mbps**

**Upload:**

**1.26 Mbps**

**Latency:**

**20 ms**

**Test Server:**

**Atlanta 2**

**Your IP:**

**12.228.168.18**

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**  
**Visioneering Technology**  
[mirazon.com](http://mirazon.com)

**From:** Gabriela Muro [<mailto:gm6950@att.com>]

**Sent:** Monday, October 10, 2016 11:05 AM

**To:** [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>; Rance Reinhardt

<[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; [bw6258@att.com](mailto:bw6258@att.com); Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Hope,

Sorry I missed you. My name is Gaby with the Service Management team. I have reviewed your ticket and show we are waiting for confirmation of services being restored. Could you please confirm if they are up and running? 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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
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**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

---

**From:** Lori Overmyer  
**Sent:** Monday, October 10, 2016 9:00 AM  
**To:** Gabriela Muro  
**Cc:** Lori Overmyer  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING  
**Importance:** High

'Hope Flannery' [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'Al Appel' [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com); 'Rance Reinhardt' [Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com); 'WOOD, BRADLEY D' [bw6258@att.com](mailto:bw6258@att.com);

Hope,

That's fine, I will have your Daytime Service Manager Diana follow up with you on Monday.

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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

*Thank you,*

***Madelina Bethow***

***Universal Service Manager***

*ECS, Customer Advocate Organization*

***AT&T***

*Omaha, NE*

*Office: 402-516-1459 [mb892s@att.com](mailto:mb892s@att.com)*

*Office Hours: 7:00 A.M. to 4:00 P.M. CST. Monday – Friday*

*Afterhours Assistance: 844-ATT-SERV/844-288-7378*

**From:** Hope Flannery [<mailto:lhf@associatesin dermatology.com>]

**Sent:** Friday, October 07, 2016 5:46 PM

**To:** Madelina Bethow <[mb892s@att.com](mailto:mb892s@att.com)>

**Subject:** Re: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

We won't be back in the office until Monday. I can't verify problem is resolved until then

Sent from my iPhone

On Oct 7, 2016, at 6:39 PM, Madelina Bethow <[mb892s@att.com](mailto:mb892s@att.com)> wrote:

Good Afternoon Al/ Hope,

**Lori Overmyer**

**Area Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2975 m 402-957-4573 | [lo9517@att.com](mailto:lo9517@att.com)

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## ENDRES, JAM (Legal)

---

**From:** Al Appel <aappel@associatesin dermatology.com>  
**Sent:** Tuesday, October 11, 2016 12:38 PM  
**To:** WOOD, BRADLEY D; BLACK, PAUL E  
**Subject:** FW: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

I need some help with pushing this to a higher level. We are paying Rance a lot of money to work this issue as well as slowing down our operation.

Al

---

**From:** Rance Reinhardt [mailto:Rance.Reinhardt@mirazon.com]  
**Sent:** Tuesday, October 11, 2016 12:31 PM  
**To:** Gabriela Muro <gm6950@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Al Appel <aappel@associatesin dermatology.com>  
**Cc:** Lori Overmyer <lo9517@att.com>; lhf@associatesin dermatology.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:**

**Latency:**

**Test Server:**

**Download:**

**Upload:**

**Latency:**

**Test Server:**

**16.36 Mbps**

**21.1 Mbps**

**18 ms**

**Atlanta 2**

**15.79 Mbps**

**20.85 Mbps**

**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](http://mirazon.com)

**From:** Gabriela Muro [<mailto:gm6950@att.com>]

**Sent:** Tuesday, October 11, 2016 11:06 AM

**To:** Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>

**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Gabriela Muro <[gm6950@att.com](mailto: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

Address: 3810 Springhurst Blvd Louisville, KY 40241

Access Hours: M-F 8AM-5PM EST

CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto: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

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**From:** Rance Reinhardt [<mailto:Rance.Reinhardt@mirazon.com>]  
**Sent:** Tuesday, October 11, 2016 9:04 AM  
**To:** Gabriela Muro; WOOD, BRADLEY D; Al Appel  
**Cc:** Lori Overmyer; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

I am calling the support number now.

