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jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 9:40 AM

To: Al Appel; PORCHE, MARY B; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Thursday, January 21, 2016 12:33 PM
To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>
Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Tuesday, January 05, 2016 9:00 PM
To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>; 'lhf@associatesin dermatology.com' <lhf@associatesin dermatology.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey' <tmabrey@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL

<gh6282@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- aappel@associatesindermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing **20Mbps MIS TDM Digital PRI MMEC.959433** to **50Mbps EaMIS TDM Digital PRI BBEC.554292** that is **currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.**

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959
502	5697344	5697344
502	5697711	5697711
502	5831749	5831749
502	5835024	5835024
502	5835228	5835228
502	5839061	5839061
502	6143008	6143008
502	6252200	6252221
502	8227101	8227102

The TN move will follow the Hot Cut processes.

Moving 51 TN's

AT&T provided Leave behind TN:

Hot Cut process approved on 12/21/2015 by customer (email attached)

Customer is requesting a move date of 1/22/2016 @3PM EST

Sales Account Mgr: Name: Miles Fitzgerald [\(502\) 415-5639](tel:5024155639) mf079j@att.com

TSC: Bertram Byam Jr. [\(502\) 836-6131](tel:5028366131)- bb531x@att.com

CSS: Chloe Jane Paguntalan - [402-399-4041](tel:4023994041)- cp754g@att.com

Order Specialist: Mary Porche- MP1485@att.com-<<mailto:MP1485@att.com>> [9255431529](tel:9255431529)

Project Manager: Kristine Sarmiento [402-392-9324](tel:4023929324) ks812c@att.com

Flex/EaFlex OM: GAIL HOLDER gh6282@att.com

[\(404\)986-2170](tel:4049862170)

New Start order numbers:

New Start Order: CSM151109122752

USRP Order: IP15085440

GIOM Order: ISR15110943075 - 158897693

- **Acknowledge acceptance of the "Hot Cut" process: YES (a minimum of 3 hours downtime)**
- **Confirm the list of TNs to move: YES**
- **Provide a current number on the PBX that we can leave behind: AT&T provided**
- **Confirm if we are disconnecting MMEC.959433 circuit after the move is completed. YES**

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell (732) 397-4796 –
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To read this disclaimer please [click here](#)

ENDRES, JAM (Legal)

From: Tanna Mabrey <tmabrey@matrixintegration.com>
Sent: Tuesday, February 2, 2016 10:24 AM
To: HOLDER, GAIL; Al Appel; PORCHE, MARY B; 'Bart Meyer'
Cc: 'Hope Flannery'; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; BLACK, PAUL E
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team

I am sorry that I haven't got back to everyone on Matrix Integration role in this project. I have had to switch engineers. This has opened up every day in the week of 02/15 – 02/19 to do everything at one time if we all want to still try and make that happen.

In the previous email, Gail you mentioned doing it on 02/15 at 5:00 pm this works for Matrix if it works for AI?

Let me know your thoughts.

Thanks

Tanna Mabrey
Project Management Specialist

[Matrix Integration](#)
p (812) 481-5160 | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: HOLDER, GAIL [mailto:gh6282@att.com]
Sent: Friday, January 29, 2016 4:21 PM
To: Al Appel <aappel@associatesindermatology.com>; PORCHE, MARY B <mp1485@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>
Cc: Tanna Mabrey <tmabrey@matrixintegration.com>; Chris Schmitt <cschmitt@matrixintegration.com>; 'Hope Flannery' <lhf@associatesindermatology.com>; Pete Mikiten <pmikiten@matrixintegration.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; BLACK, PAUL E <pb7183@att.com>; HOLDER, GAIL <gh6282@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Al,
Please forgive my delay, Mary advised you wish to move forward with activating the data and test the voice with the test numbers No porting.
This will be a standard test and turn up not the hot cut move and we can do the test and turn up at any time of day with our engineer's available time frames of course.
Our earliest to test would be 2/15 5PM ET still available and that day is pretty much open if we schedule quickly.

Gail Holder

Order Manager Global Ordering EaFlex
Phone: (404) 986-2170
E-mail gh6282@att.com

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

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From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Friday, January 29, 2016 3:56 PM
To: PORCHE, MARY B <mp1485@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>
Cc: 'Tanna Mabrey' <tmabrey@matrixintegration.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

If we move the data early and we are just porting over the phone lines we can do a 5:00 pm slot. Which days do you have available?

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Tuesday, January 26, 2016 4:16 PM
To: Bart Meyer <bartmeyer@tekconnection.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Tanna Mabrey <tmabrey@matrixintegration.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Hope Flannery <lhf@associatesin dermatology.com>; Pete Mikiten <pmikiten@matrixintegration.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We don't have any 6PM EST slots available for the month of February. The latest is 5PM EST and then it jumps to 8PM EST with an opening on the 15th and 17th. Let me know.

Thanks

Mary Porche, Order Specialist
AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: (925) 543-1529 Email: mp1485@att.com

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Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 – jw1934@att.com

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From: Bart Meyer [<mailto:bartmeyer@tekconnection.com>]

Sent: Tuesday, January 26, 2016 12:39 PM

To: Al Appel

Cc: Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <aappel@associatesin dermatology.com> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Tuesday, January 26, 2016 3:19 PM

To: Al Appel <aappel@associatesin dermatology.com>; 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten

<pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

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

Sent: Tuesday, January 26, 2016 2:00 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer'

<bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Friday, January 22, 2016 11:35 AM

To: Chris Schmitt <cschmitt@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:732-844-5113) or Cell [\(732\) 397-4796](tel:732-397-4796) –
jw1934@att.com

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From: Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

Sent: Thursday, January 21, 2016 5:42 PM

To: Al Appel; PORCHE, MARY B; Tanna Mabrey; lhf@associatesindermatology.com; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

Chris Schmitt

Systems Engineer

Matrix Integration
p [812-481-5157](tel:812-481-5157) | c [502-356-2013](tel:502-356-2013) | e

cschmitt@matrixintegration.com

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

Sent: Thursday, January 21, 2016 6:54 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Thursday, January 21, 2016 3:27 PM
To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:33 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

Tanna Mabrey

Project Management Specialist

[Matrix Integration](#)

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Thursday, January 21, 2016 1:32 PM
To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17th or 18th. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:08 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 12:53 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19th will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19th is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

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[Link](#)

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell (732) 397-4796 –
jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 9:40 AM

To: Al Appel; PORCHE, MARY B; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Thursday, January 21, 2016 12:33 PM
To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>
Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Tuesday, January 05, 2016 9:00 PM
To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>; 'lhf@associatesin dermatology.com' <lhf@associatesin dermatology.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey' <tmabrey@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL

<gh6282@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- aappel@associatesindermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing **20mbps MIS TDM Digital PRI MMEC.959433** to **50mbps EaMIS TDM Digital PRI BBEC.554292** that is **currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.**

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959
502	5697344	5697344
502	5697711	5697711
502	5831749	5831749
502	5835024	5835024
502	5835228	5835228
502	5839061	5839061
502	6143008	6143008
502	6252200	6252221
502	8227101	8227102

The TN move will follow the Hot Cut processes.

Moving 51 TN's

AT&T provided Leave behind TN:

Hot Cut process approved on 12/21/2015 by customer (email attached)

Customer is requesting a move date of 1/22/2016 @3PM EST

Sales Account Mgr: Name: Miles Fitzgerald [\(502\) 415-5639](tel:5024155639) mf079j@att.com

TSC: Bertram Byam Jr. [\(502\) 836-6131](tel:5028366131)- bb531x@att.com

CSS: Chloe Jane Paguntalan - [402-399-4041](tel:4023994041)- cp754g@att.com

Order Specialist: Mary Porche- MP1485@att.com-<<mailto:MP1485@att.com>> [9255431529](tel:9255431529)

Project Manager: Kristine Sarmiento [402-392-9324](tel:4023929324) ks812c@att.com

Flex/EaFlex OM: GAIL HOLDER gh6282@att.com

[\(404\)986-2170](tel:4049862170)

New Start order numbers:

New Start Order: CSM151109122752

USRP Order: IP15085440

GIOM Order: ISR15110943075 - 158897693

- **Acknowledge acceptance of the "Hot Cut" process: YES (a minimum of 3 hours downtime)**
- **Confirm the list of TNs to move: YES**
- **Provide a current number on the PBX that we can leave behind: AT&T provided**
- **Confirm if we are disconnecting MMEC.959433 circuit after the move is completed. YES**

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell (732) 397-4796 –
jw1934@att.com

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To read this disclaimer please [click here](#)

ENDRES, JAM (Legal)

From: HOLDER, GAIL
Sent: Friday, January 29, 2016 4:20 PM
To: Al Appel; PORCHE, MARY B; 'Bart Meyer'
Cc: 'Tanna Mabrey'; 'Chris Schmitt'; 'Hope Flannery'; 'Pete Mikiten'; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; BLACK, PAUL E; HOLDER, GAIL
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Al,
Please forgive my delay, Mary advised you wish to move forward with activating the data and test the voice with the test numbers No porting.
This will be a standard test and turn up not the hot cut move and we can do the test and turn up at any time of day with our engineer's available time frames of course.
Our earliest to test would be 2/15 5PM ET still available and that day is pretty much open if we schedule quickly.

Gail Holder
Order Manager Global Ordering EaFlex
Phone: (404) 986-2170
E-mail gh6282@att.com

Customer Self Order Status Website: [OSM](#)
AT&T Internal Order Status Tool: [IOS](#)

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

[I promise to deliver an extraordinary customer experience in all customer interactions.](#)

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Friday, January 29, 2016 3:56 PM
To: PORCHE, MARY B <mp1485@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>
Cc: 'Tanna Mabrey' <tmabrey@matrixintegration.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Hope Flannery' <lhf@associatesindermatology.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

If we move the data early and we are just porting over the phone lines we can do a 5:00 pm slot. Which days do you have available?

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Tuesday, January 26, 2016 4:16 PM

To: Bart Meyer <bartmeyer@tekconnection.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: Tanna Mabrey <tmabrey@matrixintegration.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Hope Flannery <lhf@associatesin dermatology.com>; Pete Mikiten <pmikiten@matrixintegration.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; BLACK, PAUL E <pb7183@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We don't have any 6PM EST slots available for the month of February. The latest is 5PM EST and then it jumps to 8PM EST with an opening on the 15th and 17th. Let me know.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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

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Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 – jw1934@att.com

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From: Bart Meyer [<mailto:bartmeyer@tekconnection.com>]

Sent: Tuesday, January 26, 2016 12:39 PM

To: Al Appel

Cc: Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <aappel@associatesin dermatology.com> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

From: Tanna Mabrey [mailto:tmabrey@matrixintegration.com]

Sent: Tuesday, January 26, 2016 3:19 PM

To: Al Appel <aappel@associatesindermatology.com>; 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

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

Sent: Tuesday, January 26, 2016 2:00 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Friday, January 22, 2016 11:35 AM

To: Chris Schmitt <cschmitt@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) –
jw1934@att.com

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From: Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

Sent: Thursday, January 21, 2016 5:42 PM

To: Al Appel; PORCHE, MARY B; Tanna Mabrey; lhf@associatesindermatology.com; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

Chris Schmitt

Systems Engineer

Matrix Integration

p [812-481-5157](tel:8124815157) | c [502-356-2013](tel:5023562013) | e

cschmitt@matrixintegration.com

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Thursday, January 21, 2016 6:54 PM
To: 'PORCHE, MARY B' <mp1485@att.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Thursday, January 21, 2016 3:27 PM
To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:33 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

Tanna Mabrey

Project Management Specialist

[Matrix Integration](#)

p [\(812\) 481-5160](tel:(812)481-5160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 1:32 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17th or 18th. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:08 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 12:53 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19th will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do

it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19th is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell (732) 397-4796 –
jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]
Sent: Thursday, January 21, 2016 9:40 AM
To: Al Appel; PORCHE, MARY B; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten
Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Thursday, January 21, 2016 12:33 PM
To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>
Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Tuesday, January 05, 2016 9:00 PM

To: 'aappel@associatesindermatology.com' <aappel@associatesindermatology.com>; 'lhf@associatesindermatology.com' <lhf@associatesindermatology.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey' <tmabrey@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL <gh6282@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- aappel@associatesindermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing **20mbps MIS TDM Digital PRI MMEC.959433** to **50mbps EaMIS TDM Digital PRI BBEC.554292** that is **currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.**

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959
502	5697344	5697344
502	5697711	5697711
502	5831749	5831749
502	5835024	5835024
502	5835228	5835228
502	5839061	5839061
502	6143008	6143008
502	6252200	6252221
502	8227101	8227102

The TN move will follow the Hot Cut processes.

- . Moving 51 TN's
- . AT&T provided Leave behind TN:
- . Hot Cut process approved on 12/21/2015 by customer (email attached)
- . Customer is requesting a move date of 1/22/2016 @3PM EST

Sales Account Mgr: Name: Miles Fitzgerald [502\) 415-5639](tel:5024155639) mf079j@att.com

TSC: Bertram Byam Jr. [502\) 836-6131](tel:5028366131)- bb531x@att.com

CSS: Chloe Jane Paguntalan - [402-399-4041](tel:4023994041)- cp754g@att.com

Order Specialist: Mary Porche- MP1485@att.com-<<mailto:MP1485@att.com>> [9255431529](tel:9255431529)

Project Manager: Kristine Sarmiento [402-392-9324](tel:4023929324) ks812c@att.com

Flex/EaFlex OM: GAIL HOLDER gh6282@att.com

[404\)986-2170](tel:4049862170)

New Start order numbers:

New Start Order: CSM151109122752

USRP Order: IP15085440

GIOM Order: ISR15110943075 - 158897693

- **Acknowledge acceptance of the "Hot Cut" process: YES (a minimum of 3 hours downtime)**
- **Confirm the list of TNs to move: YES**
- **Provide a current number on the PBX that we can leave behind: AT&T provided**
- **Confirm if we are disconnecting MMEC.959433 circuit after the move is completed. YES**

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell (732) 397-4796 – jw1934@att.com

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To read this disclaimer please [click here](#)

ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Friday, January 29, 2016 3:56 PM
To: PORCHE, MARY B; 'Bart Meyer'
Cc: 'Tanna Mabrey'; 'Chris Schmitt'; 'Hope Flannery'; 'Pete Mikiten'; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

If we move the data early and we are just porting over the phone lines we can do a 5:00 pm slot. Which days do you have available?

Al

From: PORCHE, MARY B [mailto:mp1485@att.com]
Sent: Tuesday, January 26, 2016 4:16 PM
To: Bart Meyer <bartmeyer@tekconnection.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Tanna Mabrey <tmabrey@matrixintegration.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Hope Flannery <lhf@associatesin dermatology.com>; Pete Mikiten <pmikiten@matrixintegration.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We don't have any 6PM EST slots available for the month of February. The latest is 5PM EST and then it jumps to 8PM EST with an opening on the 15th and 17th. Let me know.

Thanks

Mary Porche, Order Specialist
AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support:
[Link](#)
Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 –
jw1934@att.com

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From: Bart Meyer [<mailto:bartmeyer@tekconnection.com>]

Sent: Tuesday, January 26, 2016 12:39 PM

To: Al Appel

Cc: Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <aappel@associatesindermatology.com> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Tuesday, January 26, 2016 3:19 PM

To: Al Appel <aappel@associatesindermatology.com>; 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

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

Sent: Tuesday, January 26, 2016 2:00 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Friday, January 22, 2016 11:35 AM
To: Chris Schmitt <cschmitt@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell [\(732\) 397-4796](tel:(732)397-4796) – jw1934@att.com

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From: Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

Sent: Thursday, January 21, 2016 5:42 PM

To: Al Appel; PORCHE, MARY B; Tanna Mabrey; lhf@associatesindermatology.com; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

Chris Schmitt

Systems Engineer

Matrix Integration
p [812-481-5157](tel:812-481-5157) | c [502-356-2013](tel:502-356-2013) | e

cschmitt@matrixintegration.com

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Thursday, January 21, 2016 6:54 PM
To: 'PORCHE, MARY B' <mp1485@att.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 3:27 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:(925)543-1529) Email: mp1485@att.com

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell [\(732\) 397-4796](tel:(732)397-4796) – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]
Sent: Thursday, January 21, 2016 10:33 AM
To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten
Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Thursday, January 21, 2016 1:32 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17th or 18th. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

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Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:08 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 12:53 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19th will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19th is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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](tel:7328445113)) 844-5113 or Cell (732) 397-4796 – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]
Sent: Thursday, January 21, 2016 9:40 AM
To: Al Appel; PORCHE, MARY B; lhf@associatesin dermatology.com; Chris Schmitt; Pete Mikiten
Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Thursday, January 21, 2016 12:33 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Tuesday, January 05, 2016 9:00 PM

To: 'aappel@associatesindermatology.com' <aappel@associatesindermatology.com>; 'lhf@associatesindermatology.com' <lhf@associatesindermatology.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey' <tmabrey@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL <gh6282@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- aappel@associatesindermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing **20mbps MIS TDM Digital PRI MMEC.959433** to **50mbps EaMIS TDM Digital PRI BBEC.554292** that is **currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.**

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959
502	5697344	5697344
502	5697711	5697711
502	5831749	5831749
502	5835024	5835024
502	5835228	5835228
502	5839061	5839061
502	6143008	6143008
502	6252200	6252221
502	8227101	8227102

The TN move will follow the Hot Cut processes.

- Moving 51 TN's
- AT&T provided Leave behind TN:
- Hot Cut process approved on 12/21/2015 by customer (email attached)
- Customer is requesting a move date of 1/22/2016 @3PM EST

Sales Account Mgr: Name: Miles Fitzgerald (502) 415-5639 mf079j@att.com

TSC: Bertram Byam Jr. (502) 836-6131- bb531x@att.com

CSS: Chloe Jane Paguntalan - 402-399-4041- cp754g@att.com

Order Specialist: Mary Porche- MP1485@att.com-<<mailto:MP1485@att.com>> [9255431529](tel:9255431529)

Project Manager: Kristine Sarmiento [402-392-9324](tel:402-392-9324) ks812c@att.com

Flex/EaFlex OM: GAIL HOLDER gh6282@att.com

[\(404\)986-2170](tel:404986-2170)

New Start order numbers:

New Start Order: CSM151109122752

USRP Order: IP15085440

GIOM Order: ISR15110943075 - 158897693

- Acknowledge acceptance of the "Hot Cut" process: **YES (a minimum of 3 hours downtime)**
- Confirm the list of TNs to move: **YES**
- Provide a current number on the PBX that we can leave behind: **AT&T provided**
- Confirm if we are disconnecting MMEC.959433 circuit after the move is completed. **YES**

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:925543-1529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell (732) 397-4796 –
jw1934@att.com

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To read this disclaimer please [click here](#)

ENDRES, JAM (Legal)

From: KALARIA, KRISHNA
Sent: Friday, January 29, 2016 2:02 PM
To: BLACK, PAUL E
Cc: CAGLE, THOMAS G; KURUP, SAJIT
Subject: ACTION NEEDED - 2015 ROME opportunities needs to be updated
Attachments: Book11.xlsx

Paul,

See attached ROME opportunity that was entered in 2015 with an expected close date of 2015. Please update this ROME opportunity and mark it as CLOSED/SOLD, or CLOSED/Lost Sale, or Closed/NO Sale, or hopefully simply update the "expected close date" if the opportunity is still relevant to a specific date in 2016/2017/2018. I wish you all the best closing this strategic sale in the coming days.

Right now this past due ROME opportunity represents one of over 300 opportunities for our AT&T Network/Premise based firewall product that are past due and holding up ~\$1.5 million in incorrect ROME future funnel reporting. Please email me back to let me know when this opportunity has been updated.

If you need any help at all updating this ROME entry, please let me know.

Thank you,

Krishna Kalaria

MGR QLT/M&P/PROCESS

AT&T Advanced Solutions

Office 443.924.9185 | Email kk4469@att.com

Rethink PossibleSM

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ENDRES, JAM (Legal)

From: PORCHE, MARY B
Sent: Thursday, January 28, 2016 12:14 PM
To: HOLDER, GAIL; Bart Meyer
Cc: Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; BLACK, PAUL E
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Gail,

The customer should test basic voice with the test numbers but I will not be moving the numbers on that day. See if that will work for them.

Thanks

Mary Porche, Order Specialist
AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support:
[Link](#)
Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 –
jw1934@att.com

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From: HOLDER, GAIL
Sent: Thursday, January 28, 2016 8:46 AM
To: PORCHE, MARY B; Bart Meyer
Cc: Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; BLACK, PAUL E; HOLDER, GAIL
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,
I sure will!

So we will Not test the voice at all with the test numbers, so you can move the numbers later?

Gail Holder
Order Manager Global Ordering EaFlex
Phone: (404) 986-2170
E-mail gh6282@att.com

Customer Self Order Status Website: [OSM](#)
AT&T Internal Order Status Tool: [IOS](#)

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

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From: PORCHE, MARY B
Sent: Thursday, January 28, 2016 11:09 AM
To: Bart Meyer <bartmeyer@tekconnection.com>; HOLDER, GAIL <gh6282@att.com>
Cc: HOLDER, GAIL <gh6282@att.com>; Al Appel <aappel@associatesin dermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Hope Flannery <lhf@associatesin dermatology.com>; Pete Mikiten <pmikiten@matrixintegration.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Gail,

Please assist the customer with data only turn up.

Thanks

Mary Porche, Order Specialist
AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support: [Link](#)
Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 – jw1934@att.com

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From: Bart Meyer [<mailto:bartmeyer@tekconnection.com>]

Sent: Thursday, January 28, 2016 8:07 AM

To: PORCHE, MARY B

Cc: HOLDER, GAIL; Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

I never did see the response from my previous request. Can we go ahead and cut-over the internet prior to migrating the voice? I believe in both situations it's basically going to just be moving the patch cable from one piece of equipment to the other after AT&T turns down the old ckt and brings up the new one. Correct?

On Tue, Jan 26, 2016 at 4:29 PM, PORCHE, MARY B <mp1485@att.com> wrote:

Team,

If you can get the voice and data tested with some new test numbers, then I can move the numbers later without an engineer. This is providing that you keep the new numbers up and working on the same equipment that will be used to add the moving numbers. If this will work for you, then Gail can add some new numbers for you at the time of the turn up. Once that is done and order is closed out, I can move your numbers for you at the time that you request. Let me know.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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From: Bart Meyer [mailto:bartmeyer@tekconnection.com]

Sent: Tuesday, January 26, 2016 1:22 PM

To: PORCHE, MARY B

Cc: Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Can we go ahead and move forward with the internet cut-over and then do the phone cut-over at a different time?

On Tue, Jan 26, 2016 at 4:15 PM, PORCHE, MARY B <mp1485@att.com> wrote:

Team,

We don't have any 6PM EST slots available for the month of February. The latest is 5PM EST and then it jumps to 8PM EST with an opening on the 15th and 17th. Let me know.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) –
jw1934@att.com

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From: Bart Meyer [<mailto:bartmeyer@tekconnection.com>]

Sent: Tuesday, January 26, 2016 12:39 PM

To: Al Appel

Cc: Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <aappel@associatesindermatology.com> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

From: Tanna Mabrey [mailto:tmabrey@matrixintegration.com]

Sent: Tuesday, January 26, 2016 3:19 PM

To: Al Appel <aappel@associatesindermatology.com>; 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p (812) 481-5160 | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

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

Sent: Tuesday, January 26, 2016 2:00 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Friday, January 22, 2016 11:35 AM

To: Chris Schmitt <cschmitt@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO,

KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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From: Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

Sent: Thursday, January 21, 2016 5:42 PM

To: Al Appel; PORCHE, MARY B; Tanna Mabrey; lhf@associatesindermatology.com; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

Chris Schmitt

Systems Engineer

Matrix Integration

p [812-481-5157](tel:812-481-5157) | c [502-356-2013](tel:502-356-2013) | e

cschmitt@matrixintegration.com

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Thursday, January 21, 2016 6:54 PM
To: 'PORCHE, MARY B' <mp1485@att.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Thursday, January 21, 2016 3:27 PM
To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:(925)543-1529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell [\(732\) 397-4796](tel:(732)397-4796) – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]
Sent: Thursday, January 21, 2016 10:33 AM
To: PORCHE, MARY B; Al Appel; lhf@associatesin dermatology.com; Chris Schmitt; Pete Mikiten
Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Thursday, January 21, 2016 1:32 PM
To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17th or 18th. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:08 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c [\(812\) 827-3232](tel:8128273232) | f [\(812\) 482-5064](tel:8124825064) | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 12:53 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19th will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19th is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:(925)543-1529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell [\(732\) 397-4796](tel:(732)397-4796) – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]
Sent: Thursday, January 21, 2016 9:40 AM
To: Al Appel; PORCHE, MARY B; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten
Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p (812) 481-5160 | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Thursday, January 21, 2016 12:33 PM
To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>
Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Tuesday, January 05, 2016 9:00 PM
To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>; 'lhf@associatesin dermatology.com' <lhf@associatesin dermatology.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey' <tmabrey@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL <gh6282@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- aappel@associatesin dermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing **20mbps MIS TDM Digital PRI MMEC.959433** to **50mbps EaMIS TDM Digital PRI BBEC.554292** that is **currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.**

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959

...