**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**  
**Visioneering Technology**  
[mirazon.com](http://mirazon.com)

**From:** Gabriela Muro [<mailto:gm6950@att.com>]  
**Sent:** Tuesday, October 11, 2016 10:33 AM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>  
**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Morning All,

I reached out to Rance to have him troubleshoot with our Tier 2 technician but Rance was on another call. Our technical team is requesting for Rance to call in to **877-288-8362 Opt.1** and provide this ticket number **222825864**, to initiate the troubleshooting. Our technicians also advised that services might go down for more than 5 minutes. Please let me know what time would be best for Rance to speak to Tier 2 so I can enter the information into the ticket log. If you have any questions, please feel free to use the “Reply all” function.

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](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

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El Paso, TX

(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)

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**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

---

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

**Sent:** Tuesday, October 11, 2016 7:59 AM

**To:** Al Appel; Gabriela Muro

**Cc:** Lori Overmyer; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); 'Rance Reinhardt'

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Al,

I spoke with Rance and Gaby and have a plan. Gaby is getting an engineer on the line and they are going to call Rance who is remoted into your network. The engineer and Rance are going to do some trouble shooting hopefully to find the issue.

Regards,

Brad

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

**Sent:** Tuesday, October 11, 2016 9:04 AM

**To:** MURO, GABY <[gm6950@att.com](mailto:gm6950@att.com)>

**Cc:** OVERMYER, LORI <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); 'Rance Reinhardt'

<[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Rance,

Is this something you can help with?

Al



**From:** Gabriela Muro [<mailto:gm6950@att.com>]  
**Sent:** Tuesday, October 11, 2016 8:43 AM  
**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'Rance Reinhardt' <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; 'WOOD, BRADLEY D' <[bw6258@att.com](mailto:bw6258@att.com)>; Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Morning Al,

We will need to connect someone at the premise and a technician in our engineering department together to trouble shoot the system over the phone. This is best scheduled Mon-Fri 08:00-17:00. If someone is available at the premise to do live test calls, please hit reply all to this email trail.

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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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto: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

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El Paso, TX  
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**Managed Services:** <http://www.corp.att.com/ebcc/>

**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

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

**Sent:** Tuesday, October 11, 2016 6:38 AM

**To:** Gabriela Muro; 'WOOD, BRADLEY D'; 'Rance Reinhardt'

**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); SharesSvc sAfthrs; Richard Morris; Teresa Schildt; David Kring

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

**Importance:** High

Status?

We are at 3.1 download and 1.1 upload

*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:** Monday, October 10, 2016 5:02 PM

**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>

**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com); [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); SharesSvc sAfthrs <[SharedSvc sAfthrs@att.com](mailto:SharedSvc sAfthrs@att.com)>; Richard Morris <[rx795n@att.com](mailto:rx795n@att.com)>; Teresa Schildt <[TR1956@att.com](mailto:TR1956@att.com)>; David Kring <[dk741r@att.com](mailto:dk741r@att.com)>

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Afternoon Rance,

At this time, I will be handing this off to Richard Morris in our Afterhours team. He 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@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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

Area Manager: Lori Overmyer O:424-233-2975; ; [lo9517@att.com](mailto:lo9517@att.com)

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)

Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F

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**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

---

**From:** Gabriela Muro

**Sent:** Monday, October 10, 2016 2:18 PM

**To:** WOOD, BRADLEY D

**Cc:** Lori Overmyer; Rance Reinhardt; [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com); [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Gabriela Muro

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Bradley,

Sorry for the late response. I am currently on the line with our tier 2 technicians placing an escalation to have this issue resolved as soon as possible. I will provide an update as soon as I get off the phone. If you have any questions, please do not hesitate 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@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

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

Area Manager: Lori Overmyer O:424-233-2975, ; [lo9517@att.com](mailto:lo9517@att.com)

Thanks,

*Gaby Muro*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

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**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

---

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

**Sent:** Monday, October 10, 2016 12:25 PM

**To:** Gabriela Muro; Rance Reinhardt; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

**Cc:** Lori Overmyer

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Gaby,

Any news yet on this, the customer has been experiencing these issues for a while now and we need to correct. Please let me know how I can help.