[Message clipped]

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!





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ENDRES, JAM (Legal)

From: HOLDER, GAIL
Sent: Thursday, January 28, 2016 11:46 AM
To: PORCHE, MARY B; Bart Meyer
Cc: Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; BLACK, PAUL E; HOLDER, GAIL
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,
I sure will!
So we will Not test the voice at all with the test numbers, so you can move the numbers later?

Gail Holder
Order Manager Global Ordering EaFlex
Phone: (404) 986-2170
E-mail gh6282@att.com

Customer Self Order Status Website: [OSM](#)
AT&T Internal Order Status Tool: [IOS](#)

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

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From: PORCHE, MARY B
Sent: Thursday, January 28, 2016 11:09 AM
To: Bart Meyer <bartmeyer@tekconnection.com>; HOLDER, GAIL <gh6282@att.com>
Cc: HOLDER, GAIL <gh6282@att.com>; Al Appel <aappel@associatesin dermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Hope Flannery <lhf@associatesin dermatology.com>; Pete Mikiten <pmikiten@matrixintegration.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Gail,

Please assist the customer with data only turn up.

Thanks

Mary Porche, Order Specialist
AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support:
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Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 –
jw1934@att.com

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From: Bart Meyer [<mailto:bartmeyer@tekconnection.com>]

Sent: Thursday, January 28, 2016 8:07 AM

To: PORCHE, MARY B

Cc: HOLDER, GAIL; Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

I never did see the response from my previous request. Can we go ahead and cut-over the internet prior to migrating the voice? I believe in both situations it's basically going to just be moving the patch cable from one piece of equipment to the other after AT&T turns down the old ckt and brings up the new one. Correct?

On Tue, Jan 26, 2016 at 4:29 PM, PORCHE, MARY B <mp1485@att.com> wrote:

Team,

If you can get the voice and data tested with some new test numbers, then I can move the numbers later without an engineer. This is providing that you keep the new numbers up and working on the same equipment that will be used to add the moving numbers. If this will work for you, then Gail can add some new numbers for you at the time of the turn up. Once that is done and order is closed out, I can move your numbers for you at the time that you request. Let me know.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell [\(732\) 397-4796](tel:(732)397-4796) –
jw1934@att.com

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From: Bart Meyer [mailto:bartmeyer@tekconnection.com]

Sent: Tuesday, January 26, 2016 1:22 PM

To: PORCHE, MARY B

Cc: Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Can we go ahead and move forward with the internet cut-over and then do the phone cut-over at a different time?

On Tue, Jan 26, 2016 at 4:15 PM, PORCHE, MARY B <mp1485@att.com> wrote:

Team,

We don't have any 6PM EST slots available for the month of February. The latest is 5PM EST and then it jumps to 8PM EST with an opening on the 15th and 17th. Let me know.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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[Link](#)

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) –
jw1934@att.com

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From: Bart Meyer [mailto:bartmeyer@tekconnection.com]

Sent: Tuesday, January 26, 2016 12:39 PM

To: Al Appel

Cc: Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <aappel@associatesindermatology.com> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

From: Tanna Mabrey [mailto:tmabrey@matrixintegration.com]

Sent: Tuesday, January 26, 2016 3:19 PM

To: Al Appel <aappel@associatesindermatology.com>; 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

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

Sent: Tuesday, January 26, 2016 2:00 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Friday, January 22, 2016 11:35 AM

To: Chris Schmitt <cschmitt@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson ([\(732\) 844-5113](tel:732-844-5113)) or Cell ([\(732\) 397-4796](tel:732-397-4796)) – jw1934@att.com

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From: Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

Sent: Thursday, January 21, 2016 5:42 PM

To: Al Appel; PORCHE, MARY B; Tanna Mabrey; lhf@associatesindermatology.com; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

Chris Schmitt

Systems Engineer

Matrix Integration

p [812-481-5157](tel:812-481-5157) | c [502-356-2013](tel:502-356-2013) | e

cschmitt@matrixintegration.com

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

Sent: Thursday, January 21, 2016 6:54 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 3:27 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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

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

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]
Sent: Thursday, January 21, 2016 10:33 AM
To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten
Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Thursday, January 21, 2016 1:32 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17th or 18th. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: [\(925\) 543-1529](tel:(925)543-1529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell [\(732\) 397-4796](tel:(732)397-4796) – jw1934@att.com

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

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]
Sent: Thursday, January 21, 2016 10:08 AM
To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten
Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:812-481-5160) | c [\(812\) 827-3232](tel:812-827-3232) | f [\(812\) 482-5064](tel:812-482-5064) | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 12:53 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19th will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19th is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]
Sent: Thursday, January 21, 2016 9:40 AM
To: Al Appel; PORCHE, MARY B; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten
Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Thursday, January 21, 2016 12:33 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>
Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Tuesday, January 05, 2016 9:00 PM
To: 'aappel@associatesindermatology.com' <aappel@associatesindermatology.com>; 'lhf@associatesindermatology.com' <lhf@associatesindermatology.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey' <tmabrey@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL <gh6282@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- aappel@associatesindermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing **20mbps MIS TDM Digital PRI MMEC.959433** to **50mbps EaMIS TDM Digital PRI BBEC.554292** that is **currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.**

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959

...

[Message clipped]

ENDRES, JAM (Legal)

From: PORCHE, MARY B
Sent: Thursday, January 28, 2016 11:09 AM
To: Bart Meyer; HOLDER, GAIL
Cc: HOLDER, GAIL; Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; BLACK, PAUL E
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Gail,

Please assist the customer with data only turn up.

Thanks

Mary Porche, Order Specialist
AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support:
[Link](#)
Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 –
jw1934@att.com

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

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From: Bart Meyer [mailto:bartmeyer@tekconnection.com]
Sent: Thursday, January 28, 2016 8:07 AM
To: PORCHE, MARY B
Cc: HOLDER, GAIL; Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; BLACK, PAUL E
Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

I never did see the response from my previous request. Can we go ahead and cut-over the internet prior to migrating the voice? I believe in both situations it's basically going to just be moving the patch cable from one piece of equipment to the other after AT&T turns down the old ckt and brings up the new one. Correct?

On Tue, Jan 26, 2016 at 4:29 PM, PORCHE, MARY B <mp1485@att.com> wrote:

Team,

If you can get the voice and data tested with some new test numbers, then I can move the numbers later without an engineer. This is providing that you keep the new numbers up and working on the same equipment that will be used to add the moving numbers. If this will work for you, then Gail can add some new numbers for you at the time of the turn up. Once that is done and order is closed out, I can move your numbers for you at the time that you request. Let me know.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:(925)543-1529) Email: mp1485@att.com

Next Level Support:

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[Link](#)

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell [\(732\) 397-4796](tel:(732)397-4796) –
jw1934@att.com

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From: Bart Meyer [mailto:bartmeyer@tekconnection.com]

Sent: Tuesday, January 26, 2016 1:22 PM

To: PORCHE, MARY B

Cc: Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Can we go ahead and move forward with the internet cut-over and then do the phone cut-over at a different time?

On Tue, Jan 26, 2016 at 4:15 PM, PORCHE, MARY B <mp1485@att.com> wrote:

Team,

We don't have any 6PM EST slots available for the month of February. The latest is 5PM EST and then it jumps to 8PM EST with an opening on the 15th and 17th. Let me know.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:925-543-1529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) –
jw1934@att.com

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From: Bart Meyer [mailto:bartmeyer@tekconnection.com]

Sent: Tuesday, January 26, 2016 12:39 PM

To: Al Appel

Cc: Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <aappel@associatesindermatology.com> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

From: Tanna Mabrey [mailto:tmabrey@matrixintegration.com]

Sent: Tuesday, January 26, 2016 3:19 PM

To: Al Appel <aappel@associatesindermatology.com>; 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Tuesday, January 26, 2016 2:00 PM
To: 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Friday, January 22, 2016 11:35 AM
To: Chris Schmitt <cschmitt@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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From: Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

Sent: Thursday, January 21, 2016 5:42 PM

To: Al Appel; PORCHE, MARY B; Tanna Mabrey; lhf@associatesindermatology.com; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

Chris Schmitt

Systems Engineer

Matrix Integration

p [812-481-5157](tel:812-481-5157) | c [502-356-2013](tel:502-356-2013) | e

cschmitt@matrixintegration.com

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Thursday, January 21, 2016 6:54 PM
To: 'PORCHE, MARY B' <mp1485@att.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Thursday, January 21, 2016 3:27 PM
To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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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 10:33 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 1:32 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17th or 18th. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:08 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 12:53 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19th will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is

to do it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19th is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 9:40 AM

To: Al Appel; PORCHE, MARY B; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

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

Sent: Thursday, January 21, 2016 12:33 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Tuesday, January 05, 2016 9:00 PM
To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>; 'lhf@associatesin dermatology.com' <lhf@associatesin dermatology.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey' <tmabrey@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL <gh6282@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- aappel@associatesin dermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing **20mbps MIS TDM Digital PRI MMEC.959433** to **50mbps EaMIS TDM Digital PRI BBEC.554292** that is **currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.**

Vertical text on the left margin, possibly a page number or header.

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959

...

[Message clipped]

ENDRES, JAM (Legal)

From: Bart Meyer <bartmeyer@tekconnection.com>
Sent: Thursday, January 28, 2016 11:07 AM
To: PORCHE, MARY B
Cc: HOLDER, GAIL; Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; BLACK, PAUL E
Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

I never did see the response from my previous request. Can we go ahead and cut-over the internet prior to migrating the voice? I believe in both situations it's basically going to just be moving the patch cable from one piece of equipment to the other after AT&T turns down the old ckt and brings up the new one. Correct?

On Tue, Jan 26, 2016 at 4:29 PM, PORCHE, MARY B <mp1485@att.com> wrote:

Team,

If you can get the voice and data tested with some new test numbers, then I can move the numbers later without an engineer. This is providing that you keep the new numbers up and working on the same equipment that will be used to add the moving numbers. If this will work for you, then Gail can add some new numbers for you at the time of the turn up. Once that is done and order is closed out, I can move your numbers for you at the time that you request. Let me know.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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

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If you have received this email in error please do not forward or distribute it to anyone else, call [\(925\) 543-1529](#) to report the error and then delete this message from your system.

From: Bart Meyer [mailto:bartmeyer@tekconnection.com]

Sent: Tuesday, January 26, 2016 1:22 PM

To: PORCHE, MARY B

Cc: Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Can we go ahead and move forward with the internet cut-over and then do the phone cut-over at a different time?

On Tue, Jan 26, 2016 at 4:15 PM, PORCHE, MARY B <mp1485@att.com> wrote:

Team,

We don't have any 6PM EST slots available for the month of February. The latest is 5PM EST and then it jumps to 8PM EST with an opening on the 15th and 17th. Let me know.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) –
jw1934@att.com

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From: Bart Meyer [mailto:bartmeyer@tekconnection.com]

Sent: Tuesday, January 26, 2016 12:39 PM

To: Al Appel

Cc: Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <aappel@associatesindermatology.com> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

From: Tanna Mabrey [mailto:tmabrey@matrixintegration.com]

Sent: Tuesday, January 26, 2016 3:19 PM

To: Al Appel <aappel@associatesindermatology.com>; 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

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

Sent: Tuesday, January 26, 2016 2:00 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Friday, January 22, 2016 11:35 AM

To: Chris Schmitt <cschmitt@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery'

<lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:(925)543-1529) Email: mp1485@att.com

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell [\(732\) 397-4796](tel:(732)397-4796) – jw1934@att.com

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From: Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

Sent: Thursday, January 21, 2016 5:42 PM

To: Al Appel; PORCHE, MARY B; Tanna Mabrey; lhf@associatesindermatology.com; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

Chris Schmitt

Systems Engineer

Matrix Integration

p [812-481-5157](tel:812-481-5157) | c [502-356-2013](tel:502-356-2013) | e

cschmitt@matrixintegration.com

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

Sent: Thursday, January 21, 2016 6:54 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 3:27 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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

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

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

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

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:33 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 1:32 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17th or 18th. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – 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 10:08 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 12:53 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19th will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19th is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 9:40 AM

To: Al Appel; PORCHE, MARY B; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO,

KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

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

Sent: Thursday, January 21, 2016 12:33 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Tuesday, January 05, 2016 9:00 PM
To: 'aappel@associatesindermatology.com' <aappel@associatesindermatology.com>; 'lhf@associatesindermatology.com' <lhf@associatesindermatology.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey' <tmabrey@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL <gh6282@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- aappel@associatesindermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing 20mbps MIS TDM Digital PRI MMEC.959433 to 50mbps EaMIS TDM Digital PRI BBEC.554292 that is currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959

...

[Message clipped]

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Thursday, January 28, 2016 12:11 PM
To: BLACK, PAUL E
Subject: RE: Welcome to RingCentral Office@Hand from AT&T

If you don't mind, let's get an 812 number.

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Thursday, January 28, 2016 11:56 AM
To: Hope Flannery
Subject: Re: Welcome to RingCentral Office@Hand from AT&T

It will work there but we can select local 812 numbers for this site on the implementation call if you wish.

Sent from my iPad

On Jan 28, 2016, at 10:51 AM, Hope Flannery <lhf@associatesindermatology.com> wrote:

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)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Thursday, January 28, 2016 12:05 PM
To: BLACK, PAUL E
Subject: RE: Our Meeting Today

Paul,

I did not get a call today. Will they reschedule?

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Wednesday, January 27, 2016 11:25 AM
To: Hope Flannery; 'Al Appel'
Subject: RE: Our Meeting Today

Yes. I can put a note on the order for them to call ahead. What number should they call?

Paul Black

AT&T Corporate Business Solutions
Regional Sales Manager
Phone: 502-561-5835
Mobile: 502-553-3788
Fax: 866-398-2530
Email: pb7183@att.com

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www.att.com/help

From: Hope Flannery [mailto:lhf@associatesindermatology.com]
Sent: Wednesday, January 27, 2016 11:25 AM
To: BLACK, PAUL E <pb7183@att.com>; 'Al Appel' <aappel@associatesindermatology.com>
Subject: RE: Our Meeting Today

Can they notify me when they are within 30 minutes of installation so that we don't have to sit down there all morning?

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Wednesday, January 27, 2016 11:14 AM
To: Al Appel; 'Hope Flannery'
Subject: RE: Our Meeting Today

It is due for tomorrow 8:00AM – 12:00PM as long as someone can meet the technician there. If it needs to be a later date and time just let me know.

Thanks!

Paul Black

AT&T Corporate Business Solutions
Regional Sales Manager
Phone: 502-561-5835
Mobile: 502-553-3788
Fax: 866-398-2530
Email: pb7183@att.com

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www.att.com/help

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, January 27, 2016 11:13 AM
To: BLACK, PAUL E <pb7183@att.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>
Subject: RE: Our Meeting Today

Hi Paul,

How long will it take to reactivate the old line?

The \$99.00 line will work for us.

Thank you,

Al

From: BLACK, PAUL E [<mailto:pb7183@att.com>]
Sent: Wednesday, January 27, 2016 10:33 AM
To: Hope Flannery <lhf@associatesin dermatology.com>; aappel@associatesin dermatology.com
Subject: RE: Our Meeting Today

OK. I will get an order placed to reactivate the old line. I will pass the order info over to you as soon as I have it.

Also I can go ahead and order the Office @ Hand phone service we discussed for the New Albany location. It will be a 2 user account for \$60 monthly. I just need to know which IP Phone you would like to order. The first page of the attached pricing sheet shows the basic phones. Just let me know which ones you would like to order and where they should be shipped.

Thanks!

Paul Black

AT&T Corporate Business Solutions
Regional Sales Manager
Phone: 502-561-5835
Mobile: 502-553-3788

Fax: 866-398-2530
Email: pb7183@att.com

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www.att.com/help

From: Hope Flannery [<mailto:lhf@associatesin dermatology.com>]
Sent: Wednesday, January 27, 2016 8:48 AM
To: BLACK, PAUL E <pb7183@att.com>; aappel@associatesin dermatology.com
Subject: RE: Our Meeting Today

Paul,

We tested the alarm yesterday and they did not get any signal whatsoever. So I am not sure that either line is connected.

From: BLACK, PAUL E [<mailto:pb7183@att.com>]
Sent: Thursday, January 21, 2016 3:29 PM
To: aappel@associatesin dermatology.com; Hope Flannery
Subject: Our Meeting Today

Thank you for taking time to meet with me today and discuss your AT&T accounts. It was a pleasure to converse with you and I am looking forward to our continued partnership in 2016 and beyond.

Here are my action item takeaways from the meeting today. If further action requires your confirmation it will be noted below.

- I have placed RDS request # 012116OSW56078 to remove the 2 lines 502-420-0115 and 502-426-0144 from account 502-420-0115-001. One of the remaining phone lines on this account will not become the lead account number so the account number on your monthly statement will change. Hope will receive email confirmation of this request once it is assigned to a specialist.
- I issued a credit of \$501.48 to this account to compensate you for some of the time it has taken to complete this request.
- I have placed a disconnect request on Uverse account 146547566 that will complete tomorrow 1/22/16. Order number 2423057988A
- I also issued an adjustment of \$350 for 90 days billing on this account.
- Account 502-587-8322-001 was disconnected back in September. I am concerned that the alarm service at the downtown building is actually now working over the Uverse voice line and when we disconnect you may lose alarm service. **Please call me when you have a moment to discuss.**
- Account 171-795-3422-001 appears to be long distance charges for 812 numbers, I am assuming in the New Albany office. I have attached a detailed bill.

Best Regards,

Paul Black

AT&T Corporate Business Solutions

Strategic Account Manager II

Phone: 502-561-5835

Mobile: 502-553-3788

Fax: 866-398-2530

Email: pb7183@att.com

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Thursday, January 28, 2016 7:24 AM
To: BLACK, PAUL E
Subject: RE: Our Meeting Today

I am sorry. I should have clarified. Do we have the new phone number for the NA location that we discussed last week?

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

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Wednesday, January 27, 2016 4:05 PM
To: Hope Flannery
Subject: Re: Our Meeting Today

it is the same as the old number.

502-587-8322

Sent from my iPad

> On Jan 27, 2016, at 3:03 PM, Hope Flannery
<lhf@associatesindermatology.com> wrote:

>

> 502-587-8322

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Thursday, January 28, 2016 9:54 AM
To: BLACK, PAUL E
Subject: RE: Our Meeting Today

I am sorry. I thought Al responded in a email. We are okay with the basic model that was \$99.

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

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Thursday, January 28, 2016 9:37 AM
To: Hope Flannery
Subject: RE: Our Meeting Today

We can get the numbers quickly. I just need to order it and before I do I need to get your approval on which phones you would like to select. The first page of the attached document shows the basic phones that I think best fit your application.

Let me know which model you would like. I will place the order and you will get an email within 48 hours with your portal info and number assignments.

The phones will arrive, you plug them in to the internet, they self-configure and are off and running.

Thanks!

Paul Black
AT&T Corporate Business Solutions
Regional Sales Manager
Phone: 502-561-5835
Mobile: 502-553-3788
Fax: 866-398-2530
Email: pb7183@att.com

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<https://att.app.box.com/BusinessCustomerCare>

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www.att.com/help

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>

> 502-587-8322

ENDRES, JAM (Legal)

From: BLACK, PAUL E
Sent: Thursday, January 28, 2016 11:31 AM
To: 'Hope Flannery'; 'Al Appel'
Subject: RE: Our Meeting Today

Thank you for confirming. I did receive that email but I misconstrued that info as pertaining to the security line.

The order has been placed and the phones will be shipped. You should receive an email within 24-48 hours that will give you your portal access and confirm a scheduled call with an implementation consultant.

Please add me to replies on any emails you receive and I can help coordinate.

Thanks!

Paul Black
AT&T Corporate Business Solutions
Regional Sales Manager
Phone: 502-561-5835
Mobile: 502-553-3788
Fax: 866-398-2530
Email: pb7183@att.com

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Need help with a personal account? Click here.
www.att.com/help

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

From: Hope Flannery [mailto:lhf@associatesindermatology.com]
Sent: Thursday, January 28, 2016 9:54 AM
To: BLACK, PAUL E <pb7183@att.com>
Subject: RE: Our Meeting Today

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

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Thursday, January 28, 2016 9:37 AM
To: Hope Flannery
Subject: RE: Our Meeting Today

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Let me know which model you would like. I will place the order and you will get an email within 48 hours with your portal info and number assignments.

The phones will arrive, you plug them in to the internet, they self-configure and are off and running.

Thanks!

Paul Black
AT&T Corporate Business Solutions
Regional Sales Manager
Phone: 502-561-5835
Mobile: 502-553-3788
Fax: 866-398-2530
Email: pb7183@att.com

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www.att.com/help

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

From: Hope Flannery [mailto:lhf@associatesindermatology.com]
Sent: Thursday, January 28, 2016 7:24 AM
To: BLACK, PAUL E <pb7183@att.com>
Subject: RE: Our Meeting Today

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

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Sent: Wednesday, January 27, 2016 4:05 PM
To: Hope Flannery
Subject: Re: Our Meeting Today

it is the same as the old number.

502-587-8322

Sent from my iPad

> On Jan 27, 2016, at 3:03 PM, Hope Flannery
<lhf@associatesindermatology.com> wrote:

>

> 502-587-8322

ENDRES, JAM (Legal)

From: SHUFF, SUZANNE A
Sent: Thursday, January 28, 2016 10:30 AM
To: BLACK, PAUL E
Subject: FW: Order N4479LL6 due today 01-28..FAO in SOCS...

TN 502.587.8322 IS PORTED OUT

Do they need a new number? If not they need AMC?

Suzanne Shuff

Louisville Small Business Office
Fax: 866 679-9806



From: MOORE, SANDRA C
Sent: Thursday, January 28, 2016 10:17 AM
To: SHUFF, SUZANNE A
Cc: HOGAN, MELISSA E
Subject: Order N4479LL6 due today 01-28..FAO in SOCS...

See error and first page of order below...

Thank you,
Sandra C. Moore
SFJRT

**TN 502.587.8322 IS PORTED OUT -
888-509-9399 TNAC**

SR **FAO** VN 000 SI 502569 RC BO PD - - AC N TI SOI BF RG N
TN **502 587-8322** SA CC 002 CD - - EX LSVL AD 01-27-16 HU 1042 ID 01-27
ORD N4479LL6 CS 1FBCL SLS **YRNRGQB** DD 01-28-16 AC * AP W MA
ZRTI K,B,866 211-8658,SS,502582 IDZIP40202
ICENTS90
ZSLI ---DIR
ZTM 0800A-1200P IDDA BA
IPCL Y 01-27-2016 IDEL A1
ITTRA502 569
ZDDD 01-28-16 ---BILL
ZOCD 01-28-2016 IBN1 ASSOICATE IN
IFCI FTTN IBN2 DERMATOLOGY
IBA3 3810 SPRINGHURST BLVD # 200

---LIST IPO LOUISVILLE KY 40241
INP (NON-PUB) ASSOCIATES; IN ITAR 000,856
DERMATOLOGY IZAENN
ILA 324 E BROADWAY, LOUISVILLE ICI CORP P HOPE FLANNERY CBR
ISA 324 E BROADWAY, LOUISVILLE 5026252221 TRT: HOPE FLANNERY
IFCTN502 587-8322;D ONLY OBS: NPS
IYPH 999001 ICC D
NONE IOWNRC
ISIC 1799 MORE SCROLL =>

ENDRES, JAM (Legal)

From: SHUFF, SUZANNE A
Sent: Thursday, January 28, 2016 10:34 AM
To: BLACK, PAUL E
Subject: RE: Order N4479LL6 due today 01-28..FAO in SOCS...

The new number is 502 589-5090

Suzanne Shuff
Louisville Small Business Office
Fax: 866 679-9806



From: BLACK, PAUL E
Sent: Thursday, January 28, 2016 10:31 AM
To: SHUFF, SUZANNE A
Subject: Re: Order N4479LL6 due today 01-28..FAO in SOCS...

A new number is fine. it is an alarm line.

Sent from my iPad

On Jan 28, 2016, at 9:30 AM, SHUFF, SUZANNE A <ss5501@att.com> wrote:

TN 502.587.8322 IS PORTED OUT

Do they need a new number? If not they need AMC?

Suzanne Shuff
Louisville Small Business Office
Fax: 866 679-9806
<image001.png>

From: MOORE, SANDRA C
Sent: Thursday, January 28, 2016 10:17 AM
To: SHUFF, SUZANNE A
Cc: HOGAN, MELISSA E
Subject: Order N4479LL6 due today 01-28..FAO in SOCS...

See error and first page of order below...