Regards,

Brad

**From:** MURO, GABY

**Sent:** Monday, October 10, 2016 1:26 PM

**To:** Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com);

[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

**Cc:** OVERMYER, LORI <[lo9517@att.com](mailto:lo9517@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; MURO, GABY <[gm6950@att.com](mailto:gm6950@att.com)>

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Afternoon Rance,

I have reached out to my service partners and have been advised that our technicians are still testing. As soon as they finish testing they will be able to provide me with the next steps to resolve your issue. I 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 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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

Thanks,

*Gaby Muro*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**

El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto: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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**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

---

**From:** Gabriela Muro  
**Sent:** Monday, October 10, 2016 9:22 AM  
**To:** Rance Reinhardt; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)  
**Cc:** Lori Overmyer; [bw6258@att.com](mailto:bw6258@att.com); Gabriela Muro  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Rance,

Thank you for providing that information. I've submitted the test to our technical support to review. I will follow up with you as new information becomes available. If you have any questions, please do not hesitate 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](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
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**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

---

**From:** Rance Reinhardt [<mailto:Rance.Reinhardt@mirazon.com>]  
**Sent:** Monday, October 10, 2016 9:13 AM  
**To:** Gabriela Muro; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)  
**Cc:** Lori Overmyer; [bw6258@att.com](mailto:bw6258@att.com)  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Speed tests from today. Latency is good, but the speeds appear to be worse.

+ Welcome to SpeedOf.Me Lite!

Test Again

Your Test Result

**Download:**

**4.16 Mbps**

**Upload:**

**0.98 Mbps**

Latency:

19 ms

Test Server:

Atlanta 2

Your IP:

12.228.168.18

+ Welcome to SpeedOf.Me Lite!

Test Again

Your Test Result

**Download:**

**3.83 Mbps**

**Upload:**

**1.26 Mbps**

Latency:

20 ms

Test Server:

Atlanta 2

Your IP:

12.228.168.18

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



**From:** Gabriela Muro [<mailto:gm6950@att.com>]  
**Sent:** Monday, October 10, 2016 11:05 AM  
**To:** [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>; Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; [bw6258@att.com](mailto:bw6258@att.com); Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQJ3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Hope,

Sorry I missed you. My name is Gaby with the Service Management team. I have reviewed your ticket and show we are waiting for confirmation of services being restored. Could you please confirm if they are up and running? 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@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
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Evening / Weekend Service Assurance Service Management Support: 844-288-7378

---

**From:** Lori Overmyer  
**Sent:** Monday, October 10, 2016 9:00 AM  
**To:** Gabriela Muro  
**Cc:** Lori Overmyer  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING  
**Importance:** High

'Hope Flannery' [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); 'Al Appel' [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com); 'Rance Reinhardt' [Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com); 'WOOD, BRADLEY D' [bw6258@att.com](mailto:bw6258@att.com);

Hope,

That's fine, I will have your Daytime Service Manager Diana follow up with you on Monday.

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](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

*Thank you,*

***Madelina Bethow***

***Universal Service Manager***

*ECS, Customer Advocate Organization*

***AT&T***

*Omaha, NE*

*Office: 402-516-1459 [mb892s@att.com](mailto:mb892s@att.com)*

*Office Hours: 7:00 A.M. to 4:00 P.M. CST. Monday – Friday*

*Afterhours Assistance: 844-ATT-SERV/844-288-7378*

**From:** Hope Flannery [<mailto:lhf@associatesindermatology.com>]  
**Sent:** Friday, October 07, 2016 5:46 PM  
**To:** Madelina Bethow <[mb892s@att.com](mailto:mb892s@att.com)>

**Subject:** Re: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

We won't be back in the office until Monday. I can't verify problem is resolved until then

Sent from my iPhone

On Oct 7, 2016, at 6:39 PM, Madelina Bethow <[mb892s@att.com](mailto:mb892s@att.com)> wrote:

Good Afternoon Al/ Hope,

**Lori Overmyer**

**Area Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2975 m 402-957-4573 | [lo9517@att.com](mailto:lo9517@att.com)

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## 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 - [mattbelin@att.com](mailto:mattbelin@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
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](mailto: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](mailto:ws6943@att.com)



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## ENDRES, JAM (Legal)

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**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](mailto:BW6258@att.com)

[Click for Immediate Assistance](#)

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Thursday, December 08, 2016 1:10 PM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto: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@associatesin dermatology.com](mailto:aappel@associatesin dermatology.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:** HANZALIK, ONDREJ  
**Sent:** Wednesday, November 2, 2016 8:17 AM  
**To:** GALLAGHER, WANDA C; WOOD, BRADLEY D; BEARDALL IV, KEVIN; BLACK, PAUL E  
**Cc:** HARE, MALCOLM; BOCKO, ALEXANDER; FOLTINOVIC, MAROS  
**Subject:** RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Correct.