Thank you,
Sandra C. Moore

SFJRT

TN 502.587.8322 IS PORTED OUT -
888-509-9399 TNAC

SR **FAQ** VN 000 SI 502569 RC BO PD - - AC N TI SOI BF RG N
TN **502 587-8322** SA CC 002 CD - - EX LSVL AD 01-27-16 HU 1042 ID 01-27
ORD N4479LL6 CS 1FBCL SLS **YRNRGQB** DD 01-28-16 AC * AP W MA
ZRTI K,B,866 211-8658,SS,502582 IDZIP40202
ICENTS90
ZSLI ---DIR
ZTM 0800A-1200P IDDA BA
IPCL Y 01-27-2016 IDEL A1
ITTRA502 569
ZDDD 01-28-16 ---BILL
ZOCD 01-28-2016 IBN1 ASSOICATE IN
IFCI FTTN IBN2 DERMATOLOGY
IBA3 3810 SPRINGHURST BLVD # 200
---LIST IPO LOUISVILLE KY 40241
INP (NON-PUB) ASSOCIATES; IN ITAR 000,856
DERMATOLOGY IZAENN
ILA 324 E BROADWAY, LOUISVILLE ICI CORP P HOPE FLANNERY CBR
ISA 324 E BROADWAY, LOUISVILLE 5026252221 TRT: HOPE FLANNERY
IFCTN502 587-8322;D ONLY OBS: NPS
YYPH 999001 ICC D
NONE IOWNRC
ISIC 1799 MORE SCROLL =>

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesin dermatology.com>
Sent: Wednesday, January 27, 2016 4:04 PM
To: BLACK, PAUL E
Subject: RE: Our Meeting Today

Do you have the new phone number yet?

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Wednesday, January 27, 2016 11:25 AM
To: Hope Flannery; 'Al Appel'
Subject: RE: Our Meeting Today

Yes. I can put a note on the order for them to call ahead. What number should they call?

Paul Black

AT&T Corporate Business Solutions
Regional Sales Manager
Phone: 502-561-5835
Mobile: 502-553-3788
Fax: 866-398-2530
Email: pb7183@att.com

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From: Hope Flannery [mailto:lhf@associatesin dermatology.com]
Sent: Wednesday, January 27, 2016 11:25 AM
To: BLACK, PAUL E <pb7183@att.com>; 'Al Appel' <aappel@associatesin dermatology.com>
Subject: RE: Our Meeting Today

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To: Al Appel; 'Hope Flannery'
Subject: RE: Our Meeting Today

It is due for tomorrow 8:00AM – 12:00PM as long as someone can meet the technician there. If it needs to be a later date and time just let me know.

Thanks!

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Hi Paul,

How long will it take to reactivate the old line?

The \$99.00 line will work for us.

Thank you,

Al

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From: Hope Flannery [<mailto:lhf@associatesin dermatology.com>]
Sent: Wednesday, January 27, 2016 8:48 AM
To: BLACK, PAUL E <pb7183@att.com>; aappel@associatesin dermatology.com
Subject: RE: Our Meeting Today

Paul,

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Sent: Thursday, January 21, 2016 3:29 PM
To: aappel@associatesin dermatology.com; Hope Flannery
Subject: Our Meeting Today

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Best Regards,

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AT&T Corporate Business Solutions

Strategic Account Manager II

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Mobile: 502-553-3788

Fax: 866-398-2530

Email: pb7183@att.com

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ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Wednesday, January 27, 2016 1:09 PM
To: BLACK, PAUL E; 'Al Appel'
Subject: RE: Our Meeting Today

502-625-2221

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To: Hope Flannery; 'Al Appel'
Subject: RE: Our Meeting Today

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Fax: 866-398-2530

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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Tuesday, January 26, 2016 4:05 PM
To: BLACK, PAUL E; 'Hope Flannery'
Subject: RE: Our Meeting Today

Paul,

I appreciate your quick response and helping us fix these issues. The church alarm is a big concern and we need to have 1 working phone line.

Thanks,

Al

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ENDRES, JAM (Legal)

From: PORCHE, MARY B
Sent: Tuesday, January 26, 2016 4:29 PM
To: Bart Meyer; HOLDER, GAIL
Cc: Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

If you can get the voice and data tested with some new test numbers, then I can move the numbers later without an engineer. This is providing that you keep the new numbers up and working on the same equipment that will be used to add the moving numbers. If this will work for you, then Gail can add some new numbers for you at the time of the turn up. Once that is done and order is closed out, I can move your numbers for you at the time that you request. Let me know.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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

[Link](#)

Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 –

jw1934@att.com

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

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

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

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

This message and any attachments to it contain confidential business information intended solely for the recipients.

If you have received this email in error please do not forward or distribute it to anyone else, call (925) 543-1529 to report the error and then delete this message from your system.

From: Bart Meyer [mailto:bartmeyer@tekconnection.com]

Sent: Tuesday, January 26, 2016 1:22 PM

To: PORCHE, MARY B

Cc: Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

- Can we go ahead and move forward with the internet cut-over and then do the phone cut-over at a different time?

On Tue, Jan 26, 2016 at 4:15 PM, PORCHE, MARY B <mp1485@att.com> wrote:

Team,

We don't have any 6PM EST slots available for the month of February. The latest is 5PM EST and then it jumps to 8PM EST with an opening on the 15th and 17th. Let me know.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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[Link](#)

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) –
jw1934@att.com

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

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From: Bart Meyer [mailto:bartmeyer@tekconnection.com]

Sent: Tuesday, January 26, 2016 12:39 PM

To: Al Appel

Cc: Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <aappel@associatesindermatology.com> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

From: Tanna Mabrey [mailto:tmabrey@matrixintegration.com]

Sent: Tuesday, January 26, 2016 3:19 PM

To: Al Appel <aappel@associatesindermatology.com>; 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c [\(812\) 827-3232](tel:8128273232) | f [\(812\) 482-5064](tel:8124825064) | e tmabrey@matrixintegration.com

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

Sent: Tuesday, January 26, 2016 2:00 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Friday, January 22, 2016 11:35 AM
To: Chris Schmitt <cschmitt@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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[Link](#)

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:732-844-5113) or Cell [\(732\) 397-4796](tel:732-397-4796) –
jw1934@att.com

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From: Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

Sent: Thursday, January 21, 2016 5:42 PM

To: Al Appel; PORCHE, MARY B; Tanna Mabrey; lhf@associatesindermatology.com; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

Chris Schmitt

Systems Engineer

Matrix Integration

p [812-481-5157](tel:812-481-5157) | c [502-356-2013](tel:502-356-2013) | e

cschmitt@matrixintegration.com

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

Sent: Thursday, January 21, 2016 6:54 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 3:27 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:33 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 1:32 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17th or 18th. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:(925)543-1529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell [\(732\) 397-4796](tel:(732)397-4796) – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:08 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 12:53 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19th will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19th is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

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Next Level Support Contact: Area Manager Jane Wilson ([732\) 844-5113](tel:7328445113) or Cell ([732\) 397-4796](tel:7323974796) – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 9:40 AM

To: Al Appel; PORCHE, MARY B; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p ([812\) 481-5160](tel:8124815160) | c ([812\) 827-3232](tel:8128273232) | f ([812\) 482-5064](tel:8124825064) | e tmabrey@matrixintegration.com

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

Sent: Thursday, January 21, 2016 12:33 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Tuesday, January 05, 2016 9:00 PM

To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>; 'lhf@associatesin dermatology.com' <lhf@associatesin dermatology.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey' <tmabrey@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL <gh6282@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- aappel@associatesindermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing **20mbps MIS TDM Digital PRI MMEC.959433** to **50mbps EaMIS TDM Digital PRI BBEC.554292** that is **currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.**

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959
502	5697344	5697344
502	5697711	5697711
502	5831749	5831749
502	5835024	5835024
502	5835228	5835228
502	5839061	5839061
502	6143008	6143008
502	6252200	6252221
502	8227101	8227102

The TN move will follow the Hot Cut processes.

Moving 51 TN's

AT&T provided Leave behind TN:

Hot Cut process approved on 12/21/2015 by customer (email attached)

Customer is requesting a move date of 1/22/2016 @3PM EST

Sales Account Mgr: Name: Miles Fitzgerald [\(502\) 415-5639](tel:5024155639) mf079j@att.com

TSC: Bertram Byam Jr. [\(502\) 836-6131](tel:5028366131) - bb531x@att.com

CSS: Chloe Jane Paguntalan - [402-399-4041](tel:4023994041) - cp754g@att.com

Order Specialist: Mary Porche- MP1485@att.com-<<mailto:MP1485@att.com>->
[9255431529](tel:9255431529)

Project Manager: Kristine Sarmiento [402-392-9324](tel:4023929324) ks812c@att.com

Flex/EaFlex OM: GAIL HOLDER gh6282@att.com

[\(404\)986-2170](tel:4049862170)

New Start order numbers:

New Start Order: CSM151109122752

USRP Order: IP15085440

GIOM Order: ISR15110943075 - 158897693

- 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**

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:(925)543-1529) Email: mp1485@att.com

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To read this disclaimer please [click here](#)

ENDRES, JAM (Legal)

From: Bart Meyer <bartmeyer@tekconnection.com>
Sent: Tuesday, January 26, 2016 4:22 PM
To: PORCHE, MARY B
Cc: Al Appel; Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E
Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Can we go ahead and move forward with the internet cut-over and then do the phone cut-over at a different time?

On Tue, Jan 26, 2016 at 4:15 PM, PORCHE, MARY B <mp1485@att.com> wrote:

Team,

We don't have any 6PM EST slots available for the month of February. The latest is 5PM EST and then it jumps to 8PM EST with an opening on the 15th and 17th. Let me know.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) –
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From: Bart Meyer [mailto:bartmeyer@tekconnection.com]

Sent: Tuesday, January 26, 2016 12:39 PM

To: Al Appel

Cc: Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <aappel@associatesindermatology.com> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

From: Tanna Mabrey [mailto:tmabrey@matrixintegration.com]

Sent: Tuesday, January 26, 2016 3:19 PM

To: Al Appel <aappel@associatesindermatology.com>; 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

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

Sent: Tuesday, January 26, 2016 2:00 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Tanna Mabrey

<tmabrey@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten
<pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

AI

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Friday, January 22, 2016 11:35 AM

To: Chris Schmitt <cschmitt@matrixintegration.com>; AI Appel <aappel@associatesindermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) –
jw1934@att.com

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

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From: Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

Sent: Thursday, January 21, 2016 5:42 PM

To: Al Appel; PORCHE, MARY B; Tanna Mabrey; lhf@associatesindermatology.com; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

Chris Schmitt

Systems Engineer

Matrix Integration
p [812-481-5157](tel:812-481-5157) | c [502-356-2013](tel:502-356-2013) | e

cschmitt@matrixintegration.com

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

Sent: Thursday, January 21, 2016 6:54 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 3:27 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:(925)543-1529) Email: mp1485@att.com

Next Level Support:

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[Link](#)

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:732-844-5113) or Cell [\(732\) 397-4796](tel:732-397-4796) –
jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:33 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 1:32 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17th or 18th. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:(925)543-1529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell [\(732\) 397-4796](tel:(732)397-4796) – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:08 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesin dermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

Tanna Mabrey

Project Management Specialist

[Matrix Integration](#)

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 12:53 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19th will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19th is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:732-844-5113) or Cell [\(732\) 397-4796](tel:732-397-4796) –
jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 9:40 AM

To: Al Appel; PORCHE, MARY B; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

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

Sent: Thursday, January 21, 2016 12:33 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Tuesday, January 05, 2016 9:00 PM

To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>; 'lhf@associatesin dermatology.com' <lhf@associatesin dermatology.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey' <tmabrey@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL <gh6282@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- aappel@associatesindermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing **20Mbps MIS TDM Digital PRI MMEC.959433** to **50Mbps EaMIS TDM Digital PRI BBEC.554292** that is currently located at **3810 Springhurst Blvd Louisville KY 40241** to the same address.

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959
502	5697344	5697344
502	5697711	5697711
502	5831749	5831749
502	5835024	5835024
502	5835228	5835228
502	5839061	5839061
502	6143008	6143008
502	6252200	6252221
502	8227101	8227102

The TN move will follow the Hot Cut processes.

Moving 51 TN's

AT&T provided Leave behind TN:

Hot Cut process approved on 12/21/2015 by customer (email attached)

Customer is requesting a move date of 1/22/2016 @3PM EST

Sales Account Mgr: Name: Miles Fitzgerald [\(502\) 415-5639](tel:5024155639) mf079j@att.com

TSC: Bertram Byam Jr. [\(502\) 836-6131](tel:5028366131)- bb531x@att.com

CSS: Chloe Jane Paguntalan - [402-399-4041](tel:4023994041)- cp754g@att.com

Order Specialist: Mary Porche- MP1485@att.com-<<mailto:MP1485@att.com>> [9255431529](tel:9255431529)

Project Manager: Kristine Sarmiento [402-392-9324](tel:4023929324) ks812c@att.com

Flex/EaFlex OM: GAIL HOLDER gh6282@att.com

[\(404\)986-2170](tel:4049862170)

New Start order numbers:

New Start Order: CSM151109122752

USRP Order: IP15085440

GIOM Order: ISR15110943075 - 158897693

- **Acknowledge acceptance of the "Hot Cut" process: YES (a minimum of 3 hours downtime)**
- **Confirm the list of TNs to move: YES**
- **Provide a current number on the PBX that we can leave behind: AT&T provided**
- **Confirm if we are disconnecting MMEC.959433 circuit after the move is completed. YES**

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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[Link](#)

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell [\(732\) 397-4796](tel:(732)397-4796) –
jw1934@att.com

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To read this disclaimer please [click here](#)

ENDRES, JAM (Legal)

From: PORCHE, MARY B
Sent: Tuesday, January 26, 2016 4:16 PM
To: Bart Meyer; Al Appel
Cc: Tanna Mabrey; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We don't have any 6PM EST slots available for the month of February. The latest is 5PM EST and then it jumps to 8PM EST with an opening on the 15th and 17th. Let me know.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

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From: Bart Meyer [mailto:bartmeyer@tekconnection.com]

Sent: Tuesday, January 26, 2016 12:39 PM

To: Al Appel

Cc: Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <aappel@associatesindermatology.com> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

From: Tanna Mabrey [mailto:tmabrey@matrixintegration.com]

Sent: Tuesday, January 26, 2016 3:19 PM

To: Al Appel <aappel@associatesindermatology.com>; 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

Tanna Mabrey

Matrix Integration

p (812) 481-5160 | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Tuesday, January 26, 2016 2:00 PM
To: 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Friday, January 22, 2016 11:35 AM
To: Chris Schmitt <cschmitt@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) –
jw1934@att.com

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

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From: Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

Sent: Thursday, January 21, 2016 5:42 PM

To: Al Appel; PORCHE, MARY B; Tanna Mabrey; lhf@associatesindermatology.com; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

Chris Schmitt

Systems Engineer

Matrix Integration

p [812-481-5157](tel:812-481-5157) | c [502-356-2013](tel:502-356-2013) | e

cschmitt@matrixintegration.com

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

Sent: Thursday, January 21, 2016 6:54 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 3:27 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) –
jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:33 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 1:32 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17th or 18th. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell (732) 397-4796 – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:08 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 12:53 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19th will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19th is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell (732) 397-4796 – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]
Sent: Thursday, January 21, 2016 9:40 AM
To: Al Appel; PORCHE, MARY B; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten
Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Thursday, January 21, 2016 12:33 PM
To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>
Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Tuesday, January 05, 2016 9:00 PM
To: 'aappel@associatesindermatology.com' <aappel@associatesindermatology.com>; 'lhf@associatesindermatology.com' <lhf@associatesindermatology.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey' <tmabrey@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL <gh6282@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- aappel@associatesindermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing **20mbps MIS TDM Digital PRI MMEC.959433** to **50mbps EaMIS TDM Digital PRI BBEC.554292** that is **currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.**

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959
502	5697344	5697344
502	5697711	5697711
502	5831749	5831749
502	5835024	5835024
502	5835228	5835228
502	5839061	5839061
502	6143008	6143008
502	6252200	6252221
502	8227101	8227102

The TN move will follow the Hot Cut processes.

- . Moving 51 TN's
- AT&T provided Leave behind TN:
- . Hot Cut process approved on 12/21/2015 by customer (email attached)
- . Customer is requesting a move date of 1/22/2016 @3PM EST

Sales Account Mgr: Name: Miles Fitzgerald [\(502\) 415-5639](tel:5024155639) mf079j@att.com

TSC: Bertram Byam Jr. [\(502\) 836-6131](tel:5028366131)- bb531x@att.com

CSS: Chloe Jane Paguntalan - [402-399-4041](tel:4023994041)- cp754g@att.com

Order Specialist: Mary Porche- MP1485@att.com-<<mailto:MP1485@att.com>> [9255431529](tel:9255431529)

Project Manager: Kristine Sarmiento [402-392-9324](tel:4023929324) ks812c@att.com

Flex/EaFlex OM: GAIL HOLDER gh6282@att.com

[\(404\)986-2170](tel:4049862170)

New Start order numbers:

New Start Order: CSM151109122752

USRP Order: IP15085440

GIOM Order: ISR15110943075 - 158897693

- Acknowledge acceptance of the "Hot Cut" process: **YES (a minimum of 3 hours downtime)**
- Confirm the list of TNs to move: **YES**
- Provide a current number on the PBX that we can leave behind: **AT&T provided**
- Confirm if we are disconnecting MMEC.959433 circuit after the move is completed. **YES**

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell (732) 397-4796 – jw1934@att.com

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To read this disclaimer please [click here](#)

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

From: Al Appel [mailto:aappel@associatesin dermatology.com]
Sent: Tuesday, January 26, 2016 2:00 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

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Sent: Friday, January 22, 2016 11:35 AM
To: Chris Schmitt <cschmitt@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>
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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

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From: Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

Sent: Thursday, January 21, 2016 5:42 PM

To: Al Appel; PORCHE, MARY B; Tanna Mabrey; lhf@associatesindermatology.com; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

Chris Schmitt

Systems Engineer

Matrix Integration

p 812-481-5157 | c 502-356-2013 | e
cschmitt@matrixintegration.com

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

Sent: Thursday, January 21, 2016 6:54 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Tanna Mabrey <tmabrey@matrixintegration.com>;
lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten
<pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L'
<tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>;
'HOLDER, GAIL' <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery'
<lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Thursday, January 21, 2016 3:27 PM
To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist
AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: (925) 543-1529 Email: mp1485@att.com

Next Level Support:

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support:
[Link](#)
Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 – jw1934@att.com

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AT&T Internal Order Status Tool: [IOS](#) & [OSM](#)
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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]
Sent: Thursday, January 21, 2016 10:33 AM
To: PORCHE, MARY B; Al Appel; lhf@associatesin dermatology.com; Chris Schmitt; Pete Mikiten
Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

Tanna Mabrey
Project Management Specialist

Matrix Integration

p (812) 481-5160 | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Thursday, January 21, 2016 1:32 PM
To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17th or 18th. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist
AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: (925) 543-1529 Email: mp1485@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]
Sent: Thursday, January 21, 2016 10:08 AM
To: PORCHE, MARY B; Al Appel; lhf@associatesin dermatology.com; Chris Schmitt; Pete Mikiten
Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE;

HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19? Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

Tanna Mabrey
Project Management Specialist

Matrix Integration

p (812) 481-5160 | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 12:53 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19th will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19th is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: (925) 543-1529 Email: mp1485@att.com

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Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 – jw1934@att.com

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 9:40 AM

To: Al Appel; PORCHE, MARY B; lhf@associatesin dermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p (812) 481-5160 | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

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

Sent: Thursday, January 21, 2016 12:33 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Tuesday, January 05, 2016 9:00 PM
To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>;
 'lhf@associatesin dermatology.com' <lhf@associatesin dermatology.com>; 'Chris Schmitt'
 <cscsmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey'
 <tmabrey@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L
 <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>;
 PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL <gh6282@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE
 ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY
 Customer Contacts: Al Appel- aappel@associatesin dermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing **20mbps MIS TDM Digital PRI MMEC.959433** to **50mbps EaMIS TDM Digital PRI BBEC.554292** that is **currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.**

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959
502	5697344	5697344
502	5697711	5697711
502	5831749	5831749
502	5835024	5835024
502	5835228	5835228
502	5839061	5839061
502	6143008	6143008
502	6252200	6252221
502	8227101	8227102

The TN move will follow the Hot Cut processes.

- . Moving 51 TN's
- . AT&T provided Leave behind TN:
- . Hot Cut process approved on 12/21/2015 by customer (email attached)
- . Customer is requesting a move date of 1/22/2016 @3PM EST

Sales Account Mgr: Name: Miles Fitzgerald (502) 415-5639 mf079j@att.com
 TSC: Bertram Byam Jr. (502) 836-6131- bb531x@att.com
 CSS: Chloe Jane Paguntalan - 402-399-4041- cp754g@att.com

Order Specialist: Mary Porche- MP1485@att.com-<<mailto:MP1485@att.com>> 9255431529
Project Manager: Kristine Sarmiento 402-392-9324 ks812c@att.com
Flex/EaFlex OM: GAIL HOLDER gh6282@att.com
(404)986-2170

New Start order numbers:

New Start Order: CSM151109122752
USRP Order: IP15085440
GIOM Order: ISR15110943075 - 158897693

- 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

Next Level Support:

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[Link](#)
Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 –
jw1934@att.com

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It is intended solely for the addressee and it falls under Matrix Integration's Confidential and

Privileged Communication notice.
To read this disclaimer please [click here](#)

ENDRES, JAM (Legal)

From: Bart Meyer <bartmeyer@tekconnection.com>
Sent: Tuesday, January 26, 2016 3:39 PM
To: Al Appel
Cc: Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E
Subject: Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <aappel@associatesindermatology.com> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

From: Tanna Mabrey [mailto:tmabrey@matrixintegration.com]
Sent: Tuesday, January 26, 2016 3:19 PM
To: Al Appel <aappel@associatesindermatology.com>; 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e tmabrey@matrixintegration.com

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

Sent: Tuesday, January 26, 2016 2:00 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Chris Schmitt <cschmitt@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesindermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Friday, January 22, 2016 11:35 AM

To: Chris Schmitt <cschmitt@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Bart Meyer <bartmeyer@tekconnection.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – jw1934@att.com

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From: Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

Sent: Thursday, January 21, 2016 5:42 PM

To: Al Appel; PORCHE, MARY B; Tanna Mabrey; lhf@associatesindermatology.com; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

Chris Schmitt

Systems Engineer

Matrix Integration

p [812-481-5157](tel:812-481-5157) | c [502-356-2013](tel:502-356-2013) | e

cschmitt@matrixintegration.com

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

Sent: Thursday, January 21, 2016 6:54 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; Tanna Mabrey <tmabrey@matrixintegration.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

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Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 3:27 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
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Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

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Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Thursday, January 21, 2016 1:32 PM
To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17th or 18th. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell (732) 397-4796 –
jw1934@att.com

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

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 10:08 AM

To: PORCHE, MARY B; Al Appel; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

Tanna Mabrey

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

From: PORCHE, MARY B [<mailto:mp1485@att.com>]

Sent: Thursday, January 21, 2016 12:53 PM

To: Tanna Mabrey <tmabrey@matrixintegration.com>; Al Appel <aappel@associatesindermatology.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>

Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; HOLDER, GAIL <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19th will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19th is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team
Phone: [\(925\) 543-1529](tel:9255431529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell (732) 397-4796 – jw1934@att.com

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

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From: Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

Sent: Thursday, January 21, 2016 9:40 AM

To: Al Appel; PORCHE, MARY B; lhf@associatesindermatology.com; Chris Schmitt; Pete Mikiten

Cc: FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

Tanna Mabrey

Project Management Specialist

[Matrix Integration](#)

p [\(812\) 481-5160](tel:(812)481-5160) | c (812) 827-3232 | f (812) 482-5064 | e tmabrey@matrixintegration.com

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

Sent: Thursday, January 21, 2016 12:33 PM

To: 'PORCHE, MARY B' <mp1485@att.com>; lhf@associatesindermatology.com; Chris Schmitt <cschmitt@matrixintegration.com>; Pete Mikiten <pmikiten@matrixintegration.com>; Tanna Mabrey <tmabrey@matrixintegration.com>

Cc: 'FITZGERALD, MILES' <mf079j@att.com>; 'BYAM, BERTRAM B' <bb531x@att.com>; 'PORTARO, THOMAS L' <tp7892@att.com>; 'PAGUNTALAN, CHLOE JANE' <cp754g@att.com>; 'SARMIENTO, KRISTINE' <ks812c@att.com>; 'HOLDER, GAIL' <gh6282@att.com>; Hope Flannery <lhf@associatesindermatology.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19th at 3:00 pm. Will this work for everyone?

Thank you,

Al

From: PORCHE, MARY B [<mailto:mp1485@att.com>]
Sent: Tuesday, January 05, 2016 9:00 PM
To: 'aappel@associatesindermatology.com' <aappel@associatesindermatology.com>; 'lhf@associatesindermatology.com' <lhf@associatesindermatology.com>; 'Chris Schmitt' <cschmitt@matrixintegration.com>; 'Pete Mikiten' <pmikiten@matrixintegration.com>; 'Tanna Mabrey' <tmabrey@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; PORCHE, MARY B <mp1485@att.com>; HOLDER, GAIL <gh6282@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- aappel@associatesindermatology.com- (5102098877)

Project Scope: Moving 51 TN's from your existing **20mbps MIS TDM Digital PRI MMEC.959433** to **50mbps EaMIS TDM Digital PRI BBEC.554292** that is

currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959
502	5697344	5697344
502	5697711	5697711
502	5831749	5831749
502	5835024	5835024
502	5835228	5835228
502	5839061	5839061
502	6143008	6143008
502	6252200	6252221
502	8227101	8227102

The TN move will follow the Hot Cut processes.

- . Moving 51 TN's
- . AT&T provided Leave behind TN:
- . Hot Cut process approved on 12/21/2015 by customer (email attached)
- . Customer is requesting a move date of 1/22/2016 @3PM EST

Sales Account Mgr: Name: Miles Fitzgerald [\(502\) 415-5639](tel:5024155639) mf079j@att.com

TSC: Bertram Byam Jr. [\(502\) 836-6131](tel:5028366131)- bb531x@att.com

CSS: Chloe Jane Paguntalan - [402-399-4041](tel:4023994041)- cp754g@att.com

Order Specialist: Mary Porche- MP1485@att.com-<<mailto:MP1485@att.com>> [9255431529](tel:9255431529)

Project Manager: Kristine Sarmiento [402-392-9324](tel:4023929324) ks812c@att.com

Flex/EaFlex OM: GAIL HOLDER gh6282@att.com

[\(404\)986-2170](tel:(404)986-2170)

New Start order numbers:

New Start Order: CSM151109122752

USRP Order: IP15085440

GIOM Order: ISR15110943075 - 158897693

- Acknowledge acceptance of the "Hot Cut" process: **YES (a minimum of 3 hours downtime)**
- Confirm the list of TNs to move: **YES**
- Provide a current number on the PBX that we can leave behind: **AT&T provided**
- Confirm if we are disconnecting MMEC.959433 circuit after the move is completed. **YES**

Mary Porche, Order Specialist

AT&T BVOIP IP FLEX Global Ordering Move Team

Phone: [\(925\) 543-1529](tel:(925)543-1529) Email: mp1485@att.com

Next Level Support:

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

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell (732) 397-4796 – jw1934@att.com

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

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To read this disclaimer please [click here](#)

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesin dermatology.com>
Sent: Thursday, January 21, 2016 2:55 PM
To: BLACK, PAUL E
Subject: Associates in Dermatology

Paul:

My wireless account for AID is 990492681. My cell phone number is 502-417-2105.

Call if you need anything further.

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

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ENDRES, JAM (Legal)

From: BLACK, PAUL E
Sent: Tuesday, December 29, 2015 1:29 PM
To: 'aappel@associatesin dermatology.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

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

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>
Date: December 22, 2015 at 8:51:34 AM EST
To: <dg1941@att.com>, Pete Mikiten <pmikiten@matrixintegration.com>, "Chris Schmitt" <cschmitt@matrixintegration.com>, "FITZGERALD, MILES" <mf079j@att.com>, "BYAM, BERTRAM B" <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>; mp1485@att.com; Al Appel <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

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

From: Pete Mikiten

Sent: Monday, December 21, 2015 1:14 PM

To: Chris Schmitt <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

Shelby Nordhoff
Client Support Specialist

Matrix Integration
p (812) 481-5144 | f (812) 481-5060 | e 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; 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

Next Level Support:

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support: Link Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 - jw1934@att.com

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AT&T 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; 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>>> 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>>

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>
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<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> 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@associatesindermatology.com<<mailto:lhf@associatesindermatology.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>>

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>

Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 - 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>

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> 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@associatesindermatology.com<<mailto:lhf@associatesindermatology.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.

AI

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>>>;

aappel@associatesindermatology.com<<mailto:aappel@associatesindermatology.com>>

; lhf@associatesindermatology.com<<mailto:lhf@associatesindermatology.com>>

Cc: 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>>>

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

AI,

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>>

From: PORCHE, MARY B

Sent: Wednesday, December 16, 2015 11:25 AM

To:

aappel@associatesin dermatology.com<<mailto:aappel@associatesin dermatology.com>

; lhf@associatesin dermatology.com<<mailto:lhf@associatesin dermatology.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>>>

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>>

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>

Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 - 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>

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> 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>

; 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>>

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>

Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 - 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>

AT&T Internal Order Status Tool: IOS<<http://ios.it.att.com/>> &

OSM<<http://esagw02.aldc.att.com:50002/OSMWeb/orderHome>>

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It is intended solely for the addressee and it falls under Matrix Integration's Confidential and Privileged Communication notice.

To read this disclaimer please click

here<<http://www.matrixintegration.com/disclaimer/>>

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesin dermatology.com>
Sent: Monday, January 25, 2016 3:37 PM
To: BLACK, PAUL E
Cc: 'Al Appel'
Subject: RE: Our Meeting Today

Paul,

I checked with the alarm company and they do not show that we have had anything recently. I am going to have to go to the building and set the alarm off to see if it is still working. I will do that in the next few days and will get back to you.

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Thursday, January 21, 2016 3:29 PM
To: aappel@associatesin dermatology.com; Hope Flannery
Subject: Our Meeting Today

Thank you for taking time to meet with me today and discuss your AT&T accounts. It was a pleasure to converse with you and I am looking forward to our continued partnership in 2016 and beyond.

Here are my action item takeaways from the meeting today. If further action requires your confirmation it will be noted below.

- I have placed RDS request # 012116OSW56078 to remove the 2 lines 502-420-0115 and 502-426-0144 from account 502-420-0115-001. One of the remaining phone lines on this account will not become the lead account number so the account number on your monthly statement will change. Hope will receive email confirmation of this request once it is assigned to a specialist.
- I issued a credit of \$501.48 to this account to compensate you for some of the time it has taken to complete this request.
- I have placed a disconnect request on Uverse account 146547566 that will complete tomorrow 1/22/16. Order number 2423057988A
- I also issued an adjustment of \$350 for 90 days billing on this account.
- Account 502-587-8322-001 was disconnected back in September. I am concerned that the alarm service at the downtown building is actually now working over the Uverse voice line and when we disconnect you may lose alarm service. **Please call me when you have a moment to discuss.**
- Account 171-795-3422-001 appears to be long distance charges for 812 numbers, I am assuming in the New Albany office. I have attached a detailed bill.

Best Regards,

Paul Black

AT&T Corporate Business Solutions
Strategic Account Manager II

Phone: 502-561-5835
Mobile: 502-553-3788
Fax: 866-398-2530
Email: pb7183@att.com

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: Thursday, December 31, 2015 2:55 PM
To: FITZGERALD, MILES; 'Hope Flannery'
Cc: BLACK, PAUL E
Subject: RE: AT&T Rep

Congratulations!

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

Yes ma'am ,

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

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

Good Morning Miles:

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

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

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

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ENDRES, JAM (Legal)

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

Congratulations!

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

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I have moved onto a new position at att so Paul will be your direct account manager. I will work with him to transition all of your pending orders through to completion. I have copied him to this email as well. Happy new year!
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From: FITZGERALD, MILES
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To: Hope Flannery
Cc: BLACK, PAUL E; aappel@associatesindermatology.com
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ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Wednesday, December 6, 2017 4:19 PM
To: SAMSON, RICHARD; POMEROY, CHRISTOPHER R; GUADAGNO, KEITH; JEFFRIES, DERRICK A; BLACK, PAUL E; SE TC-PostSales
Cc: MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; Karen Varela
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Customer Removed

Team,

We need some serious traction with this, it has been over a week since the issue started with multiple tickets being opened and "escalated" with no resolution. Who can we escalate to and get a resolution??? Can we send a tech onsite to test and trouble shoot? We are in serious danger of losing this customer and they have gotten a connection with Spectrum they have been working on the last 2 days. We need to get all hands involved to get to the bottom of the issue and get it corrected. Al is wanting to cancel his next migration because this is not corrected and can't have another site dropping internet like it is. Who can help?

Issue – AVPN customer dropping and degraded internet connection, customer has Network based firewall.

Opened ticket on AVPN circuit came back clean no issues

Opened Ticket with NBFW team came back clean no issues

Opened AOTS ticket and last update from Rick below trying to schedule testing. (this has been trying to be scheduled all day)

Please advise on next steps to find a resolution.

Regards,

Brad Wood

Client Solutions Executive 3
Small Business Solutions

AT&T

534 Armory Place, Louisville, KY 40203
m 502.287.8027 | bw6258@att.com

MOBILIZING **YOUR** WORLD

www.att.com/helpme

From: SAMSON, RICHARD

Sent: Wednesday, December 06, 2017 4:08 PM

To: Al Appel <aappel@associatesindermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE

<jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

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

Hello Al,

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

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

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

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

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

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

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

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

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

Is this issue truly being escalated?

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

Brad,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

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

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

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

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

Scott,

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

Brad

From: PETERSEN, SCOTT

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

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

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

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

Hello,

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

TICKET #: 239172542

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

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

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

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

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

Extended Hours: Unknown

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

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

Hello,

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

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

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

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

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

Hello,

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

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

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

Karen Varela

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

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

Hello,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

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

Hello,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

Hello,

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

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

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]

Sent: Thursday, November 30, 2017 4:11 PM

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

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

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

Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services

Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteale@att.com

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From: WOOD, BRADLEY D

Sent: Thursday, November 30, 2017 2:04 PM

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

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

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

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT

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

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

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

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

Brad and everyone,

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

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

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

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

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

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

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

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

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

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

Regards,
Brad

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

Al and Larry,

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

Need to confirm what supports the following was tested:

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

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

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Christoban Ruedas

Sent: Wednesday, November 29, 2017 9:14 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

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

Hello Al and Larry,

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

TICKET #: 7N2901742

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

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

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

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

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

Extended Hours: Unknown

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

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

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

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

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

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNMNB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

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

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

OOB (If managed): Unknown

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

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

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

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

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

Hello Al and Larry,

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

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

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Power To CPE: Yes
OOB (If managed): Unknown

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

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

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

Al and Larry,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

From: Scott Petersen

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

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

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

Subject: RE: OWENLG | NB-SBS Sapphire | CNMNB2 | 7N2901742 | New Albany, IN | #189626

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

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

Internet.

IUEC.732467..ATI

Reg internet is not as noticeable.

Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing) should be 80up/80down. speed test range from 1 to 70s.

Uploads seems most unstable.

Pings drop packets.

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

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

TICKET #: 7N2901742

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

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

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

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LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

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

Sent: Wednesday, November 29, 2017 2:34 PM

To: Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

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

Sent: Wednesday, November 29, 2017 3:32 PM

To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'

Cc: Jarrell, Larry

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: SAMSON, RICHARD
Sent: Thursday, December 7, 2017 2:46 PM
To: Al Appel
Cc: Jarrell, Larry; MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; WOOD, BRADLEY D; SE TC-Cust Experience
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

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

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

My contact info:

Rick
402-516-1630
rs862n@att.com

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

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

Team,

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

Brad

Sent from my iPhone

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

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

Sent from my iPhone

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

Good Morning Brad,

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

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

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

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

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

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

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

Good morning Rick,

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

Regards

Brad

Sent from my iPhone

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

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good

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

Larry Jarrell II

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

Hello Al,

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

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

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

Hi Richard,

Thank you

Al Appel

Chief Administrative Officer

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

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

Hello Al,

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

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

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

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

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

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

Is this issue truly being escalated?

Al

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

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

<ch052e@abs.att-mail.com>; SharesSvcAfhtrs
<SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Brad,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

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

Scott,

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

Brad

From: PETERSEN, SCOTT

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

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

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

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

Hello,

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

TICKET #: 239172542

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

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

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

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

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

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 |

aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding

this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

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

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

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

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcAfhtrs'; 'Enrique Ebarguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique Ebarguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)

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

Hello,

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

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

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

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

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

Hello,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Earguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket ~~7N2901742~~ came back clear indicating that they did not find any issues on the actual circuit: [IUEC732467 ATJ](#), so the

transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

Scott, do we have an update on this?

Dustin Steele
Area Manager – Managed Security Services
Global Security Services

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

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

Adding Dustin Steele and Jose Marroquin

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

Brad and everyone,

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

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

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

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

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

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

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

Regards,
Brad

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

Al and Larry,

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

Need to confirm what supports the following was tested:

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

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

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

Hello Al and Larry,

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

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

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

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

Hello Al and Larry,

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

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

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

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

Hello Al and Larry,

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

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

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

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

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

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

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

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

Al and Larry,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

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

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

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

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

TICKET #: 7N2901742

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

On phone with Scott.

Larry Jarrell II

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

Any updates?

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

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ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Thursday, December 7, 2017 2:27 PM
To: SAMSON, RICHARD; SE TC-Cust Experience
Cc: Jarrell, Larry; Al Appel; MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Team,

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

Brad

Sent from my iPhone

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

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

Sent from my iPhone

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

Good Morning Brad,

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

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

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

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

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

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

<dj8959@att.com>; SE TC-PostSales <g06860@att.com>

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

Good morning Rick,

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

Regards
Brad

Sent from my iPhone

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

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

[Larry Jarrell II](#)

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

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

To: Al Appel

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

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

Hello Al,

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

Thank you,

[Rick Samson](#)

Executive Escalation Manager

Client Solutions & Operations

[AT&T](#)

Omaha, NE

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

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

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

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

Hi Richard,

Thank you

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

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

Hello Al,

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

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

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

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

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

Is this issue truly being escalated?

Al

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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

Brad,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

Scott,

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

Brad

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

Hello,

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

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

From: Karen Varela
Sent: Monday, December 04, 2017 11:59 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebguen

<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio (gr662w@abs.att-mail.com) <gr662w@abs.att-mail.com>; 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring (dk741r@abs.att-mail.com) <dk741r@abs.att-mail.com>

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

Hello,

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

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

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

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

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please immediately delete the message and any attachments and notify the sender.

From: Karen Varela

Sent: Monday, December 04, 2017 7:16 PM

To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'

Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcAfhtrs'; 'Enrique Ebarguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique Ebarguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)

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

Hello,

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

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

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

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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

Hello,

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

Thanks,

Scott Petersen
[Critical Incident Resolution Manager](#)
Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Monday, December 04, 2017 8:45 AM

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

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

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

Hello,

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

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

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

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

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket **7N2901742** came back clear indicating that they did not find any issues on the actual circuit: [IU EC732467 ATJ](#), so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]
Sent: Thursday, November 30, 2017 4:11 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New
Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinstele@att.com

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

Adding Dustin Steele and Jose Marroquin

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

Brad and everyone,

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

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

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

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

*Uploads seems to be the most unstable.

*Pings drop packets.

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

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

Thanks,

Scott Petersen

[Critical Incident Resolution Manager](#)

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

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

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

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

[<aappel@associatesindermatology.com>](mailto:aappel@associatesindermatology.com)

Cc: 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); SharesSvcsAfthrs [<SharedSvcsAfthrs@abs.att-mail.com>](mailto:SharedSvcsAfthrs@abs.att-mail.com); Enrique Ebarguen [<ee248a@abs.att-mail.com>](mailto:ee248a@abs.att-mail.com); Gloria Rubio [<gr662w@abs.att-mail.com>](mailto:gr662w@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,

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

Larry,

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

Regards,
Brad

From: PETERSEN, SCOTT

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

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

Cc: 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); SharesSvcsAfthrs [<SharedSvcsAfthrs@abs.att-mail.com>](mailto:SharedSvcsAfthrs@abs.att-mail.com); EBARGUEN, ENRIQUE [<ee248a@abs.att-mail.com>](mailto:ee248a@abs.att-mail.com); Gloria Rubio [<gr662w@abs.att-mail.com>](mailto:gr662w@abs.att-mail.com); PETERSEN, SCOTT [<sp3846@abs.att-mail.com>](mailto:sp3846@abs.att-mail.com)

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

Al and Larry,

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

Need to confirm what supports the following was tested:

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

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Christoban Ruedas

Sent: Wednesday, November 29, 2017 9:14 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry'

<Larry.Jarrell@intermedix.com>; 'Al Appel'

<aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D'

<bw6258@att.com>

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

<ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen

<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

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

Hello Al and Larry,

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

TICKET #: 7N2901742

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

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

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

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

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

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 |

aappel@associatesin dermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

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

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

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

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

Hello Al and Larry,

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

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting
business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
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Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

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

Hello Al and Larry,

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

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

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

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

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

Al and Larry,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

We conferenced a call with Geneiva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneiva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I

will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

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

Internet.

IUEC.732467..ATI

Reg internet is not as noticeable.

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

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

Uploads seems most unstable.

Pings drop packets.

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

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

TICKET #: 7N2901742

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

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aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

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

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

On phone with Scott.

Larry Jarrell II

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

Any updates?

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

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ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Thursday, December 7, 2017 9:36 AM
To: SAMSON, RICHARD; SE TC-Cust Experience
Cc: Jarrell, Larry; Al Appel; MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

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

Sent from my iPhone

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

Good Morning Brad,

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

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

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

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

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

Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>;

Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>;

MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E

<pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>;

SE TC-PostSales <g06860@att.com>

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

Good morning Rick,

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

Regards

Brad

Sent from my iPhone

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

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

[Larry Jarrell II](#)

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

Hello Al,

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

Thank you,

[Rick Samson](#)

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

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

Hi Richard,

Thank you

Al Appel

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

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

Hello Al,

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

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

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

[mail.com](mailto:rs862n@abs.att-mail.com)>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>

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

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

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

Is this issue truly being escalated?

Al

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

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]

Sent: Wednesday, December 6, 2017 12:40 PM

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

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

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

Brad,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 06, 2017 9:42 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Scott,

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

Brad

From: PETERSEN, SCOTT
Sent: Tuesday, December 05, 2017 5:45 PM
To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>;

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

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

Hello,

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

TICKET #: 239172542

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

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

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

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

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

Extended Hours: Unknown

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

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Karen Varela

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

To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>;

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

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

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

Hello,

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

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

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

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

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

Hello,

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

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

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

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Enrique Ebarguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Hello,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

Hello,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket ~~7N2901742~~ came back clear indicating that they did not find any issues on the actual circuit: [IUUC732467 ATI](#), so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket

7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

Scott, do we have an update on this?

Dustin Steele
Area Manager – Managed Security Services
Global Security Services

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

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas

<cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

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

Brad and everyone,

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

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

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

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

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

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

Scott,

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

Larry,

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

Regards,

Brad

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

Al and Larry,

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

Need to confirm what supports the following was tested:

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

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

Hello Al and Larry,

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

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

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

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

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

Hello Al and Larry,

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

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

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

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

Hello Al and Larry,

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

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

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

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

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

Al and Larry,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

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

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

Internet.
IUEC.732467..ATI
Reg internet is not as noticeable.
Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
should be 80up/80down. speed test range from 1 to 70s.
Uploads seems most unstable.
Pings drop packets.

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

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

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

On phone with Scott.

Larry Jarrell II

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

Any updates?

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

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ENDRES, JAM (Legal)

From: SE TC-Cust Experience
Sent: Thursday, December 7, 2017 9:34 AM
To: BLACK, PAUL E; WOOD, BRADLEY D; SE TC-Cust Experience
Cc: SAMSON, RICHARD; MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Team – please copy us on all communications on this one. Thanks.

Sarah Ard Robertson

Technical Consultant

AT&T

Small Business Solutions
754 Peachtree Street
Atlanta, GA
4042790259
sa674u@att.com

[Click for Immediate Assistance](#)

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If you are not the intended recipient, any use, dissemination or copying is prohibited and I thank you for deleting.

From: BLACK, PAUL E
Sent: Thursday, December 07, 2017 8:59 AM
To: WOOD, BRADLEY D <bw6258@att.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; SE TC-Cust Experience <g06861@att.com>
Cc: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>
Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Looping in TC Cust experience team.

PB

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

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

From: WOOD, BRADLEY D
Date: Thu, Dec 7, 2017 8:57 AM

To: Jarrell, Larry;
Cc: SAMSON, RICHARD; Al Appel; MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales;
Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

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

Regards
Brad

Sent from my iPhone

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

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

Larry Jarrell II

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

Hello Al,

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

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

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 06, 2017 3:17 PM
To: Richard Samson <rs862n@abs.att-mail.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>;

'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

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

Hi Richard,

Thank you

Al Appel

Chief Administrative Officer

<[image001.jpg](#)>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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

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

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

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

'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

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

Hello Al,

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

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

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

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

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

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

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

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

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

Is this issue truly being escalated?

Al

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

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]

Sent: Wednesday, December 6, 2017 12:40 PM

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

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

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

Brad,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

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

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

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

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

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

Scott,

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

Brad

From: PETERSEN, SCOTT

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

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

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

<SharedSvcsAfthrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

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

Hello,

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

TICKET #: 239172542

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

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

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

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

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

Extended Hours: Unknown

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

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Karen Varela

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

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

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

(gr662w@abs.att-mail.com) <gr662w@abs.att-mail.com>; 'SharesSvcsAfthrs (SharedSvcsAfthrs@abs.att-mail.com)' <SharedSvcsAfthrs@abs.att-mail.com>; David Kring (dk741r@abs.att-mail.com) <dk741r@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

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

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

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

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

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcsAfthrs'; 'Enrique Ebarguen'; 'Gloria Rubio'; 'STEELE,

DUSTIN'; 'MARROQUIN, JOSE'; Enrique E barguen; Gloria Rubio (gr662w@abs.att-mail.com);
'SharesSvc sA fthrs (SharedSvc sA fthrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

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

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

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

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

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

Hello,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

Hello,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

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

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

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

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

Hello,

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

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

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

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

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinstele@att.com

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

Adding Dustin Steele and Jose Marroquin

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

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized

below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

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

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

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

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, November 30, 2017 10:10 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 7N2901742 | New Albany, IN | #189626

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

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

Regards,
Brad

From: PETERSEN, SCOTT

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

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

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

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

Al and Larry,

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

Need to confirm what supports the following was tested:

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

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

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Christoban Ruedas

Sent: Wednesday, November 29, 2017 9:14 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

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

Hello Al and Larry,

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

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

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

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

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'

Cc: Mary Matthies; Christy Hayes; SharesSvcAfhtrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

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

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

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

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

Hello Al and Larry,

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

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

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

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

Al and Larry,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

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

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

Internet.
IUEC.732467..ATI

Reg internet is not as noticeable.

Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing) should be 80up/80down. speed test range from 1 to 70s.

Uploads seems most unstable.

Pings drop packets.

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

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

TICKET #: 7N2901742

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

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

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

TYPE OF SERVICE: ETH

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

Extended Hours: Unknown

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

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

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

Sent: Wednesday, November 29, 2017 2:34 PM

To: Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

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

Any updates?

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

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ENDRES, JAM (Legal)

From: SAMSON, RICHARD
Sent: Thursday, December 7, 2017 9:02 AM
To: WOOD, BRADLEY D; Jarrell, Larry
Cc: Al Appel; MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good Morning Brad,

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

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

From: WOOD, BRADLEY D [mailto:bw6258@att.com]
Sent: Thursday, December 07, 2017 7:58 AM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>
Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>
Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

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

Regards
Brad

Sent from my iPhone

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

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good due to the fact we are using cloud based EMR and EHR products. If there is a loss of connection we will drop the RDP connection or get a timeout when trying to process credit cards. I currently still have the AT&T

circuit connected to my firewall but we are not routing traffic through it. I may be able to setup a few desktops to route through that connection and we can test.

Larry Jarrell II

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

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

To: Al Appel

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

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

Hello Al,

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

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

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

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

To: Richard Samson <rs862n@abs.att-mail.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>;

'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D'

<bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry'

<Larry.Jarrell@intermedix.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hi Richard,

Thank you

Al Appel

Chief Administrative Officer

<image001.jpg>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 4:08 PM
To: Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 06, 2017 3:01 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

AI

AI Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 12:40 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; AI Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 06, 2017 9:42 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT
Sent: Tuesday, December 05, 2017 5:45 PM
To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesin dermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela
Sent: Monday, December 04, 2017 11:59 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com> <gr662w@abs.att-mail.com>; 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com> <dk741r@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcsAfthrs'; 'Enrique Ebarguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique Ebarguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcsAfthrs (SharedSvcsAfthrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfhtrs; Enrique Ebarguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another

escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Friday, December 01, 2017 12:26 PM
To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket **7N2901742** came back clear indicating that they did not find any issues on the actual circuit: [IUEC732467 ATI](#), so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

Brad has now opened **AOTS# 239089927** and Escalate to Tier 2 to check IDC config, look for traffic drops. I will be following up and sending an update early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
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AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]
Sent: Thursday, November 30, 2017 4:11 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteale@att.com

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From: WOOD, BRADLEY D

Sent: Thursday, November 30, 2017 2:04 PM

To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>;

MARROQUIN, JOSE <jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT

Sent: Thursday, November 30, 2017 12:57 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

*Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)

*should be 80up/80down. speed test range from 1 to 70s.