Best Regards

**Ondrej Hanzalik**, Order Creator – US AVPN Managed Ordering Team  
Phone: 816-569-8132 Email: [oh0618@intl.att.com](mailto: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](mailto:ab128b@att.com)



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**From:** GALLAGHER, WANDA C  
**Sent:** Tuesday, November 01, 2016 4:07 PM  
**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Beardall, Kevin <[Kevin.Beardall.IV@intl.att.com](mailto:Kevin.Beardall.IV@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Subject:** RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Does this mean sales will have to resubmit the entire project thru Sales Express as add sites?

Wanda Gallagher  
Client Support Specialist  
Global Ordering and Managed Services  
Office 919-480-4807  
Email [Wg2254@att.com](mailto:Wg2254@att.com)



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**From:** HANZALIK, ONDREJ

**Sent:** Wednesday, October 26, 2016 5:05 PM

**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; BEARDALL IV, KEVIN <[kevin.beardall.iv@intl.att.com](mailto:kevin.beardall.iv@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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 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](mailto:oh0618@intl.att.com)

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**From:** Hanzalik, Ondrej  
**Sent:** Tuesday, October 25, 2016 5:50 PM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Beardall, Kevin <[Kevin.Beardall.IV@intl.att.com](mailto:Kevin.Beardall.IV@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.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](mailto:Kevin.Beardall.IV@intl.att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HANZALIK, ONDREJ <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

Cc: HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:kbeardall@emea.att.com)

**From:** WOOD, BRADLEY D

**Sent:** 24 October 2016 19:39

**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; Beardall, Kevin <[Kevin.Beardall.IV@intl.att.com](mailto:Kevin.Beardall.IV@intl.att.com)>

**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.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](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto: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](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:pb7183@att.com)>  
**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto: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](mailto: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](mailto:oh0618@intl.att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto: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

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Louisville, KY 40202  
M: 502.553.3788  
F: 866.398.2530  
[pb7183@att.com](mailto:pb7183@att.com)

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**From:** WOOD, BRADLEY D  
**Sent:** Monday, October 24, 2016 1:53 PM  
**To:** HANZALIK, ONDREJ <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>  
**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER

<[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto: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](mailto: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 6<sup>th</sup>. 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](mailto:oh0618@intl.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](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)

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**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.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](mailto:mhare@intl.att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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 13<sup>th</sup> and I said "a response to my email" – I still am awaiting a response to my email.

This was allocated to me on the 5<sup>th</sup> Oct. Its now the 18<sup>th</sup>, 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](mailto:mh3245@att.com)

Email: [iwork@att.com](mailto:iwork@att.com)

**From:** Hanzalik, Ondrej  
**Sent:** 18 October 2016 19:58  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto: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](mailto: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](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto: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](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)

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Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto: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](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto: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://ndl2.intl.att.com/DIPortal/DIPortal/>

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

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---

**From:** WOOD, BRADLEY D  
**Sent:** 13 October 2016 21:35  
**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; AVPN MANAGED ORDERS RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto: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](mailto: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](mailto: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](mailto:mhare@intl.att.com)>; AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto: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](mailto: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](mailto: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](mailto:rm-avpnmanagedorders@intl.att.com)>; HANZALIK, ONDREJ <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto: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](mailto:mh3245@att.com)

Email: [iwork@att.com](mailto:iwork@att.com)

**From:** AVPN Managed Orders RM

**Sent:** 06 October 2016 12:35

**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

**Cc:** AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto: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](mailto:mhare@intl.att.com)>

PE/NE : Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

OC: Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>

Number of ports: 2

<b>Customer Name</b>	ASSOCIATES IN DERMATOLOGY
<b>Contract Number</b>	VVB71515-V140401
<b>Project ID</b>	50886616
<b>MDS ID</b>	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](mailto: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](mailto:kbeardall@emea.att.com)

**From:** WOOD, BRADLEY D  
**Sent:** 24 October 2016 19:39  
**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; Beardall, Kevin <[Kevin.Beardall.IV@intl.att.com](mailto:Kevin.Beardall.IV@intl.att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)

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Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto: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](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto: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](mailto: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](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:pb7183@att.com)>  
**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto: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](mailto: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](mailto: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](mailto:oh0618@intl.att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto: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](mailto:pb7183@att.com)

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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](http://www.att.com/help)

**From:** WOOD, BRADLEY D  
**Sent:** Monday, October 24, 2016 1:53 PM  
**To:** HANZALIK, ONDREJ <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>  
**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto: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](mailto: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 6<sup>th</sup>. 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](mailto:oh0618@intl.att.com)

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Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto: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](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)

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Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto: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](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.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 – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto: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](mailto:mhare@intl.att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>;  
FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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 13<sup>th</sup> and I said "a response to my email" – I still am awaiting a response to my email.