*Uploads seems to be the most unstable.

*Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, November 30, 2017 10:10 AM

To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>;

Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>;

SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>;

Gloria Rubio <gr662w@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,

Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,

Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,

Brad

From: PETERSEN, SCOTT

Sent: Thursday, November 30, 2017 9:04 AM

To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al

Appel <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>;

SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>;

Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

*Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)

*should be 80up/80down. speed test range from 1 to 70s.

*Uploads seems most unstable.

*Pings drop packets.

***I spoke with Al and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Christoban Ruedas

Sent: Wednesday, November 29, 2017 9:14 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resotred. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesin dermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | |cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfhtrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
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o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 4:33 PM
To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfhtrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesin dermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
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AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfhtrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included

afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Wednesday, November 29, 2017 2:43 PM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with Geneiva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneiva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.

IUEC.732467..ATI

Reg internet is not as noticeable.

Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing) should be 80up/80down. speed test range from 1 to 70s.

Uploads seems most unstable.

Pings drop packets.

Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

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CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Wednesday, November 29, 2017 2:34 PM
To: Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, November 29, 2017 3:32 PM
To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'
Cc: Jarrell, Larry
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel
Chief Administrative Officer

<image001.jpg>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Thursday, December 7, 2017 8:58 AM
To: Jarrell, Larry
Cc: SAMSON, RICHARD; Al Appel; MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

Any updates or thoughts based on what Larry and myself replied with last night? Can you look at COS and see if that could be the culprit?

Regards
Brad

Sent from my iPhone

On Dec 6, 2017, at 10:02 PM, Jarrell, Larry <Larry.Jarrell@intermedix.com> wrote:

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good due to the fact we are using cloud based EMR and EHR products. If there is a loss of connection we will drop the RDP connection or get a timeout when trying to process credit cards. I currently still have the AT&T circuit connected to my firewall but we are not routing traffic through it. I may be able to setup a few desktops to route through that connection and we can test.

[Larry Jarrell II](#)

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 06, 2017 6:57 PM
To: Al Appel
Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; David Kring; 'WOOD, BRADLEY D'; Jarrell, Larry; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I worked with the team tonight and they ran test for the bandwidth and it was successful. Circuit or server are not showing any drops or issues. I'm providing a copy of the results. Please see attached. When I come in on Thursday I will call you so we can discuss.

Thank you,
[Rick Samson](#)
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE

Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, December 06, 2017 3:17 PM
To: Richard Samson <rs862n@abs.att-mail.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hi Richard,

Thank you

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 4:08 PM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T

Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Wednesday, December 06, 2017 3:01 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

Al

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]

Sent: Wednesday, December 6, 2017 12:40 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry

<Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>;
SharesSvc sA fthrs <SharedSvc sA fthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>;
Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>;
MARROQUIN, JOSE <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio
<gr662w@abs.att-mail.com>; SharesSvc sA fthrs <SharedSvc sA fthrs@abs.att-mail.com>; David Kring
<dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvc sA fthrs
<SharedSvc sA fthrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 06, 2017 9:42 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>;
SharesSvc sA fthrs <SharedSvc sA fthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>;
Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>;
MARROQUIN, JOSE <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio
<gr662w@abs.att-mail.com>; SharesSvc sA fthrs <SharedSvc sA fthrs@abs.att-mail.com>; David Kring
<dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvc sA fthrs
<SharedSvc sA fthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT
Sent: Tuesday, December 05, 2017 5:45 PM
To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcAfthrs <SharedSvcAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAfthrs <SharedSvcAfthrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcAfthrs <SharedSvcAfthrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesin dermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela

Sent: Monday, December 04, 2017 11:59 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com> <gr662w@abs.att-mail.com>; 'SharesSvcAftHrs (SharedSvcAftHrs@abs.att-mail.com)' <SharedSvcAftHrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com> <dk741r@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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are not an authorized recipient, please immediately delete the message and any attachments and notify the sender.

From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcsAfthrs'; 'Enrique Ebarguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique Ebarguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcsAfthrs (SharedSvcsAfthrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfhtrs; Enrique E barguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas

<cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel'
<aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>;
SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-
mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>;
'MARROQUIN, JOSE' <jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Friday, December 01, 2017 12:26 PM

To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>;
SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-
mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>;
'MARROQUIN, JOSE' <jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket **7N2901742** came back clear indicating that they did not find any issues on the actual circuit: [IUEC732467 ATJ](#), so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

Brad has now opened **AOTS# 239089927** and Escalate to Tier 2 to check IDC config, look for traffic drops. I will be following up and sending an update early this afternoon.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]

Sent: Thursday, November 30, 2017 4:11 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 7N2901742 | New Albany, IN | #189626

Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services

Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteale@att.com

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From: WOOD, BRADLEY D

Sent: Thursday, November 30, 2017 2:04 PM

To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT

Sent: Thursday, November 30, 2017 12:57 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems to be the most unstable.
- *Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, November 30, 2017 10:10 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,
Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,
Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,
Brad

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 9:04 AM
To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems most unstable.
- *Pings drop packets.

***I spoke with Al and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 9:14 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: OWENLG | NB-SBS 5 | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resotred. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen |424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfhtrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
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CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas

**Service Assurance Manager
Client Solutions & Operations**

AT&T

El Paso, TX

o 424-233-2585 | |cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas

Sent: Wednesday, November 29, 2017 4:33 PM

To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'

Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique Ebarquen; Gloria Rubio

Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | jcr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

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From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>;

'WOOD, BRADLEY D' <bw6258@att.com>

Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with Geneiva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneiva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.

IUEC.732467..ATI

Reg internet is not as noticeable.

Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing) should be 80up/80down. speed test range from 1 to 70s.

Uploads seems most unstable.

Pings drop packets.

Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

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LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Wednesday, November 29, 2017 2:34 PM
To: Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, November 29, 2017 3:32 PM
To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'
Cc: Jarrell, Larry
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Friday, November 10, 2017 7:57 AM
To: LARA, EMILY; 'Jarrell, Larry'; WOOD, BRADLEY D; BLACK, PAUL E
Cc: VONDERAHE COSSEY, MATTHEW; 'Gloria Rubio'; 'SharesSvcsAfthrs'
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 000000238318941 | Louisville, KY | Customer Service Degraded

Importance: High

We are unable to run our business with internet speeds this slow. We tested this am and we are ay 8.1 down and 5.2 up.

Who can help me?

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: Emily Lara [mailto:el109k@abs.att-mail.com]
Sent: Thursday, November 9, 2017 8:58 PM
To: aappel@associatesin dermatology.com
Cc: Matthew Vonderahe Cossey <mv7936@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: OWENLG | NB-SBS Sapphire | CNNMB2 | 000000238318941 | Louisville, KY | Customer Service Degraded

Hello,

I have been advised that the circuit is showing clear. Will you please power cycle equipment an confirm services restored?



Continuous efforts to resolve your concern will go forth. Should you need direct assistance, please contact me at 424-233-2635.

Should you need additional assistance my supervisor's information is below:
Area Manager: Matthew Vonderahe Cossey O:424-233-2704, mv7936@att.com

Emily N. Lara

Service Assurance Service Manager
Client Solutions & Operations

AT&T
El Paso, TX
o [424-233-2635](tel:424-233-2635) | el109k@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: Emily Lara
Sent: Thursday, November 09, 2017 5:35 PM
To: 'aappel@associatesin dermatology.com'
Cc: Matthew Vonderahe Cossey; Gloria Rubio; SharesSvcAftHrs
Subject: OWENLG | NB-SBS Sapphire | CNNMB2 | 000000238318941 | Louisville, KY | Customer Service Degraded

Hello,

At this time AT&T has received the 3rd level escalation and is taking actions to expedite restoral of your service. I will continue to keep you updated for further information.



Continuous efforts to resolve your concern will go forth. Should you need direct assistance, please contact me at 424-233-2635.

Should you need additional assistance my supervisor's information is below:
Area Manager: Matthew Vonderahe Cossey O:424-233-2704, mv7936@att.com

Emily N. Lara

Service Assurance Service Manager
Client Solutions & Operations

AT&T
El Paso, TX
o [424-233-2635](tel:424-233-2635) | el109k@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
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From: Emily Lara
Sent: Thursday, November 09, 2017 4:32 PM
To: 'aappel@associatesin dermatology.com'
Cc: Matthew Vonderahe Cossey; Gloria Rubio; SharesSvcAftHrs
Subject: OWENLG | NB-SBS Sapphire | CNNMB2 | 000000238318941 | Louisville, KY | Customer Service Degraded

Hello,

At this time I have made the 3rd level escalation on this trouble ticket as we await technicians to provide the next steps on resolving your issue, I will continue to keep you updated as further information becomes available.



Continuous efforts to resolve your concern will go forth. Should you need direct assistance, please contact me at 424-233-2635.

Should you need additional assistance my supervisor's information is below:
Area Manager: Matthew Vonderahe Cossey O:424-233-2704, mv7936@att.com

Emily N. Lara

Service Assurance Service Manager
Client Solutions & Operations

AT&T
El Paso, TX
o [424-233-2635](tel:424-233-2635) | el109k@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
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From: Emily Lara
Sent: Thursday, November 09, 2017 2:46 PM
To: 'aappel@associatesin dermatology.com'

Cc: Matthew Vonderahe Cossey; Gloria Rubio; SharesSvcsAfthrs

Subject: OWENLG | NB-SBS Sapphire | CNNMB2 | 000000238318941 | Louisville, KY | Customer Service Degraded

Hello,

My name is Emily Lara 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 I'm aware you are facing low bandwidth issues. I will continue reviewing and escalating 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.



Continuous efforts to resolve your concern will go forth. Should you need direct assistance, please contact me at 424-233-2635.

Should you need additional assistance my supervisor's information is below:

Area Manager: Matthew Vonderahe Cossey O:424-233-2704, mv7936@att.com

Emily N. Lara

Service Assurance Service Manager

Client Solutions & Operations

AT&T

El Paso, TX

o [424-233-2635](tel:424-233-2635) | el109k@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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ENDRES, JAM (Legal)

From: SE TC-Cust Experience
Sent: Thursday, December 7, 2017 8:27 AM
To: BLACK, PAUL E
Subject: FW: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hey Paul – Can you loop TC Customer Experience in on the email chain so I don't start a new one? Let me know, thank you!

Sarah Ard Robertson

Technical Consultant

AT&T

Small Business Solutions
754 Peachtree Street
Atlanta, GA
4042790259
sa674u@att.com

[Click for Immediate Assistance](#)

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From: SE TC-PostSales
Sent: Wednesday, December 06, 2017 4:53 PM
To: SE TC-Cust Experience <g06861@att.com>
Subject: FW: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Team,

Believe the team sent this to the wrong TC inbox.

Thanks,

TC PostSales

Team member: Derek Powell

From: BLACK, PAUL E
Sent: Wednesday, December 06, 2017 3:39 PM
To: POMEROY, CHRISTOPHER R <cp2546@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID

<dk741r@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; SE TC-PostSales <g06860@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; GUADAGNO, KEITH <kg7420@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Chris and Christy:

We are at a critical juncture with this long time customer and very close to losing them to a competitor. We need some positive forward movement on this issue. At 12:40 PM Scott Peterson in the below email chain promised an update by early afternoon but we have no update to share. Now we are still at the point of trying to get testing scheduled per Rick Samson.

This is a medical practice and the customer has entrusted their critical data between sites as well as all of their internet traffic to us. What is being done to move this forward?

Paul Black

Sales Manager KY

AT&T

Small Business Solutions
534 Armory Place
Louisville, KY 40202
M: 502.553.3788
F: 866.398.2530
pb7183@att.com

[Click for Immediate Assistance](#)

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

Need help with a personal account? Click here.

www.att.com/help

From: WOOD, BRADLEY D

Sent: Wednesday, December 06, 2017 4:19 PM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; POMEROY, CHRISTOPHER R <cp2546@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; BLACK, PAUL E <pb7183@att.com>; SE TC-PostSales <g06860@att.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Customer Removed

Team,

We need some serious traction with this, it has been over a week since the issue started with multiple tickets being opened and "escalated" with no resolution. Who can we escalate to and get a resolution??? Can we send a tech onsite to test and trouble shoot? We are in serious danger of losing this customer and they have gotten a connection with Spectrum they have been working on the last 2 days. We need to get all hands involved to get to the bottom of the

issue and get it corrected. Al is wanting to cancel his next migration because this is not corrected and can't have another site dropping internet like it is. Who can help?

Issue – AVPN customer dropping and degraded internet connection, customer has Network based firewall.

Opened ticket on AVPN circuit came back clean no issues

Opened Ticket with NBFW team came back clean no issues

Opened AOTS ticket and last update from Rick below trying to schedule testing. (this has been trying to be scheduled all day)

Please advise on next steps to find a resolution.

Regards,

Brad Wood

Client Solutions Executive 3
Small Business Solutions

AT&T

534 Armory Place, Louisville, KY 40203
m 502.287.8027 | bw6258@att.com

MOBILIZING YOUR WORLD

www.att.com/helpme

From: SAMSON, RICHARD

Sent: Wednesday, December 06, 2017 4:08 PM

To: Al Appel <aappel@associatesin dermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,

Rick Samson

Executive Escalation Manager
Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Wednesday, December 06, 2017 3:01 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

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: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]

Sent: Wednesday, December 6, 2017 12:40 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Wednesday, December 06, 2017 9:42 AM

To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT

Sent: Tuesday, December 05, 2017 5:45 PM

To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D

<bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Karen Varela

Sent: Monday, December 04, 2017 11:59 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio (gr662w@abs.att-mail.com) <gr662w@abs.att-mail.com>; 'SharesSvcsAfthrs (SharedSvcsAfthrs@abs.att-mail.com)' <SharedSvcsAfthrs@abs.att-mail.com>; David Kring (dk741r@abs.att-mail.com) <dk741r@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcsAfthrs'; 'Enrique Ebarguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique Ebarguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcsAfthrs (SharedSvcsAfthrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfhtrs; Enrique E barguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Friday, December 01, 2017 12:26 PM

To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Cristoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 239089927 | New Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket **7N2901742** came back clear indicating that they did not find any issues on the actual circuit: [IUEC732467 ATI](#), so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

Brad has now opened **AOTS# 239089927** and Escalate to Tier 2 to check IDC config, look for traffic drops. I will be following up and sending an update early this afternoon.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

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AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]
Sent: Thursday, November 30, 2017 4:11 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteale@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 12:57 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been

pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems to be the most unstable.
- *Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

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AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, November 30, 2017 10:10 AM

To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfthrs <SharedSvcAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,

Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,

Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,

Brad

From: PETERSEN, SCOTT

Sent: Thursday, November 30, 2017 9:04 AM

To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

*Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)

*should be 80up/80down. speed test range from 1 to 70s.

*Uploads seems most unstable.

*Pings drop packets.

***I spoke with Al and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

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AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Christoban Ruedas

Sent: Wednesday, November 29, 2017 9:14 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resorted. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesin dermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfhtrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 | aappel@associatesin dermatology.com

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas

Service Assurance Manager

Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas

Sent: Wednesday, November 29, 2017 4:33 PM

To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfhtrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
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Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
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From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfhtrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen
Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with Geneva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.

IUEC.732467..ATI

Reg internet is not as noticeable.

Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing) should be 80up/80down. speed test range from 1 to 70s.

Uploads seems most unstable.

Pings drop packets.

Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
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CCON: Al Appel | 812-725-2434 | aappel@associatesin dermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

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My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Wednesday, November 29, 2017 2:34 PM

To: Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, November 29, 2017 3:32 PM
To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'
Cc: Jarrell, Larry
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel
Chief Administrative Officer



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: Hope Flannery <lhf@associatesin dermatology.com>
Sent: Wednesday, December 6, 2017 12:16 PM
To: WOOD, BRADLEY D; BLACK, PAUL E
Subject: ATT bill issue - Associates in Dermatology
Attachments: att 1217.pdf

Importance: High

Good Afternoon,

I have received the attached two bills and find we have a problem. Apparently the two bills were paid with the same check and they were not properly recorded when received. As you will notice on of the bills has a rather large past due item while the other bill has a large credit. Can either one of you help us to get the money transferred from one account to another?

I can be reached at 502-625-2221.

Thanks

Hope Flannery



AT&T

ASSOCIATES IN DERMATOLOGY
2241 GREEN VALLEY RD
NEW ALBANY, IN 47150-4647

Page 1 of 4
Account Number 812 948-1148 447 5
Billing Date Nov 19, 2017

Web Site att.com

Invoice Number 812948114811

Monthly Statement

Oct 20 - Nov 19, 2017

Save when you bundle your TV, Internet,
Wireless and home phone services.

Bill-At-A-Glance

Previous Bill	499.89
Payment Received 11-08 - Thank You!	2,302.28CR
Adjustments	.00
Balance	1,802.39CR
Current Charges	614.96
Balance	\$1,187.43CR
Payment is Not Required	

AT&T Benefits

- Total AT&T Savings 1,771.29
 - Thank you for choosing AT&T
- Your ALL FOR LESS package includes Local/Long Distance voice service and additional qualifying products. Your discounts are reflected in the applicable bill section for each of your services.

Plans and Services

Promotions and Discounts

Item	No.	Description	
	1	Discount for Bus Local Calling for Bill Period Nov 19, 2017	290.00CR

Monthly Service - Nov 19 thru Dec 18

Charges for 812 948-1148	
Monthly Charges	19.87
Bus Local Calling Unlimited A	60.00
Indiv Msg Business Hunting Ln	
Unlimited Local Usage	
Calling Name Display	
Caller Identification	
Three Way Calling	
Call Forwarding	

By choosing Bus Local Calling Unlimited A, you are saving \$196.81 over the cost of the same services purchased separately.

Charges for 812 948-0032

Monthly Charges	7.87
Bus Local Calling Unlimited A	60.00
Individual Message Business	
Unlimited Local Usage	
Calling Name Display	
Caller Identification	
Three Way Calling	
Call Forwarding	

By choosing Bus Local Calling Unlimited A, you are saving \$196.81 over the cost of the same services purchased separately.

Charges for 812 948-1149

Monthly Charges	7.87
-----------------	------

Billing Summary

Online: att.com/myatt

Plans and Services	416.32
1-877-438-0041	
Repair Service:	
1-877-888-5622	
AT&T Corp.	198.64
1-800-325-0138	
Total of Current Charges	614.96

802-003-000

614.96

DEC 05 2017

News You Can Use Summary

- PREVENT DISCONNECT
 - CARRIER INFO
 - MARINE SERVICE
 - RATE NOTICE
 - LOCAL USAGE
 - BUSINESS RATE CHANGE
- See "News You Can Use" for additional information.

Local Services provided by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio or AT&T Wisconsin based upon the service address location.

GO GREEN - Enroll in paperless billing.



AT&T

ASSOCIATES IN DERMATOLOGY
PLLC
3810 SPRINGHURST BLVD
LOUISVILLE, KY 40241

Page 1 of 2
Account Number 171-796-3198 076
Billing Date Nov 19, 2017
Questions? 1 800 358-1111
Web Site att.com
Invoice 0783959300
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	1,802.39
Payment	.00
Adjustments	.00
Past Due - Please Pay Immediately	1,802.39
Current Charges	1,802.65
Total Amount Due	\$3,605.04
Current Charges Due in Full by	Dec 19, 2017

Billing Summary

For detailed information of your charges go to
www.businessdirect.att.com

Questions? Call: 1 800 358-1111

AT&T Business Services	
Account/Group Charges	.00
Total Account/Group Charges	.00
Group #000001 Springhurst Blvd Louisville KY	
Sub-Account #829-000-2212 667	.00
Sub-Account #831-000-6276 216	1,802.65
Total Group #000001	1,802.65
Total Current Charges	1,802.65

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

802-001-006 1802.65

DEC 05 2017

Return bottom portion with your check in the enclosed envelope.

News You Can Use

ACCOUNT STATUS - Continued
restoration of service where delinquency has caused an interruption. This fee will be applicable to each account that is being restored and will be included on your monthly billing statement.

Some products require electronic billing as their official bill media. When electronic billing is the official bill media, an informational statement may be sent containing some of the same information as the electronic bill. The informational statement is not your bill. However, if you choose to mail your payment instead of paying electronically, the informational statement has a tear-off that can be used to submit your payment.

JUST FOR YOUR BUSINESS

Make a statement - by not receiving one. View and download your bill details electronically via View Bills from the BusinessDirect website! This state-of-the-art online bill provides all the information that is necessary to manage your business. Pay, view and download your bill, in one easy step ... and it's FREE! For access to BusinessDirect, and View Bills, Please contact your Account Executive.

Where allowed by law, AT&T will charge a \$25 fee for any payment returned for insufficient funds, applied on your next invoice. AT&T values your business and thanks you for your cooperation in this matter.

REGULATORY NEWS

****Important News About Your Account****

You are requested to provide in writing to AT&T, within six months of this bill, any dispute with respect to the charges on this bill, unless a different notification period applies under your contract, State Tariff and/or Service Guide.

You can reach AT&T either by using the toll free number on your bill, or in writing at the remittance address listed on your bill.

http://serviceguide.att.com/service/library/business/ext/state_tariff_buss.cfm

This invoice is in reference to the AT&T Garage Contribution Agreement Amendment 1 between Amdocs, Inc. and AT&T Mobility, LLC. Terms of this payment are covered under Section 3 (e) of the Amended Agreement, AT&T Benefits.

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.

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Friday, October 20, 2017 2:46 PM
To: BLACK, PAUL E; WOOD, BRADLEY D
Subject: ATT 1017.pdf
Attachments: ATT 1017.pdf

Please find attached the attached invoice which I am having some trouble identifying. I know that the \$290.41 payment should have gone on account 155676135 (cell phone bill for Dr. Kristin Donovan). I am not sure what the \$299.05 balance forward credit belongs. Can I have a check mailed to me for \$290.41 or can the payment be transferred to Dr. Donovan's account? Please send me the detail for the \$299.05 so that I can determine where an overpayment has been made.

Thanks for your help.

Hope Flannery
Associates in Dermatology
502-625-2221



at&t

ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD STE 200
LOUISVILLE KY 40241

Page	1 of 2
Account Number	831-000-6034 727
Billing Date	Oct 11, 2017
Questions?	1 800 235-7524
Web Site	att.com
Invoice	3959958304
AT&T Tax ID	13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	299.05CR
Payment - Thank You!	290.41CR
Adjustments	.00
Balance	589.46CR
Current Charges	.00
Balance	\$589.46CR

Payment is Not Required

News You Can Use

REGULATORY NEWS - Continued
User's Tax, and Local 911 Charge.

Thank You For Choosing AT&T Where Every Customer Counts!

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

This invoice is in reference to the AT&T Garage Contribution Agreement Amendment 1 between Amdocs, Inc. and AT&T Mobility, LLC. Terms of this payment are covered under Section 3 (e) of the Amended Agreement, AT&T Benefits.

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

Return bottom portion with your check in the enclosed envelope.

Printed on Recycled Paper

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Monday, October 16, 2017 4:05 PM
To: WOOD, BRADLEY D; BLACK, PAUL E
Subject: AT&T 1017.pdf
Attachments: AT&T 1017.pdf

These bills have not been corrected. I have paid them so that our service would not be disconnected. Can we please get these corrected
Asap”.

Thanks.

Hope
502-625-2221



at&t

Associated in Dermatology, PLLC
3810 SPRINGHURST BLVD
LOUISVILLE KY 40241

Page 1 of 2
Account Number 831-000-2646 967
Billing Date Oct 5, 2017
Questions? 1 800 235-7524
Web Site att.com
Invoice 1776008302
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	4,660.91
Payment - Thank You!	4,660.91CR
Adjustments	.00
Balance	.00
Current Charges	4,660.91
Total Amount Due	\$4,660.91
Payment Due Date	Nov 4, 2017

Billing Summary

For detailed information of your charges go to
www.businessdirect.att.com

Questions? Call: 1 800 235-7524

AT&T Business Services

Group #000001		
Sub-Account #831-000-2646 968	4,660.91	
Total Group #000001		4,660.91
Total Current Charges	4,660.91	

Current Charges

Group #000001		
Sub-Account #831-000-2646 968		
Charges for Subscriber/Router ID 7747721		
2291 GREEN VALLEY RD		
NEW ALBANY, IN 47150		
MPLS PNT Services		
Recurring Charges:		
Oct 5, 2017 thru Nov 4, 2017		
1. MPLS PNT Access Charge		330.00
3Mbps - US		
Port ID: 7747721		
Works With Circuit: DHEC.364879.801.ATI		
Qty: 1.00 Items at 330.00		

Group #000001 - Continued

Recurring Charges:		
Oct 5, 2017 thru Nov 4, 2017		
2. MPLS PNT Uplift w NxT1 (3 to 12 Mbps)		62.00
3Mbps - US		
Port ID: 7747721		
Works With Circuit: DHEC.364879.801.ATI		
Qty: 1.00 Items at 200.00		
Gross: 200.00		
MIS Multi-Protocol Label Switching Discount 138.00CR		
3. MPLS PNT W/Mgd Router @ 3 Mbps		506.85
3Mbps - US		
Port ID: 7747721		
Works With Circuit: DHEC.364879.801.ATI		
Qty: 1.00 Items at 1,145.00		
Gross: 1,145.00		
MIS Port Service Discount for NxT1 538.15CR		
Total MPLS PNT Services		998.85
Surcharges and Other Fees		
4. Federal Access Recovery Fee		39.60
Total Surcharges and Other Fees		39.60
Total Subscriber/Router ID 7747721		1,038.45
Charges for Subscriber/Router ID 902426089		
3810 SPRINGHURST BLVD		
LOUISVILLE, KY 40241		
MPLS PNT Services		
Recurring Charges:		
Sep 5, 2017 thru Oct 4, 2017		
5. MPLS PNT HiCap w/MGD RTR 10000 Kbps		462.40
10Mbps - US		
Port ID: 902426089		
Works With Circuit: MLEC.916875..ATI		
Qty: 1.00 Items at 2,720.00		
Gross: 2,720.00		
Discount 2,257.60CR		
Oct 5, 2017 thru Nov 4, 2017		
6. MPLS PNT Uplift Ethernet 2M-15M		310.00
10Mbps - US		
Port ID: 902426089		
Works With Circuit: MLEC.916875..ATI		
Qty: 1.00 Items at 1,000.00		
Gross: 1,000.00		
MIS Multi-Protocol Label Switching Discount 690.00CR		
7. MPLS PNT Access Charge		750.06
10Mbps - US		
Port ID: 902426089		
Works With Circuit: MLEC.916875..ATI		
Qty: 1.00 Items at 750.06		
Total MPLS PNT Services		1,522.46
Surcharges and Other Fees		
8. Federal Access Recovery Fee		91.19
9. KY GRT SURCHARGE INTER		21.13
Total Surcharges and Other Fees		112.32
Taxes		
State:		
10. KY/KENTUCKY		
Total Taxes		98.02
Total Subscriber/Router ID 902426089		1,732.80

Return bottom portion with your check in the enclosed envelope.



at&t

ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD
LOUISVILLE, KY 40241

Page 1 of 2
Account Number 171-800-3774 001
Billing Date Oct 5, 2017
Questions? 1 800 358-1111
Web Site att.com
Invoice 0355738306
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	8,130.29
Payment - Thank You!	8,130.29CR
Adjustments	.00
Balance	.00
Current Charges	7,791.50
Total Amount Due	\$7,791.50
Payment Due Date	Nov 4, 2017

Billing Summary

For detailed information of your charges go to
www.businessdirect.att.com

Questions? Call: 1 800 358-1111

AT&T Business Services

Group #000001 Springhurst		
Sub-Account #829-000-2568 857	.00	
Sub-Account #829-000-2568 854	1,812.70	
Total Group #000001		1,812.70
Group #000002 New Albany		
Sub-Account #829-000-2572 424	1,812.70	
Sub-Account #829-000-2572 466	.00	
Total Group #000002		1,812.70
Group #000004 Springhurst		
Sub-Account #829-000-2612 970	1,812.70	
Sub-Account #829-000-2612 973	.00	
Sub-Account #831-000-7401 575	404.63	
Total Group #000004		2,217.33
Group #000005 New Albany		
Sub-Account #829-000-2612 974	1,812.70	
Sub-Account #829-000-2612 977	.00	
Sub-Account #831-000-7388 264	136.07	
Total Group #000005		1,948.77
Total Current Charges		7,791.50

News You Can Use

News You Can Use

ACCOUNT STATUS

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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.

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JUST FOR YOUR BUSINESS

Make a statement - by not receiving one. View and download your bill details electronically via View Bills from the BusinessDirect website! This state-of-the-art online bill provides all the information that is necessary to manage your business. Pay, view and download your bill, in one easy step ... and it's FREE! For access to BusinessDirect, and View Bills, Please contact your Account Executive.

Where allowed by law, AT&T will charge a \$25 fee for any payment returned for insufficient funds, applied on your next invoice. AT&T values your business and thanks you for your cooperation in this matter.

REGULATORY NEWS

****Important News About Your Account****

You are requested to provide in writing to AT&T, within six months of this bill, any dispute with respect to the charges on this bill, unless a different notification period applies under your contract, State Tariff and/or Service Guide.

You can reach AT&T either by using the toll free number on your bill, or in writing at the remittance address listed on your bill.

http://serviceguide.att.com/service/library/business/ext/state_tariff_buss.cfm

This invoice is in reference to the AT&T Garage Contribution Agreement Amendment 1 between Amdocs, Inc and AT&T Mobility, LLC. Terms of this payment are covered under Section 3 (e) of the Amended Agreement, AT&T Benefits.

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:

Return bottom portion with your check in the enclosed envelope.

Printed on Recycled Paper

ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Tuesday, August 22, 2017 12:22 PM
To: BLACK, PAUL E
Subject: FW: ATT Bill - AID 0822.pdf

Can you see why all the sudden the billing address was changed to them in Bocris?

From: Hope Flannery [mailto:lhf@associatesindermatology.com]
Sent: Tuesday, August 22, 2017 12:17 PM
To: BLACK, PAUL E <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: ATT Bill - AID 0822.pdf

I will send the invoice on to them. It has nothing to do with us. I would change the mailing address.

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Tuesday, August 22, 2017 11:50 AM
To: Hope Flannery; WOOD, BRADLEY D
Subject: RE: ATT Bill - AID 0822.pdf

This shows for service at 7800 Sutherland Farm Rd, Louisville, KY 40059. Account has been active since 01/09/1996.

If you no longer need this line let us know and we can get it disconnected ASAP.

thanks

Paul Black
Sales Manager KY

AT&T

Small Business Solutions
534 Armory Place
Louisville, KY 40202
M: 502.553.3788
F: 866.398.2530
pb7183@att.com

[Click for Immediate Assistance](#)

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

Need help with a personal account? Click here.

www.att.com/help

From: Hope Flannery [mailto:lhf@associatesindermatology.com]
Sent: Tuesday, August 22, 2017 11:36 AM

To: BLACK, PAUL E <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>

Subject: ATT Bill - AID 0822.pdf

Hello,

I have received the attached bill and I have no idea why. Michael McCall has not worked for us since 2013. This is not one of our phone numbers.

Can one of you help with this?

Thanks

Hope Flannery
Associates in Dermatology
502-625-2221

ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Tuesday, August 22, 2017 3:04 PM
To: Hope Flannery; BLACK, PAUL E
Subject: RE: ATT Bill - AID 0822.pdf

Address was changed.

Regards,
Brad

From: Hope Flannery [mailto:lhf@associatesindermatology.com]
Sent: Tuesday, August 22, 2017 1:20 PM
To: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: ATT Bill - AID 0822.pdf

Change the billing address to

P O Box 749
Prospect, KY 40059

From: WOOD, BRADLEY D [mailto:bw6258@att.com]
Sent: Tuesday, August 22, 2017 12:38 PM
To: Hope Flannery; BLACK, PAUL E
Subject: RE: ATT Bill - AID 0822.pdf

Hope,

Do we need to change the name and billing address on this or disconnect? If we need to change the name and billing address please provide us with that info.

Regards,
Brad

From: Hope Flannery [mailto:lhf@associatesindermatology.com]
Sent: Tuesday, August 22, 2017 12:17 PM
To: BLACK, PAUL E <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: ATT Bill - AID 0822.pdf

I will send the invoice on to them. It has nothing to do with us. I would change the mailing address.

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Tuesday, August 22, 2017 11:50 AM
To: Hope Flannery; WOOD, BRADLEY D
Subject: RE: ATT Bill - AID 0822.pdf

This shows for service at 7800 Sutherland Farm Rd, Louisville, KY 40059. Account has been active since 01/09/1996.

If you no longer need this line let us know and we can get it disconnected ASAP.

thanks

Paul Black

Sales Manager KY

AT&T

Small Business Solutions
534 Armory Place
Louisville, KY 40202
M: 502.553.3788
F: 866.398.2530
pb7183@att.com

[Click for Immediate Assistance](#)

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

Need help with a personal account? Click here.

www.att.com/help

From: Hope Flannery [<mailto:lhf@associatesin dermatology.com>]

Sent: Tuesday, August 22, 2017 11:36 AM

To: BLACK, PAUL E <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>

Subject: ATT Bill - AID 0822.pdf

Hello,

I have received the attached bill and I have no idea why. Michael McCall has not worked for us since 2013. This is not one of our phone numbers.

Can one of you help with this?

Thanks

Hope Flannery
Associates in Dermatology
502-625-2221

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Tuesday, August 22, 2017 12:17 PM
To: BLACK, PAUL E; WOOD, BRADLEY D
Subject: RE: ATT Bill - AID 0822.pdf

I will send the invoice on to them. It has nothing to do with us. I would change the mailing address.

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Tuesday, August 22, 2017 11:50 AM
To: Hope Flannery; WOOD, BRADLEY D
Subject: RE: ATT Bill - AID 0822.pdf

This shows for service at 7800 Sutherland Farm Rd, Louisville, KY 40059. Account has been active since 01/09/1996.

If you no longer need this line let us know and we can get it disconnected ASAP.

thanks

Paul Black
Sales Manager KY

AT&T

Small Business Solutions
534 Armory Place
Louisville, KY 40202
M: 502.553.3788
F: 866.398.2530
pb7183@att.com

[Click for Immediate Assistance](#)

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Need help with a personal account? Click here.

www.att.com/help

From: Hope Flannery [mailto:lhf@associatesindermatology.com]
Sent: Tuesday, August 22, 2017 11:36 AM
To: BLACK, PAUL E <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: ATT Bill - AID 0822.pdf

Hello,

I have received the attached bill and I have no idea why. Michael McCall has not worked for us since 2013. This is not one of our phone numbers.

Can one of you help with this?

Thanks

Hope Flannery
Associates in Dermatology
502-625-2221

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Tuesday, August 22, 2017 11:36 AM
To: BLACK, PAUL E; WOOD, BRADLEY D
Subject: ATT Bill - AID 0822.pdf
Attachments: ATT Bill - AID 0822.pdf

Hello,

I have received the attached bill and I have no idea why. Michael McCall has not worked for us since 2013. This is not one of our phone numbers.

Can one of you help with this?

Thanks

Hope Flannery
Associates in Dermatology
502-625-2221



AT&T

MICHAEL MCCALL
3810 SPRINGHURST BLVD
LOUISVILLE KY 40241-6162

Page 1 of 2
Account Number 502 228-3037 645 0487
Billing Date Aug 14, 2017

Web Site att.com

Monthly Statement

Bill-At-A-Glance

Previous Bill	.00
Payment	.00
Adjustments	.00
Balance	.00
Current Charges	126.09
Total Amount Due	\$126.09
Amount Due in Full by	Sep 3, 2017

Billing Summary

Online: att.com/myatt	Page	
Plans and Services	1	126.09
1 800 288-2020 PIN: 9905		
Repair Service: 1 877 737-2478		
Total Current Charges		126.09

News You Can Use Summary

- PREVENT DISCONNECT
 - ELECTRONIC PAYMENTS
 - RELAY SERVICE
 - ONLINE BILL SUPPORT
 - CARRIER INFORMATION
 - MOVING SOON?
 - DO NOT CALL REGISTRY
- See "News You Can Use" for additional information.

Return bottom portion with your check in the enclosed envelope.

Plans and Services

Monthly Service - Aug 14 thru Sep 13

1. Complete Choice®	51.00
Telephone Line (Includes Touch-Tone Service)	
Call Waiting ID	
Caller-ID Name-Number Delivery	
Anonymous Call Blocking	

Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Item No.	Description	Quantity	Monthly Rate	Amount Billed
Activity on Jun 30, 2017				
Charges for 502 228-3037				
Your bill reflects a charge for a change in rates for (Monthly Charges are prorated from Jul 1, 2017 through Aug 13, 2017)				
2.	Federal Universal Service Fee	1	.08	11
3.	Federal Subscriber Line Charge	1	.11	18
Total Charges for 502 228-3037				27
4.	Account Transfer	6	59.39	53.46
Total Additions and Changes to Service				53.73

Surcharges and Other Fees

Item No.	Description	Quantity	Amount Billed
5.	KY - GRT Surcharge		1.44
6.	Cost Assessment Charge	1	.42
7.	Federal Universal Svc Fee-Addl	1	1.69
8.	Federal Subscriber Line Charge	1	6.71
Total Surcharges and Other Fees			10.26

Government Fees and Taxes

Item No.	Description	Quantity	Amount Billed
9.	Federal Excise Tax		3.33
10.	KY - State Tax		6.80
11.	Kentucky Lifeline Support	1	.14
12.	Telecommunication Relay Svc-KY	1	.04
13.	Emergency 911 Service	1	.79
Total Government Fees and Taxes			11.10

Total Plans and Services

126.09

Local Services provided by AT&T Kentucky.

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ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Wednesday, August 16, 2017 7:50 AM
To: WOOD, BRADLEY D; BLACK, PAUL E
Cc: 'Al Appel'
Subject: ATT Bills 081617 Problems - Associates in Dermatology
Attachments: ATT Bills 081617.pdf

Account Number 831-000-5538-323 Please change the billing address to Associates in Dermatology, 3810 Springhurst Blvd., Suite 22, Louisville, KY 40241. We have not been at the Broadway location for 3 ½ years.

Account Number 171-800-3774-0001 Why did the bill increase by \$1,797.36?

I can be reached at 502-625-2221, if you have any questions.

Thanks for your help.

Hope Flannery
Associates in Dermatology
Chief Financial Officer



Al Appel
310 E Broadway
Ste 200
LOUISVILLE KY 40202

Page 1 of 2
Account Number 831-000-5538 335
Billing Date Aug 4, 2017
Questions? 1 866 951-4551
Web Site att.com
Invoice 4737047301
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	49.95
Payment - Thank You!	49.95CR
Adjustments	.00
Balance	.00
Current Charges	49.95
Total Amount Due	\$49.95
Payment Due Date	Sep 3, 2017

Billing Summary

For detailed information of your charges go to
www.businessdirect.att.com

Questions? Call: 1 866 951-4551

AT&T Business Services

Group #000001		
Sub-Account #831-000-5538 335	49.95	
Total Group #000001		49.95
Total Current Charges		49.95

Current Charges

Group #000001		
Sub-Account #831-000-5538 335 Al Appel		
AT&T Web Hosting		
Recurring Charges		
Jul 20, 2017 thru Jul 20, 2017		
1 WEBSITE PLAN	49.95	
Qty: 1.00 Each at 49.95		
Total AT&T Web Hosting	49.95	
Total Sub-Account #831-000-5538 335	49.95	
Total Group #000001		49.95
Total Current Charges		49.95

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!

802-600-0000

et



ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD
LOUISVILLE, KY 40241

Page 1 of 2
Account Number 171-800-3774-001
Billing Date Aug 5, 2017
Questions? 1 800 358-1111
Web Site att.com
Invoice 5555377300
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	3,594.72
Payment - Thank You!	3,594.72CR
Adjustments	.00
Balance	.00
Current Charges	5,392.08
Total Amount Due	\$5,392.08
Payment Due Date	Sep 4, 2017

Billing Summary

For detailed information of your charges go to
www.businessdirect.att.com

Questions? Call: 1 800 358-1111

AT&T Business Services

Group #000001 Springhurst	
Sub-Account #829-000-2568 857	.00
Sub-Account #829-000-2568 854	1,797.36
Total Group #000001	1,797.36
Group #000002 New Albany	
Sub-Account #829-000-2572 424	1,797.36
Sub-Account #829-000-2572 466	.00
Total Group #000002	1,797.36
Group #000004 Springhurst	
Sub-Account #829-000-2612 970	1,797.36
Sub-Account #829-000-2612 973	.00
Total Group #000004	1,797.36
Group #000005 New Albany	
Sub-Account #829-000-2612 974	.00
Sub-Account #829-000-2612 977	.00
Total Group #000005	.00
Total Current Charges	5,392.08

News You Can Use

News You Can Use

ACCOUNT STATUS

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JUST FOR YOUR BUSINESS

Make a statement - by not receiving one. View and download your bill details electronically via View Bills from the BusinessDirect website! This state-of-the-art online bill provides all the information that is necessary to manage your business. Pay, view and download your bill, in one easy step - and it's FREE! For access to BusinessDirect, and View Bills, please contact your Account Executive.

Where allowed by law, AT&T will charge a \$25 fee for any payment returned for insufficient funds, applied on your next invoice. AT&T values your business and thanks you for your cooperation in this matter.

REGULATORY NEWS

****Important News About Your Account****

You are requested to provide in writing to AT&T, within six months of this bill, any dispute with respect to the charges on this bill, unless a different notification period applies under your contract, State Tariff and/or Service Guide.

You can reach AT&T either by using the toll free number on your bill, or in writing at the remittance address listed on your bill.

http://serviceguide.att.com/service/library/business/ext/state_tariff_buss.cfm

This invoice is in reference to the AT&T Garage Contribution Agreement Amendment 1 between Amdocs, Inc. and AT&T Mobility, LLC. Terms of this payment are covered under Section 3 (e) of the Amended Agreement, AT&T Benefits.

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:

Return bottom portion with your check in the enclosed envelope.

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesin dermatology.com>
Sent: Wednesday, July 19, 2017 7:46 AM
To: WOOD, BRADLEY D
Cc: BLACK, PAUL E; 'Al Appel'
Subject: RE: Emailing - 0720172.pdf - Associates in Dermatology

Thanks. I would appreciate it.

From: WOOD, BRADLEY D [mailto:bw6258@att.com]
Sent: Wednesday, July 19, 2017 7:36 AM
To: Hope Flannery
Cc: BLACK, PAUL E; Al Appel
Subject: Re: Emailing - 0720172.pdf - Associates in Dermatology

Good morning Hope, I am traveling this morning but as soon as I get to my destination I will review and respond in roughly 2 hours.

Regards,
Brad

Sent from my iPhone

On Jul 19, 2017, at 6:39 AM, Hope Flannery <lhf@associatesin dermatology.com> wrote:

Good Morning,

The attached bill increased \$247.50 over last month. Can you research and find out why and get back to me?

Thanks for your help.

Hope Flannery
Associates in Dermatology
502-625-2221
<0720172.pdf>

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Wednesday, July 19, 2017 6:39 AM
To: BLACK, PAUL E; WOOD, BRADLEY D
Cc: 'Al Appel'
Subject: Emailing - 0720172.pdf - Associates in Dermatology
Attachments: 0720172.pdf

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Hope Flannery
Associates in Dermatology
502-625-2221



ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD STE 200
LOUISVILLE KY 40241 6162

Page 1 of 2
Account Number 502 329-7599 001 0482
Billing Date Jul 5, 2017

Web Site att.com

Monthly Statement

Bill-At-A-Glance

Previous Bill	538.49
Payment Received 6-19 Thank You!	538.49CR
Adjustments	.00
Balance	.00
Current Charges	785.99
Total Amount Due	\$785.99
Amount Due in Full by	Jul 27, 2017

Billing Summary

Online: att.com/myatt	Page	
Plans and Services	1	477.72
1 866 820-6000 PIN: 4205		
Repair Service		
1 866 887-5055		
AT&T Long Distance Service	2	60.77
1 866 820-8000		
Internet Services	2	247.50 #
1 888 321-2375		

New services provided and billed

Total Current Charges 785.99

~~53000~~
802-001-000 196.50
802-002-000 196.50
802-000-000 196.49
802-010-000 196.50
JK

News You Can Use Summary

- PREVENT DISCONNECT
 - RATE INCREASE
 - CARRIER INFORMATION
- See "News You Can Use" for additional information

Return bottom portion with your check in the enclosed envelope

Plans and Services

Monthly Service - Jul 5 thru Aug 4

	Quantity	
1 Bus Local Call Unlimited A	1	97.00
Business Line		
Three-Way Calling		
Remote Activation of Call Forwarding		
Caller-ID Name-Number Delivery		
Anonymous Call Blocking		
2 Bus Local Call Unlimited A	1	97.00
Business Line		
Three-Way Calling		
Remote Activation of Call Forwarding		
Caller-ID Name-Number Delivery		
Anonymous Call Blocking		
3 Bus Local Call Unlimited A	1	97.00
Business Line		
Three-Way Calling		
Remote Activation of Call Forwarding		
Caller-ID Name-Number Delivery		
Anonymous Call Blocking		
4 Bus Local Call Unlimited A	1	97.00
Business Line		
Three-Way Calling		
Remote Activation of Call Forwarding		
Caller-ID Name-Number Delivery		
Anonymous Call Blocking		

Total Monthly Service 388.00

Surcharges and Other Fees

Item	No.	Description	Quantity	
	5	KY - GRT Surcharge		5.54
	6	Cost Assessment Charge	4	2.16
	7	Federal Subscriber Line Charge	4	33.12
	8	Federal Universal Svc Fee-Mult	4	6.44
Total Surcharges and Other Fees				47.26

Government Fees and Taxes

Item	No.	Description	Quantity	
	9	Federal Excise Tax		12.80
	10	KY - State Tax		25.78
	11	Kentucky Lifeline Support	4	.56
	12	Telecommunication Relay Svc-KY	4	.16
	13	Emergency 911 Service		3.18
Total Government Fees and Taxes				42.46

Total Plans and Services 477.72

Local Services provided by AT&T Kentucky

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Thursday, July 6, 2017 6:34 AM
To: BLACK, PAUL E; WOOD, BRADLEY D
Subject: Account Number 171-796-3198 076

Good Morning:

Can you all tell me what this account number covers?

Thanks and have a great day!

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

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,

ENDRES, JAM (Legal)

From: RODRICKS, RON
Sent: Friday, April 21, 2017 3:20 PM
To: aappel@associatesindermatology.com; Larry.Jarrell@intermedix.com
Cc: WOOD, BRADLEY D; BLACK, PAUL E; EXCONDE, ROINEL; SPIKNER, STEPHANIE J
Subject: Updated Telephone Number Move - Associates in Dermatology - ***HOT CUT*** - 1-69ZG81Y - AVPN

Hello Al/Larry,

I am the Order Specialist working on your upcoming Telephone Number (TN) "move" from your existing **50m MIS TDM PRI at 3810 Springhurst Blvd; 1st Floor/ Suite 200; Louisville, KY 40241 to your new 100m AVPN TDM PRI at 3810 Springhurst Blvd; 1st Floor/Telco; Louisville, KY 40241**. The TN move will follow the Hot Cut processes. **Please follow up with your New Start Order Manager – Stephanie Spikner; 404-853-2106; ssm2481@aatt.com as she will be assisting you with scheduling.**

Hot Cut Process: All Requested Telephone Numbers (TNs) on the original circuit will be disconnected. During this transition period, your TNs will be moved from the current IP Flex service to the new IP Flex service. **For planning purposes, please allow approximately 3 hours** downtime. Some of our telephone number moves take more/less time however we are not able to guarantee exactly how long it will take us to complete this work for you. The majority of our TN moves are completed in 3 hours or less. The orders will be progressed as quickly as possible in hopes of completing the telephone number move in the shortest amount of time possible.

The 53 total Telephone Numbers on your current circuit are as follows. With the "hot cut" process, at least 1 TN must stay on the original IP Flex. **(This TN would not be available at any future date on the new IP Flex).**

Gateway City Code	PBX Begin Range	PBX End Range	Ported /Native Ind	
502	3026066	3026067	N	2
502	3221940	3221959	P	20
502	5697344	5697344	P	1
502	5697711	5697711	P	1
502	5831749	5831749	P	1
502	5835024	5835024	P	1
502	5835228	5835228	P	1
502	5839061	5839061	P	1
502	6143008	6143008	P	1
502	6252200	6252221	P	22
502	8227101	8227102	N	2
				53

Cut times offered are Monday – Friday, 8AM - 5PM EST. Please consider what will work best for you and your vendor(s).

Your phone and data vendors may need to be onsite prior to or on the date of the cut to complete any/all necessary wiring and/or programming. On the cut date, no AT&T personnel will be onsite – the cut will be initiated via a conference call.

When you have confirmed the following information with me, I will be able to work with you to schedule a specific date and time to start the cut.

Items to confirm or follow up on:

- **Confirm the list of TN's to move**
- **Need to know if any of the existing TN's above can be left behind, if not I have a workaround**
- **Confirm if you would like to disconnect the old circuit once the move is complete**
- **Confirm if you would like to migrate your existing LAN IPs to the new circuit**
- **Acknowledge understanding of the Hot Cut process**

Let me know of any other special considerations I need to be aware of and/or any questions or concerns you might have.

This message and any attachments to it contain confidential business information intended solely for the recipients.