This was allocated to me on the 5<sup>th</sup> Oct. Its now the 18<sup>th</sup>, 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](mailto:mh3245@att.com)  
Email: [iwork@att.com](mailto:iwork@att.com)

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**From:** Hanzalik, Ondrej  
**Sent:** 18 October 2016 19:58  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.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](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto: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](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto: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](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto: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](mailto:mh3245@att.com)

Email: [iwork@att.com](mailto:iwork@att.com)

**From:** WOOD, BRADLEY D

**Sent:** 13 October 2016 21:35

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

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; AVPN MANAGED ORDERS RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto: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](mailto: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](mailto: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](mailto:mhare@intl.att.com)>; AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto: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](mailto: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](mailto: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](mailto:rm-avpnmanagedorders@intl.att.com)>; HANZALIK, ONDREJ <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto: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](mailto:mh3245@att.com)

Email: [iwork@att.com](mailto:iwork@att.com)

**From:** AVPN Managed Orders RM

**Sent:** 06 October 2016 12:35

**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto: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](mailto: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 <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](mailto:kbeardall@emea.att.com)

**From:** WOOD, BRADLEY D  
**Sent:** 24 October 2016 19:39  
**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; Beardall, Kevin <[Kevin.Beardall.IV@intl.att.com](mailto:Kevin.Beardall.IV@intl.att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto: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](mailto: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](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)

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Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto: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](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:pb7183@att.com)>

**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto: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](mailto:oh0618@intl.att.com)

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Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto: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](mailto:oh0618@intl.att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto: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](mailto:pb7183@att.com)

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Need help with a personal account? Click here.  
[www.att.com/help](http://www.att.com/help)

**From:** WOOD, BRADLEY D  
**Sent:** Monday, October 24, 2016 1:53 PM  
**To:** HANZALIK, ONDREJ <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>  
**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto: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](mailto: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 6<sup>th</sup>. 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](mailto:oh0618@intl.att.com)

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Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto: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](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)

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<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](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)

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<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](mailto:mhare@intl.att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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 13<sup>th</sup> and I said "a response to my email" – I still am awaiting a response to my email.

This was allocated to me on the 5<sup>th</sup> Oct. Its now the 18<sup>th</sup>, 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](mailto:mh3245@att.com)  
Email: [iwork@att.com](mailto:iwork@att.com)

---

**From:** Hanzalik, Ondrej  
**Sent:** 18 October 2016 19:58  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)

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<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](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto: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](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto: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](mailto: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](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto: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](mailto:mh3245@att.com)



Email: [iwork@att.com](mailto:iwork@att.com)

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---

**From:** WOOD, BRADLEY D  
**Sent:** 13 October 2016 21:35  
**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; AVPN MANAGED ORDERS RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto: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](mailto: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](mailto: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](mailto:mhare@intl.att.com)>; AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto: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](mailto: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](mailto: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](mailto:rm-avpnmanagedorders@intl.att.com)>; HANZALIK, ONDREJ <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto: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](mailto:mh3245@att.com)

Email: [iwork@att.com](mailto: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](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

**Cc:** AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto: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](mailto:mhare@intl.att.com)>

PE/NE : Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

OC: Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>

Number of ports: 2

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

Site Name	CITY/COUNTRY	Service	Lo
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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](mailto: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](mailto:oh0618@intl.att.com)

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Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto: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](mailto:bw6258@att.com)>; Beardall, Kevin <[Kevin.Beardall.IV@intl.att.com](mailto:Kevin.Beardall.IV@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)

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**From:** WOOD, BRADLEY D  
**Sent:** Tuesday, October 25, 2016 5:46 PM  
**To:** Beardall, Kevin <[Kevin.B Beardall.IV@intl.att.com](mailto:Kevin.B Beardall.IV@intl.att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HANZALIK, ONDREJ <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:kbeardall@emea.att.com)

**From:** WOOD, BRADLEY D

**Sent:** 24 October 2016 19:39

**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; Beardall, Kevin <[Kevin.Beardall.IV@intl.att.com](mailto:Kevin.Beardall.IV@intl.att.com)>

**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)

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Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto: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](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto: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](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:pb7183@att.com)>  
**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto: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](mailto: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](mailto: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](mailto:oh0618@intl.att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto: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](mailto:pb7183@att.com)

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Need help with a personal account? Click here.  
[www.att.com/help](http://www.att.com/help)

**From:** WOOD, BRADLEY D  
**Sent:** Monday, October 24, 2016 1:53 PM  
**To:** HANZALIK, ONDREJ <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>  
**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto: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](mailto: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 6<sup>th</sup>. 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](mailto:oh0618@intl.att.com)

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Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto: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](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)

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Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto: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](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.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](mailto:mhare@intl.att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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 13<sup>th</sup> and I said "a response to my email" – I still am awaiting a response to my email.