If you have received this email in error please do not forward or distribute it to anyone else, but telephone (312) 656-9280 to report the error, and then delete this message from your system.

Ron Rodricks

Global Ordering, IP Flex Move Team

Global Customer Service

AT&T Technology Operations

95 W. Algonquin Blvd. Arlington Heights, IL 60005

Phone: (312) 656-9280 Email: rr533h@att.com

Next Level Support Contact: Area Manager: Bill Smith (732) 208-9975 ws6943@att.com

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support: [Link](#)
I promise to deliver an extraordinary customer experience in all customer interactions.

ENDRES, JAM (Legal)

From: Flex Move Pre-Qualification Team
Sent: Thursday, April 20, 2017 12:04 PM
To: EXCONDE, ROINEL
Cc: WOOD, BRADLEY D; Larry.Jarrell@intermedix.com; BLACK, PAUL E
Subject: ASSOCIATES IN DERMATOLOGY - 1-69ZG81Y - IP FLEX MOVE PRE-QUALIFICATION COMPLETE
Attachments: Setting Move Expectations With Your Customer.docx

Now that the pre-qual process has completed please refer to Rome for the assigned Move ETE OS. The Move Rotation team will add the Move OS' name and USERID in the notes tab of the SR once assigned. That OS listed will be your point of contact moving forward on this request.

The customer's move of their existing IP Flex TN's will be completed via our hot cut process. Details regarding the hot cut process are listed below. Before getting into that, there are some key points I need to bring to your attention so that you will know how your order will proceed.

Please proceed with the following:

- 1) Continue working with your AVPN Flex Order Manager, circuit installation through TTU. There is no change with that process.
- 2) I will reassign SR# 1-69ZG81Y to the Move Rotation Team requesting a Move End To End Order Specialist (Move ETE OS) to be assigned.
- 3) The Move ETE OS will move the customer's existing IP Flex numbers from the old circuit to the new using the Hot Cut process.

The hot cut involves us disconnecting the customer's existing numbers from their original Flex circuit at site A. Those numbers will remain completely out of service until we can get them moved to the new circuit(s) at site B. 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 assigned Move End To End Order Specialist (Move ETE OS) will work with the AVPN OM to coordinate the customers TTU & move for the same date/time or whatever is most convenient for the customer. Please note that the move team will not manage any portion of the Flex AVPN installation and any questions related to the circuit will need to be directed to the Flex AVPN OM.

Additional details regarding this process can be obtained via the link below.

<http://marketing.web.att.com/advisories/pub/25287/>

.....
PLEASE NOTE: Always check for the most recent and current version of the Required Information Move Form at the following link prior to submitting any Move request.

Out of date forms may be rejected.

Standalone Service -

http://salesone.web.att.com/SalesOne_SharedScripts/dwnld_win_pop/index.cfm?fuseaction=pop_eportals&vardwnld_id=43930&portal_id=165&page_id=907

BOE Service -

http://salesone.web.att.com/SalesOne_SharedScripts/dwnld_win_pop/index.cfm?fuseaction=pop_eportals&vardwnld_id=44407&portal_id=165&page_id=907
.....

ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Friday, March 17, 2017 5:18 PM
To: WOOD, BRADLEY D; 'Hope Flannery'; BLACK, PAUL E
Subject: RE: Emailing - ATT 031717.pdf

Hi Brad,

What type of notification? You need a doctorate to read/understand ATT bills. Would it have been separate from the bills?

Thanks,

Al

From: WOOD, BRADLEY D [mailto:bw6258@att.com]
Sent: Friday, March 17, 2017 4:18 PM
To: Hope Flannery <lhf@associatesin dermatology.com>; BLACK, PAUL E <pb7183@att.com>
Cc: 'Al Appel' <aappel@associatesin dermatology.com>
Subject: RE: Emailing - ATT 031717.pdf

Hope,

This account had a promotion expire, you should have received some notification prior. I will get this enrolled but it will take 30 days to take effect.

Regards,
Brad

From: Hope Flannery [mailto:lhf@associatesin dermatology.com]
Sent: Friday, March 17, 2017 1:44 PM
To: BLACK, PAUL E <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: 'Al Appel' <aappel@associatesin dermatology.com>
Subject: Emailing - ATT 031717.pdf

Good Afternoon:

Please find attached a recent invoice that we have received. The total invoice increased \$274.01 from the previous month.

Can you check on this to find out which such an increase.

Thanks

Hope Flannery
Associates in Dermatology
502-625-2221

ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Monday, March 6, 2017 9:48 AM
To: WOOD, BRADLEY D; BLACK, PAUL E
Cc: 'Jarrell, Larry'
Subject: Cut over to new service tonight

Importance: High

Brad,

We have our cut over to connect our new service tonight and there are still unanswered questions on the network firewall. We had several questions when Larry and I met with you on February 15th and we still have not received any answers from you. I need you or someone from ATT to reach out to Larry ASAP so we know exactly what we are doing tonight.

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.

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Friday, March 17, 2017 1:44 PM
To: BLACK, PAUL E; WOOD, BRADLEY D
Cc: 'Al Appel'
Subject: Emailing - ATT 031717.pdf
Attachments: ATT 031717.pdf

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Can you check on this to find out which such an increase.

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Hope Flannery
Associates in Dermatology
502-625-2221



ASSOCIATES IN DERMATOLOGY
3910 SPRINGHURST BLVD STE 200
LOUISVILLE KY 40241 6162

Page 1 of 2
Account Number 502 329-7599 001 0482
Billing Date Mar 5, 2017

Web Site att.com

Monthly Statement

Bill-At-A-Glance

Previous Bill	261.63
Payment Received 2-27 Thank You!	261.63CR
Adjustments	.00
Balance	.00
Current Charges	535.64
Total Amount Due	\$535.64
Amount Due in Full by	Mar 27, 2017

Billing Summary

Online: att.com/myatt	Page	
Plans and Services	1	475.11
1 866 620-6000		
PIN: 4205		
Repair Service:		
1 866 887-5055		
AT&T Long Distance Service	2	80.53
1 866 620-6000		
Total Current Charges		535.64

01 (2)
02 (1)
60 (2)

News You Can Use Summary

• PREVENT DISCONNECT • CARRIER INFORMATION
See "News You Can Use" for additional information

Return bottom portion with your check in the enclosed envelope.

Plans and Services

Monthly Service - Mar 5 thru Apr 4

	Quantity	
1 Bus Local Call Unlimited A	1	97.00
Business Line		
Three-Way Calling		
Remote Activation of Call Forwarding		
Caller-ID Name-Number Delivery		
Anonymous Call Blocking		
2 Bus Local Call Unlimited A	1	97.00
Business Line		
Three-Way Calling		
Remote Activation of Call Forwarding		
Caller-ID Name-Number Delivery		
Anonymous Call Blocking		
3 Bus Local Call Unlimited A	1	97.00
Business Line		
Three-Way Calling		
Remote Activation of Call Forwarding		
Caller-ID Name-Number Delivery		
Anonymous Call Blocking		
4 Bus Local Call Unlimited A	1	97.00
Business Line		
Three-Way Calling		
Remote Activation of Call Forwarding		
Caller-ID Name-Number Delivery		
Anonymous Call Blocking		

Total Monthly Service 388.00

Surcharges and Other Fees

Item	No.	Description	Quantity	
	5	KY - GRT Surcharge		5.51
	6	Federal Subscriber Line Charge	4	33.12
	7	Federal Universal Svc Fee-Mult	4	6.16
Total Surcharges and Other Fees				44.79

Government Fees and Taxes

Item	No.	Description	Quantity	
	8	Federal Excise Tax		12.80
	9	KY - State Tax		25.64
	10	Kentucky Lifeline Support	4	.56
	11	Telecommunication Relay Svc-KY	4	16
	12	Emergency 911 Service		3.16
Total Government Fees and Taxes				42.32

Total Plans and Services 475.11

Local Services provided by AT&T Kentucky.

ENDRES, JAM (Legal)

Subject: Test & Turn-Up (TTU) activities for: ASSOCIATES IN DERMATOLOGY SOR 1-5FIF865, Order Number: 1-5FIF865
Location: 888-331-6293 Participant Code 6148322 Host Code 6639584
Start: Mon 3/6/2017 6:00 PM
End: Mon 3/6/2017 8:00 PM
Show Time As: Tentative
Recurrence: (none)
Meeting Status: Not yet responded
Organizer: BELIN, MATT
Required Attendees: BELIN, MATT; KP, DHANESH; WOOD, BRADLEY D; BLACK, PAUL E; RODRICKS, RON; AI Appel



BGPRCustomer...

This is a conference call test and turn up, there will be no AT&T technician dispatched to your site*** Please make sure that your IT/PBX-phone vendor is at your site on 03/06/2017 at 06:00 PM EST; call into the conference bridge promptly, our testing engineer has been reserved for 2 hours****

Thank you for ordering AT&T IP Flexible Reach service. I am pleased to inform you that we are ready to perform the Test & Turn-Up (TTU) activities for your site.

The Test & Turn-Up date and time for your site, is 03/06/2017 at 06:00 PM EST (All times are **EST** unless otherwise noted). The Test and Turn-up Engineer (TTE) who will be conducting the TTU will be **KP, DHANESH <dk505t@intl.att.com>**. If the date or time for the TTU is inconvenient for you, please contact me immediately at +1 (404) 486-6090 as failure to do so could lead to an interruption of your service and potential Customer Not Ready charges resulting from any delay.

Your AT&T IP Flexible Reach service will be activated with the following telephone numbers (TNs):

- We are activating the following new telephone numbers

Telephone Number	
From	To
5023136759	6760

- AT&T has assigned the following IP addresses (IPV4) for programming into your equipment.

AT&T Assigned Public Signaling IP Address	
IP Addresses	Offset
32.253.69.106	2

Number of Public Media IP Addresses: 1

AT&T Assigned Public Media IP Addresses	
IP Addresses	Offset
32.253.69.105	1

WAN Link IP Address(IPV4):

WAN Link IP Address(IPV6):

Data Private LAN IP Address:

Data Private LAN IP Mask:

VDNA Media IP Address:

Site Survivability Primary WAN IP Address(IPV4):

Site Survivability Primary WAN IP Address(IPV6):

Site Survivability Primary Gateway Address(IPV4):

Site Survivability Primary Gateway Address(IPV6):

Site Survivability Primary WAN IP Mask:

Logical Channel IP Address(IPV4): 32.6.211.162

Logical Channel IP Address/Prefix Length(IPV6):

Logical Channel Subnet Mask(IPV4): 255.255.255.252

ICORE PVC ID: 12923228

Native Public Signaling IP Address:

Non-Native Public Signaling IP Address:

Customer Provided Native Public Signaling IP Address:

Customer Provided Non-Native Public Signaling IP Address:

IP Border Element Assignments

IP Border Element Name	IP Address (IPV4)	SD Media IP Address(IPV4)	Vlan-ID
ch4il19sds	12.194.44.197	12.194.44.206	
mi4mn19sds	12.194.44.5	12.194.44.14	

All parties who plan to take part in the TTU activities should take note of the "location" for the appointment (listed below the subject line in this message) which is the teleconference bridge and access code where all involved parties will meet:

- TTU Bridge: 888-331-6293
- Participant's Code: 6148322

Please dial the Toll Free number and when prompted enter the "participant" code. The bridge will be opened by either the TTE or me via the "host" code.

Visit the AT&T Business Voice-over IP Implementation Planner web-site at <http://www.corp.att.com/bvoip/#features> and review the appropriate service-specific Test & Turn-Up checklist thoroughly prior to the call. The page is password protected. Hence, please enter the user name "att" and password "attvoip" to access the contents.

Please be advised to have your PBX Vendor, documentation and/or your own technical resources that are knowledgeable about your PBX/CPE (Customer Premise Equipment) at your site during the TTU call in order to properly conduct the Test & Turn-Up activities. Failure to do so could potentially lead to an interruption of your service.

The following are your order details.

TTU Date: N/A

Customer Order Information: ASSOCIATES IN DERMATOLOGY SOR 1-5FIF865

CSM Order Number: 1-5FIF865

USRP Order Number: 32502237

USO Number: VR16224780

BVoIP Order Number: 160810262

Local Contact(LCON): N/A

Premise Location: N/A

Office: N/A

BVoIP Order Manager(OM): Matt Belin

Office: +1 (404) 486-6090

Email: mb067f@att.com;

Bridge: 888-331-6293

Participant's Code: 6148322

TTE: N/A

Thank you for choosing AT&T

Sincerely,

Matt Belin

Phone: +1 (404) 486-6090

AT&T Business Solutions

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To: **ASSOCIATES IN DERMATOLOGY**

Customer Confirmation Letter – BGP-R (Add/Change/Delete Request - OM to delete the non-applicable activities)

AT&T Order Number: **1-57AARYY-B0001-0001**

Dear **Al Appel**

This letter confirms your recent request for a change to AT&T BVOIP Service including, IP Flexible Reach and IP Toll Free Service, and provides a summary of your order details.

Please take a moment to review your Order Details to ensure the information is complete and correct. Any changes to the order details could change the service delivery date.

If any changes need to be made, please reply to me by e-mail immediately to ensure your service is delivered as soon as possible.

What's Next?

If the Router is a customer managed router then you must make the changes using the data shown below and detailed in the Customer Router Configurations (CCG). This document is available at: <http://www.corp.att.com/bvoip/avpn/implementation/> . This website has service-related reference materials that will help you optimize this service for your business needs. This site is password protected; please use the user name **att** and password **attvoip**. If the Router is an AT&T managed router then AT&T will make the necessary changes, however in most cases we will confirm its fully working during the Test and Turn-up.

Expect a call from me within 5 Business Days to confirm the date when we can schedule the Test and Turn Up of your BGP-R feature.

We are pleased to provide this service to you, and you will not see any billing charges as a result of this feature being installed.

If you have any questions about any of the information in this letter, or need to reach me, please contact me using the details shown below:

Thank you for choosing AT&T to support your business needs.

Order Manager Name:

Order Manager Reach Number:

Order Manager Email Address:

Contact Information:

Sales Contact Name: BRADLEY WOOD

Sales Contact Reach Number: 5022878027

Sales Contact Email Address: bw6258@us.att.com

Address:

Site Address:

**3810 SPRINGHURST BLVD ,
LOUISVILLE ,
KY ,
402416162**

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ENDRES, JAM (Legal)

From: BELIN, MATT
Sent: Tuesday, February 28, 2017 12:55 PM
To: Jarrell, Larry; 'aappel@associatesindermatology.com'; BENOVIC, MATUS; BLACK, PAUL E; GALLAGHER, WANDA C; RHODEN, JERLINE; WOOD, BRADLEY D
Cc: BELIN, MATT
Subject: RE: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY ISR16111114208-0001

No. We would need to keep the 9 AM ET time tomorrow

From: Jarrell, Larry [mailto:Larry.Jarrell@intermedix.com]
Sent: Tuesday, February 28, 2017 12:54 PM
To: 'aappel@associatesindermatology.com' <aappel@associatesindermatology.com>; BELIN, MATT <mb067f@att.com>; BENOVIC, MATUS <mb206c@intl.att.com>; BLACK, PAUL E <pb7183@att.com>; GALLAGHER, WANDA C <wg2254@att.com>; RHODEN, JERLINE <jr6247@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY ISR16111114208-0001

Anyway we can move this to 1030 est?

Sent from my iPhone

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-----Original Message-----

From: BELIN, MATT [mailto:mb067f@att.com]
Sent: Tuesday, February 28, 2017 09:58 AM Central Standard Time
To: BENOVIC, MATUS; RHODEN, JERLINE; WOOD, BRADLEY D; BLACK, PAUL E; GALLAGHER, WANDA C; aappel@associatesindermatology.com; BELIN, MATT
Cc: jarrell
Subject: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY ISR16111114208-0001
When: Wednesday, March 01, 2017 08:00 AM-09:00 AM Central Standard Time
Where: 888-331-6293 Participant Code 6148322 Host Code 6639584

Al,

Please join the conference bridge promptly at 9AM Eastern 3/1 as Matus will be waiting to begin the scheduled LAN Migration

Thanks

From: GLOBAL DTAC ENGINEERING DUTY MANAGER RM
Sent: Friday, February 10, 2017 1:52 PM
To: BELIN, MATT <mb067f@att.com>; RHODEN, JERLINE <jr6247@att.com>
Subject: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY ISR1611114208-0001

DTAC was assigned for You by mb067f-1336285
DTAC Name: Benovic Matus (Q me) <qto://talk/mb206c> - mb206c
SR: ISR1611114208-0001

Task type: LAN Migration
Customer name: ASSOCIATES IN DERMATOLOGY
City: US
Date and time: 2017-02-28 15:00 CET
2017-02-28 09:00:00 EST
CNDD: 2017-02-10
Planned task duration: 1.0h
Service: AVPN Managed -
Task status: Open
DTAC scheduling status: assigned
OM/PIM: Rhoden Jerline (Q me) <qto://talk/jr6247> / Rhoden Jerline (Q me) <qto://talk/jr6247>
LE: Chowdhury Arindam (Q me) <qto://talk/ac600d>
IC comment: This task was automatically assigned.
OM/PIM comment: , Conference Bridge- 888-331-6293 Participant Code 6148322 Host Code 6639584
DTAC comment:
Check the DTAC's schedule <[http://skbradb01.emea.att.com/ictool_ba/?user\[\]=mb206c&dni=2&date1x=2017-02-28&time_zone=CET&actino=show_schedule](http://skbradb01.emea.att.com/ictool_ba/?user[]=mb206c&dni=2&date1x=2017-02-28&time_zone=CET&actino=show_schedule)>
Status of Rhoden Jerline's other orders <http://skbradb01.emea.att.com/ictool_ba/sdm/tasks.php?attuid=jr6247>

Your feedback will help us to improve DTAC services.

Please rate the DTAC: Benovic Matus's work using this link

<[http://skbradb01.emea.att.com/ictool_ba/form/?attuid_dtac=mb206c&name_dtac=Benovic Matus&id_order=ISR1611114208-0001&time=2017-02-28 15:00](http://skbradb01.emea.att.com/ictool_ba/form/?attuid_dtac=mb206c&name_dtac=Benovic%20Matus&id_order=ISR1611114208-0001&time=2017-02-28%2015:00)>

This message is sent to you by DTAC Scheduling (IC) tool. <http://skbradb01.emea.att.com/ictool_ba/> If you notice any problems, please let us know via Q - preferred <qto://meeting/q_rooms_mh721g1440501974199/DTACDevSupportRoom> or contact the system developer Marian Sabo - using Q <qto://talk/ms801p> or email <<mailto:ms801p@intl.att.com>>

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ENDRES, JAM (Legal)

From: Jarrell, Larry <Larry.Jarrell@intermedix.com>
Sent: Tuesday, February 28, 2017 12:54 PM
To: 'aappel@associatesin dermatology.com'; BELIN, MATT; BENOVIC, MATUS; BLACK, PAUL E; GALLAGHER, WANDA C; RHODEN, JERLINE; WOOD, BRADLEY D
Subject: RE: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY ISR16111114208-0001

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Sent from my iPhone

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Cc: jarrell
Subject: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY ISR16111114208-0001
When: Wednesday, March 01, 2017 08:00 AM-09:00 AM Central Standard Time
Where: 888-331-6293 Participant Code 6148322 Host Code 6639584

Al,

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Thanks

From: GLOBAL DTAC ENGINEERING DUTY MANAGER RM
Sent: Friday, February 10, 2017 1:52 PM
To: BELIN, MATT <mb067f@att.com>; RHODEN, JERLINE <jr6247@att.com>
Subject: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY ISR16111114208-0001

DTAC was assigned for You by mb067f-1336285
DTAC Name: Benovic Matus (Q me) <qto://talk/mb206c> - mb206c
SR: ISR16111114208-0001

Task type: LAN Migration
Customer name: ASSOCIATES IN DERMATOLOGY
City: US
Date and time: 2017-02-28 15:00 CET
2017-02-28 09:00:00 EST
CNDD: 2017-02-10
Planned task duration: 1.0h
Service: AVPN Managed -
Task status: Open
DTAC scheduling status: assigned
OM/PIM: Rhoden Jerline (Q me) <qto://talk/jr6247> / Rhoden Jerline (Q me) <qto://talk/jr6247>
LE: Chowdhury Arindam (Q me) <qto://talk/ac600d>
IC comment: This task was automatically assigned.
OM/PIM comment: , Conference Bridge- 888-331-6293 Participant Code 6148322 Host Code 6639584
DTAC comment:
Check the DTAC's schedule <[http://skbradb01.emea.att.com/ictool_ba/?user\[\]=mb206c&dni=2&date1x=2017-02-28&time_zone=CET&actino=show_schedule](http://skbradb01.emea.att.com/ictool_ba/?user[]=mb206c&dni=2&date1x=2017-02-28&time_zone=CET&actino=show_schedule)>
Status of Rhoden Jerline's other orders <http://skbradb01.emea.att.com/ictool_ba/sdm/tasks.php?attuid=jr6247>

Your feedback will help us to improve DTAC services.

Please rate the DTAC: Benovic Matus's work using this link

<[http://skbradb01.emea.att.com/ictool_ba/form/?attuid_dtac=mb206c&name_dtac=BenovicMatus&id_order=ISR1611114208-0001&time=2017-02-28 15:00](http://skbradb01.emea.att.com/ictool_ba/form/?attuid_dtac=mb206c&name_dtac=BenovicMatus&id_order=ISR1611114208-0001&time=2017-02-28%2015:00)>

This message is sent to you by DTAC Scheduling (IC) tool. <http://skbradb01.emea.att.com/ictool_ba/> If you notice any problems, please let us know via Q - preferred <qto://meeting/q_rooms_mh721g1440501974199/DTACDevSupportRoom>

or contact the system developer Marian Sabo - using Q <qto://talk/ms801p> or email <<mailto:ms801p@intl.att.com>>

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ENDRES, JAM (Legal)

Subject: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY
ISR16111114208-0001

Location: 888-331-6293 Participant Code 6148322 Host Code 6639584

Start: Tue 2/28/2017 9:00 AM
End: Tue 2/28/2017 10:00 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: BELIN, MATT
Required Attendees: BENOVIC, MATUS; RHODEN, JERLINE; WOOD, BRADLEY D; BLACK, PAUL E; GALLAGHER, WANDA C; aappel@associatesindermatology.com

Al,

Please join the conference bridge promptly at 9AM ET 2/28 as Matus will be waiting to begin the scheduled LAN Migration

Thanks

From: GLOBAL DTAC ENGINEERING DUTY MANAGER RM
Sent: Friday, February 10, 2017 1:52 PM
To: BELIN, MATT <mb067f@att.com>; RHODEN, JERLINE <jr6247@att.com>
Subject: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY ISR16111114208-0001

DTAC was assigned for You by mb067f-1336285

DTAC Name: Benovic Matus ([Q me](#)) - mb206c
SR: ISR16111114208-0001
Task type: LAN Migration
Customer name: ASSOCIATES IN DERMATOLOGY
City: US
Date and time: 2017-02-28 15:00 CET
2017-02-28 09:00:00 EST
CNDD: 2017-02-10
Planned task duration: 1.0h
Service: AVPN Managed -
Task status: **Open**
DTAC scheduling status: assigned
OM/PIM: Rhoden Jerline ([Q me](#)) / Rhoden Jerline ([Q me](#))
LE: Chowdhury Arindam ([Q me](#))
IC comment: ***This task was automatically assigned.***
OM/PIM comment: , Conference Bridge- 888-331-6293 Participant Code 6148322 Host Code 6639584
DTAC comment:

[Check the DTAC's schedule](#)

[Status of Rhoden Jerline's other orders](#)

Your feedback will help us to improve DTAC services.

[Please rate the DTAC: Benovic Matus's work using this link](#)

*This message is sent to you by [DTAC Scheduling \(IC\) tool](#). If you notice any problems, please let us know [via Q - preferred](#) or contact the system developer [Marian Sabo - using Q](#) or [email](#)
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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Wednesday, February 22, 2017 11:11 AM
To: BELIN, MATT; KP, DHANESH; WOOD, BRADLEY D; BLACK, PAUL E; RODRICKS, RON
Cc: 'Pete Mikiten'
Subject: RE: Test & Turn-Up (TTU) activities for: ASSOCIATES IN DERMATOLOGY SOR 1-5FIF865, Order Number: 1-5FIF865

Hi Matt,

Yes we are.

Thank you,

Al

From: BELIN, MATT [mailto:mb067f@att.com]
Sent: Tuesday, February 21, 2017 12:24 PM
To: KP, DHANESH <dk505t@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; RODRICKS, RON <rr533h@att.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: 'Pete Mikiten (pmikiten@matrixintegration.com)' <pmikiten@matrixintegration.com>; BELIN, MATT <mb067f@att.com>
Subject: RE: Test & Turn-Up (TTU) activities for: ASSOCIATES IN DERMATOLOGY SOR 1-5FIF865, Order Number: 1-5FIF865
Importance: High

Al,

I tried leaving a voice message but was unable too.