This was allocated to me on the 5<sup>th</sup> Oct. Its now the 18<sup>th</sup>, 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](mailto:mh3245@att.com)

Email: [iwork@att.com](mailto:iwork@att.com)

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**From:** Hanzalik, Ondrej

**Sent:** 18 October 2016 19:58

**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)

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Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto: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](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto: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](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)

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**Sent:** Monday, October 17, 2016 7:27 PM  
**To:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto: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](mailto:mh3245@att.com)  
Email: [iwork@att.com](mailto:iwork@att.com)

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**From:** WOOD, BRADLEY D  
**Sent:** 13 October 2016 21:35  
**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; AVPN MANAGED ORDERS RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto: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](mailto: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](mailto:mhare@intl.att.com)>; AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto: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](mailto: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](mailto: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](mailto:rm-avpnmanagedorders@intl.att.com)>; HANZALIK, ONDREJ <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto: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](mailto:mh3245@att.com)  
Email: [iwork@att.com](mailto:iwork@att.com)

**From:** AVPN Managed Orders RM  
**Sent:** 06 October 2016 12:35  
**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto: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](mailto:mhare@intl.att.com)>

PE/NE : Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

OC: Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>

Number of ports: 2

<b>Customer Name</b>	ASSOCIATES IN DERMATOLOGY
<b>Contract Number</b>	VVB71515-V140401
<b>Project ID</b>	50886616
<b>MDS ID</b>	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](mailto: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](mailto: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](mailto: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](mailto:Kevin.Beardall.IV@intl.att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HANZALIK, ONDREJ <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:kbeardall@emea.att.com)

**From:** WOOD, BRADLEY D

**Sent:** 24 October 2016 19:39

**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; Beardall, Kevin <[Kevin.Beardall.IV@intl.att.com](mailto:Kevin.Beardall.IV@intl.att.com)>

**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.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](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto: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](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:pb7183@att.com)>  
**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto: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](mailto: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](mailto:oh0618@intl.att.com)>  
**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto: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](mailto:pb7183@att.com)

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[www.att.com/help](http://www.att.com/help)

**From:** WOOD, BRADLEY D  
**Sent:** Monday, October 24, 2016 1:53 PM  
**To:** HANZALIK, ONDREJ <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>  
**Cc:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER



<[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto: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](mailto: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 6<sup>th</sup>. 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](mailto:oh0618@intl.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](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)

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Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto: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](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)

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Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto: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](mailto:mhare@intl.att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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 13<sup>th</sup> and I said "a response to my email" – I still am awaiting a response to my email.

This was allocated to me on the 5<sup>th</sup> Oct. Its now the 18<sup>th</sup>, 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](mailto:mh3245@att.com)

Email: [iwork@att.com](mailto:iwork@att.com)

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**From:** Hanzalik, Ondrej

**Sent:** 18 October 2016 19:58

**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto: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](mailto: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](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto: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](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto: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](mailto:oh0618@intl.att.com)

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<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](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto: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](mailto:bw6258@att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto: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](mailto:mh3245@att.com)  
Email: [iwork@att.com](mailto:iwork@att.com)

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**From:** WOOD, BRADLEY D  
**Sent:** 13 October 2016 21:35  
**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto: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](mailto:bw6258@att.com)>; HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; AVPN MANAGED ORDERS RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto: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](mailto: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](mailto:mhare@intl.att.com)>; AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto: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](mailto: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](mailto: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](mailto:rm-avpnmanagedorders@intl.att.com)>; HANZALIK, ONDREJ <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto: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](mailto:mh3245@att.com)  
Email: [iwork@att.com](mailto:iwork@att.com)

**From:** AVPN Managed Orders RM  
**Sent:** 06 October 2016 12:35  
**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto: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](mailto:mhare@intl.att.com)>

PE/NE : Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

OC: Hanzalik, Ondrej <[oh0618@intl.att.com](mailto: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**