Please confirm via email or a phone call that your planning on still moving forward with the 3/6 Move TTU and 2/28 Scheduled LAN Migration

Thanks,

Matt Belin
Order Specialist
IPFLEX over AVPN

AT&T
754 Peachtree St, Atlanta, Georgia, 30324
Office: 404-486-6090 Email: mb067f@att.com

Next Level Support: Area Manager Tim Kilkenney - Phone: 216-496-8591 or Email: tk2698@att.com

AT&T Internal partners please refer to the Internal Support Process & Guide in advance of engaging next level. [LINK](#)

MOBILIZING **YOUR** WORLD

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If you have received this email in error please do not forward or distribute it to anyone else, but telephone XXX-XXX-XXXX (your number) to report the error, and then delete this message from your system.

-----Original Appointment-----

From: BELIN, MATT

Sent: Monday, January 30, 2017 3:01 PM

To: BELIN, MATT; KP, DHANESH; WOOD, BRADLEY D; BLACK, PAUL E; RODRICKS, RON; Al Appel

Cc: Pete Mikiten (pmikiten@matrixintegration.com)

Subject: Test & Turn-Up (TTU) activities for: ASSOCIATES IN DERMATOLOGY SOR 1-5FIF865, Order Number: 1-5FIF865

When: Monday, March 06, 2017 6:00 PM-8:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: 888-331-6293 Participant Code 6148322 Host Code 6639584

<< File: BGPRCustomerRouterConfiguration1428428.doc >>

This is a conference call test and turn up, there will be no AT&T technician dispatched to your site***
Please make sure that your IT/PBX-phone vendor is at your site on 03/06/2017 at 06:00 PM EST; call into the conference bridge promptly, our testing engineer has been reserved for 2 hours****

Thank you for ordering AT&T IP Flexible Reach service. I am pleased to inform you that we are ready to perform the Test & Turn-Up (TTU) activities for your site.

The Test & Turn-Up date and time for your site, is 03/06/2017 at 06:00 PM EST (All times are **EST** unless otherwise noted). The Test and Turn-up Engineer (TTE) who will be conducting the TTU will be **KP, DHANESH** <dk505t@intl.att.com>. If the date or time for the TTU is inconvenient for you, please contact me immediately at +1 (404) 486-6090 as failure to do so could lead to an interruption of your service and potential Customer Not Ready charges resulting from any delay.

Your AT&T IP Flexible Reach service will be activated with the following telephone numbers (TNs):

- We are activating the following new telephone numbers
- << OLE Object: Picture (Device Independent Bitmap) >>
- AT&T has assigned the following IP addresses (IPV4) for programming into your equipment.

<< OLE Object: Picture (Device Independent Bitmap) >>

All parties who plan to take part in the TTU activities should take note of the "location" for the appointment (listed below the subject line in this message) which is the teleconference bridge and access code where all involved parties will meet:

- TTU Bridge: 888-331-6293
- Participant's Code: 6148322

Please dial the Toll Free number and when prompted enter the "participant" code. The bridge will be opened by either the TTE or me via the "host" code.

Visit the AT&T Business Voice-over IP Implementation Planner web-site at <http://www.corp.att.com/bvoip/#features> and review the appropriate service-specific Test & Turn-Up checklist thoroughly prior to the call. The page is password protected. Hence, please enter the user name "att" and password "attvoip" to access the contents.

Please be advised to have your PBX Vendor, documentation and/or your own technical resources that are knowledgeable about your PBX/CPE (Customer Premise Equipment) at your site during the TTU call in order to properly conduct the Test & Turn-Up activities. Failure to do so could potentially lead to an interruption of your service.

The following are your order details.

TTU Date: N/A

Customer Order Information: ASSOCIATES IN DERMATOLOGY SOR 1-5FIF865

CSM Order Number: 1-5FIF865
USRP Order Number: 32502237
USO Number: VR16224780
BVoIP Order Number: 160810262

Local Contact(LCON): N/A
Premise Location: N/A
Office: N/A

BVoIP Order Manager(OM): Matt Belin
Office: +1 (404) 486-6090
Email: mb067f@att.com;
Bridge: 888-331-6293
Participant's Code: 6148322

TTE: N/A

Thank you for choosing AT&T

Sincerely,

Matt Belin

Phone: +1 (404) 486-6090
AT&T Business Solutions

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Cc: 'Pete Mikiten (pmikiten@matrixintegration.com)'; BELIN, MATT
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Importance: High

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Thanks,

Matt Belin

Order Specialist
IPFLEX over AVPN

AT&T

754 Peachtree St, Atlanta, Georgia, 30324
Office: 404-486-6090 Email: mb067f@att.com

Next Level Support: Area Manager Tim Kilkenney - Phone: 216-496-8591 or Email: tk2698@att.com

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<< File: BGPRCustomerRouterConfiguration1428428.doc >>

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Visit the AT&T Business Voice-over IP Implementation Planner web-site at <http://www.corp.att.com/bvoip/#features>
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Customer Order Information: ASSOCIATES IN DERMATOLOGY SOR 1-5FIF865

CSM Order Number: 1-5FIF865

USRP Order Number: 32502237

USO Number: VR16224780

BVoIP Order Number: 160810262

Local Contact(LCON): N/A

Premise Location: N/A

Office: N/A

BVoIP Order Manager(OM): Matt Belin

Office: +1 (404) 486-6090

Email: mb067f@att.com;

Bridge: 888-331-6293

Participant's Code: 6148322

TTE: N/A

Thank you for choosing AT&T

Sincerely,

Matt Belin

Phone: +1 (404) 486-6090

AT&T Business Solutions

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ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Wednesday, February 15, 2017 7:02 AM
To: WOOD, BRADLEY D; BLACK, PAUL E
Cc: 'Al Appel'
Subject: Emailing - att 0215.pdf
Attachments: att 0215.pdf

I have attached a copy of our most recent bill for Web Hosting services and I have also a copy of our November bill for the same services. For some reason, the address has been changed to our old Broadway location. We have been at our Springhurst location for 4 years. Please have the address updated to the correct address.

If you have any questions, please give me a call at 502-625-2221.

Thanks.

Hope Flannery
Associates in Dermatology



Al Appel
310 E Broadway
Ste 200
LOUISVILLE KY 40202

Page 1 of 2
Account Number 831-000-5538 335
Billing Date Feb 4, 2017
Questions? 1 866 951-4551
Web Site **att.com**

Invoice 7358025300
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	49.95
Payment - Thank You!	49.95CR
Adjustments	.00
Balance	.00
Current Charges	49.95
Total Amount Due	\$49.95
Payment Due Date	Mar 8, 2017

Billing Summary

For detailed information of your charges go to
www.businessdirect.att.com

Questions? Call: 1 866 951-4551

AT&T Business Services

Group #000001		
Sub-Account #831-000-5538 335	49.95	
Total Group #000001		49.95
Total Current Charges		49.95

Current Charges

Group #000001	
Sub-Account #831-000-5538 335 Al Appel	
AT&T Web Hosting	
Recurring Charges	
Jan 20, 2017 thru Jan 20, 2017	
1 WEBSITE PLAN	49.95
Qty: 1.00 Each at 49.95	
Total AT&T Web Hosting	49.95
Total Sub-Account #831-000-5538 335	49.95
Total Group #000001	49.95
Total Current Charges	49.95

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 LP.

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!



Al Appel
3810 SPRINGHURST BLVD # 200
#200
LOUISVILLE KY 40241

Page 1 of 2
Account Number 831-000-5538 323
Billing Date Nov 4, 2016
Questions? 1 888 951-4551
Web Site att.com
Invoice 4874814300
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	49.95
Payment - Thank You!	49.95CR
Adjustments	.00
Balance	.00
Current Charges	49.95
Total Amount Due	\$49.95
Payment Due Date	Dec 4, 2016

Billing Summary

For detailed information of your charges go to
www.businessdirect.att.com

Questions? Call: 1 888 951-4551

AT&T Business Services

Group #000001		
Sub-Account #831-000-5538 335	49.95	
Total Group #000001		49.95
Total Current Charges		49.95

Current Charges

Group #000001		
Sub-Account #831-000-5538 335 Al Appel		
AT&T Web Hosting		
Recurring Charges:		
Oct 20, 2016 thru Oct 20, 2016		
1 WEBSITE PLAN	49.95	
Qty: 1.00 Each at 49.95		
Total AT&T Web Hosting	49.95	
Total Sub-Account #831-000-5538 335	49.95	
Total Group #000001		49.95
Total Current Charges		49.95

News You Can Use

News You Can Use

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Thank You For Choosing AT&T Where Every Customer Counts!

53000-02
ib

NOV 22 2016
6485

ENDRES, JAM (Legal)

Subject: AT&T Meeting
Location: Al's office

Start: Tue 2/14/2017 2:00 PM
End: Tue 2/14/2017 3:00 PM
Show Time As: Tentative

Recurrence: (none)

Organizer: Al Appel

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, February 09, 2017 4:12 PM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: BLACK, PAUL E <pb7183@att.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>
Subject: Re: New service for NA

Al,

Does Tuesday afternoon around 2:00 work for you?

Regards,

Brad

Sent from my iPhone

On Feb 9, 2017, at 4:09 PM, Al Appel <aappel@associatesin dermatology.com> wrote:

Hi Brad,

We had our phone call today and we really do not need an MPLS with our new practice management system. I have copied our new IT guru, Larry Jarrell on this since he is replacing Bart. Can we set up a meeting to talk about our different options?

Thanks,

Al

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Thursday, August 25, 2016 2:21 PM
To: 'BLACK, PAUL E' <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: Al Appel <aappel@associatesindermatology.com>
Subject: New service for NA

Good afternoon,

As we discussed yesterday our new service will consist of:

Our existing charge is \$5800 and with the other upgrade it would have been \$6,100

Our new service will be \$5,494 and will be 100 meg at both sites with 50 meg from site to site. Also it will have 80 meg network based firewalls and if the internet goes down in Springhurst we will not lose service in NA.

Please let me know if there is anything I missed or not accurate.

Thanks,

Al

Al Appel

Chief Administrative Officer

Associates in Dermatology, PLLC

3810 Springhurst Blvd., Suite 200

Louisville, KY 40241

Phone 502-583-1749

Fax 502-329-7599

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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Thursday, February 9, 2017 4:10 PM
To: BLACK, PAUL E; WOOD, BRADLEY D; 'Jarrell, Larry'
Subject: RE: New service for NA

Hi Brad,

We had our phone call today and we really do not need an MPLS with our new practice management system. I have copied our new IT guru, Larry Jarrell on this since he is replacing Bart. Can we set up a meeting to talk about our different options?

Thanks,

Al

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Sent: Thursday, August 25, 2016 2:21 PM
To: 'BLACK, PAUL E' <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: Al Appel <aappel@associatesin dermatology.com>
Subject: New service for NA

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ENDRES, JAM (Legal)

From: BELIN, MATT
Sent: Friday, February 10, 2017 1:52 PM
To: aappel@associatesin dermatology.com
Cc: WOOD, BRADLEY D; BLACK, PAUL E; GALLAGHER, WANDA C; BELIN, MATT
Subject: Associates in Dermatology LAN Migration 2/28 9AM ET

Importance: High

Al,

Per our phone call, your LAN Migration is rescheduled for 2/28 9AM ET and calendar invites will be sent out shortly

Thanks,

Matt Belin

Order Specialist
IPFLEX over AVPN

AT&T

754 Peachtree St, Atlanta, Georgia, 30324
Office: 404-486-6090 Email: mb067f@att.com

Next Level Support: Area Manager Tim Kilkenney - Phone: 216-496-8591 or Email: tk2698@att.com

AT&T Internal partners please refer to the Internal Support Process & Guide in advance of engaging next level. [LINK](#)

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If you have received this email in error please do not forward or distribute it to anyone else, but telephone XXX-XXX-XXXX (your number) to report the error, and then delete this message from your system.

From: RODRICKS, RON
Sent: Monday, January 30, 2017 3:05 PM
To: aappel@associatesin dermatology.com
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BELIN, MATT <mb067f@att.com>; Move OC OM handoff <DL-MoveOCOMhandoff@att.com>
Subject: Final Order Confirmation - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN

<< File: SPRINGHURST IP Flex Moves or Upgradescmplt 6.xls >>
Hello Al,

This letter is the Final Order Confirmation for your upcoming Telephone Number (TN) "move".

Customer Name: Associates In Dermatology

Customer Contacts: Al Appel – 502-583-1749 - aappel@associatesindermatology.com

Project Scope: Moving 53 numbers from 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.

- **Customer will provide us with a Leave Behind TN**
- Hot Cut process approved on 1/30/2017 by customer
- Hot Cut is scheduled for 3/6/17 at 6pm EST/5pm CST

Ron Rodricks

Global Ordering, IP Flex Move Team

Global Customer Service

AT&T Technology Operations

95 W. Algonquin Blvd. Arlington Heights, IL 60005

Phone: (312) 656-9280 Email: rr533h@att.com

Next Level Support Contact: Area Manager: Bill Smith (732) 208-9975 ws6943@att.com

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support: [Link](#)
I promise to deliver an extraordinary customer experience in all customer interactions.

ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesindermatology.com>
Sent: Thursday, February 9, 2017 4:28 PM
To: WOOD, BRADLEY D
Cc: BLACK, PAUL E; 'Jarrell, Larry'
Subject: RE: New service for NA

Fine with me.

Al

From: WOOD, BRADLEY D [mailto:bw6258@att.com]
Sent: Thursday, February 09, 2017 4:12 PM
To: Al Appel <aappel@associatesindermatology.com>
Cc: BLACK, PAUL E <pb7183@att.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>
Subject: Re: New service for NA

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Sent from my iPhone

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To: 'BLACK, PAUL E' <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: Al Appel <aappel@associatesindermatology.com>
Subject: New service for NA

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Please let me know if there is anything I missed or not accurate.

Thanks,

Al

Al Appel

**Chief Administrative Officer
Associates in Dermatology, PLLC
3810 Springhurst Blvd., Suite 200
Louisville, KY 40241
Phone 502-583-1749
Fax 502-329-7599**

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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesindermatology.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@associatesindermatology.com>; BLACK, PAUL E <pb7183@att.com>; 'Al Appel' <aappel@associatesindermatology.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@associatesindermatology.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@associatesindermatology.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)

RODRICKS, JAM (Legal)

From: RODRICKS, RON
Sent: Monday, January 30, 2017 3:05 PM
To: aappel@associatesin dermatology.com
Cc: WOOD, BRADLEY D; BLACK, PAUL E; GALLAGHER, WANDA C; BELIN, MATT; Move OC
OM handoff
Subject: Final Order Confirmation - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN



SPRINGHURST IP
Flex Moves or U...

Hello Al,

This letter is the Final Order Confirmation for your upcoming Telephone Number (TN) "move".

Customer Name: Associates In Dermatology
Customer Contacts: Al Appel – 502-583-1749 - aappel@associatesin dermatology.com
Project Scope: Moving 53 numbers from 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.

- **Customer will provide us with a Leave Behind TN**
- Hot Cut process approved on 1/30/2017 by customer
- Hot Cut is scheduled for 3/6/17 at 6pm EST/5pm CST

Ron Rodricks

Global Ordering, IP Flex Move Team
Global Customer Service

AT&T Technology Operations

95 W. Algonquin Blvd. Arlington Heights, IL 60005
Phone: (312) 656-9280 Email: rr533h@att.com

Next Level Support Contact: Area Manager: Bill Smith (732) 208-9975 ws6943@att.com

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support: [Link](#)
I promise to deliver an extraordinary customer experience in all customer interactions.

Site A (Current) Company Name	Associates In Dermatology	Site B (New) Company Name	Associates In Dermatology
Site A (Current) Address - Include City, State, Zip; also Room and Floor (if applicable)	3810 Springhurst Blvd. 1st Floor/Suite 200 Louisville, KY 40241	Site B (New) Address - Include City, State, Zip; also Room and Floor (if applicable) If physical move, indicate new address If upgrade, indicate same address as Site A	3810 Springhurst Blvd. 1st Floor/Suite 200 Louisville, KY 40241
Type of Circuit/Speed/handoff at Site A (found in GIOM Inventory) ie. MIS/1.5/PRI Interface Handoff = BIB, PRI, IP PBX (critical!) Circuit Type = MIS, PNT, AVPN	50m MIS TDM PRI	Type of Circuit/Speed/handoff at Site B ie. MIS/1.5/PRI Interface Handoff = BIB, PRI, IP PBX (critical!) Circuit Type = MIS, PNT, AVPN	100m AVPN IP SIP
Site A (Current) IP Flex Invoice Account #	1717963198076	Site B's BVOIP Contract GCSM CON Number If ASAP, BVP number (located in the solution summary of MDS SOR)	BVP1501939
Site A (Current) IP Flex Sub-Account #	8310006276216	Site B's MIS Contract GCSM CSM Number If ASAP, MIS number (located in the solution summary of MDS SOR)	160915161950
Site A (Current) IP Flex Charge #	423368	Has the new site been ordered via a separate SR? (Yes/No) Provide the New Start SR # and the order info must also be provided below	1-530LAT1
Site A (Current) Circuit ID(s)	BBEC.554292...ATI	Site B circuit ID(s)	IUEC745777 ATI
Site A (Current) SAP ID, if available	15495889	Site B CSM Order Solution or HALO Service Group ID (1000#)	1-57AARYY-80001-0001
Site A (Current) WAN IP, if available	12.247.188.128	Site B IP Order #	AVPN/NA
		Site B ISR order # (HALO = N/A)	ISR16112291837
		Site B GIOM order # or HALO IPFLEX Service Order ID (BVOIP 3000#)	160810262
		Site B Circuit USO #	32502237
		Site B New Start Order Manager, if known If you have a Site B order in progress, indicate the order manager name here	Matt Belin - mb067f - (404) 486-6090
Site A (Current) BVOIP MCN Triplet Info (MCN, GRC, SOC)	MCN: SZ0943 GRC: NAT SOC: 1J	Site B (New) BVOIP MCN Triplet Info, if changing (MCN, GRC, SOC)	MCN: KR5161 GRC: VP1 SOC: 1J
What is the Site A's Site ID *Obtain from SPP	8430117	What is the Site B's Site ID? If existing from SPP	8857493
What is the Site A's Dial Plan number *Obtain from SPP (not "PUBLIC")	1004594366	What is the Site B Dial Plan? If existing from SPP	1004594366
Current Calling Plan at Site A (B or C) *Obtain from contract or GIOM Inventory	C	Calling Plan at Site B (B or C) *Obtain from contract or GIOM Inventory, if avail	C
Concurrent Calls (Call Paths) at Site A *Obtain from SPP	23	Concurrent Calls (Call Paths) at Site B	23
Provide at least one TN that is moving from Site A		Provide a working Flex TN on Site B, if exists (Not the same as Site A)	
Provide the full list of the TNs that are moving on the "TNs Moving" tab	5023221940		5023136760
Total Number of IP Flex Reach TN's at Site A to be Moved to Site B	53	Will the customer have Enhanced Features on the new site? If we are moving TNs to a new site with Enhanced Features, it is imperative that the digits (i.e. usually 7 or 10) on the new site B match the old site A. If they do not match, we can put the customer out of service for hours+	Y

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

Next Level Support Contact: Area Manager: Bill Smith (732) 208-9975 ws6943@att.com

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support: [Link](#)
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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

Next Level Support: Area Manager Tim Kilkenney - Phone: 216-496-8591 or Email: tk2698@att.com

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From: BELIN, MATT
Sent: Thursday, January 12, 2017 12:19 PM
To: RODRICKS, RON <rr533h@att.com>; Al Appel <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: 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@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: 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@associatesindermatology.com>]
Sent: Wednesday, January 11, 2017 9:51 AM
To: RODRICKS, RON <rr533h@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BELIN, MATT <mb067f@att.com>
Subject: RE: Telephone Number Move - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN

Good morning,

Our telephone provider is Matrix Integration, will they need to be onsite?

Al

From: RODRICKS, RON [<mailto:rr533h@att.com>]
Sent: Wednesday, January 11, 2017 10:03 AM
To: aappel@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

AT&T Order Status Tools: Internal [IOS](#) & Customers [OSM](#)
AT&T Internal partners please refer to the [Internal Support Guide](#) in advance of engaging next level support.

Next Level Support – Area Manager – Bill Smith - Phone: (732) 208-9975 or Email: ws6943@att.com



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If you have received this email in error please do not forward or distribute it to anyone else, but telephone (312) 656-9280 to report the error, and then delete this message from your system.

ENDRES, JAM (Legal)

From: BELIN, MATT
Sent: Monday, January 30, 2017 2:45 PM
To: Al Appel
Cc: WOOD, BRADLEY D; BLACK, PAUL E; BELIN, MATT; RODRICKS, RON
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

Next Level Support: Area Manager Tim Kilkenney - Phone: 216-496-8591 or Email: tk2698@att.com

AT&T Internal partners please refer to the Internal Support Process & Guide in advance of engaging next level. [LINK](#)

MOBILIZING YOUR WORLD

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If you have received this email in error please do not forward or distribute it to anyone else, but telephone XXX-XXX-XXXX (your number) to report the error, and then delete this message from your system.

From: BELIN, MATT
Sent: Thursday, January 12, 2017 12:19 PM
To: RODRICKS, RON <rr533h@att.com>; Al Appel <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: 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@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: 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@associatesindermatology.com>]
Sent: Wednesday, January 11, 2017 9:51 AM
To: RODRICKS, RON <rr533h@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BELIN, MATT <mb067f@att.com>
Subject: RE: Telephone Number Move - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN

Good morning,

Our telephone provider is Matrix Integration, will they need to be onsite?

Al

From: RODRICKS, RON [<mailto:rr533h@att.com>]
Sent: Wednesday, January 11, 2017 10:03 AM
To: aappel@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.

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 Phone: (312) 656-9280. Email: rr533h@att.com

AT&T Order Status Tools: Internal [IOS](#) & Customers [OSM](#)
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Next Level Support – Area Manager – Bill Smith - Phone: (732) 208-9975 or Email: ws6943@att.com



Global Ordering &
Managed Services
Global Delivery & Assurance
Efficient • Innovative • Team



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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@associatesindermatology.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@associatesindermatology.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: Hope Flannery <lhf@associatesindermatology.com>
Sent: Monday, January 23, 2017 9:50 AM
To: BLACK, PAUL E; WOOD, BRADLEY D
Cc: 'Al Appel'
Subject: RE: Associates in Dermatology

Thanks for your quick response.

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Monday, January 23, 2017 9:42 AM
To: Hope Flannery; WOOD, BRADLEY D
Cc: 'Al Appel'
Subject: RE: Associates in Dermatology

Hope:

Thanks for reaching out. This is a 1 line phone account located at 3 AUDUBON PLAZA DR, Suite 630, LOUISVILLE. It looks like it was installed 7/29/16.

Let us know if you need anything done on the account and your Account Manager Brad Wood will engage.

Best Regards,

Paul Black
Sales Manager KY

AT&T

Small Business Solutions
601 W Chestnut St
Louisville, KY 40202
M: 502.553.3788
F: 866.398.2530
pb7183@att.com

[Click for Immediate Assistance](#)

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

Need help with a personal account? Click here.
www.att.com/help

From: Hope Flannery [mailto:lhf@associatesindermatology.com]
Sent: Monday, January 23, 2017 8:24 AM
To: BLACK, PAUL E <pb7183@att.com>

Cc: 'Al Appel' <aappel@associatesindermatology.com>

Subject: Associates in Dermatology

Paul,

I have received this bill and I have no idea what it is for. I looked back in our files and we have been receiving a bill for the last few months but it has had a credit on it. My accounts payable staff was filing the monthly bill away as it had a credit. I have dialed the number and it just rings and rings.

Please check into this for me. This bill is due on 2/11/17. I have no problem paying the bill, if it is, in fact ours.

Thanks for your help in this matter.

Hope Flannery
Associates in Dermatology,
502-625-2221 (direct line)

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Monday, January 23, 2017 8:24 AM
To: BLACK, PAUL E
Cc: 'Al Appel'
Subject: Associates in Dermatology
Attachments: ATT 0117.pdf

Paul,

I have received this bill and I have no idea what it is for. I looked back in our files and we have been receiving a bill for the last few months but it has had a credit on it. My accounts payable staff was filing the monthly bill away as it had a credit. I have dialed the number and it just rings and rings.

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Thanks for your help in this matter.

Hope Flannery
Associates in Dermatology,
502-625-2221 (direct line)



ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD
LOUISVILLE KY 40241-6162

Page 1 of 2
Account Number 502 636-3795 443 0485
Billing Date Jan 11, 2017

Web Site att.com

Monthly Statement

Bill-At-A-Glance

Previous Bill	54.17CR
Payment	.00
Adjustments	.00
Balance	54.17CR
Current Charges	106.03
Total Amount Due	\$51.86
Current Charges Due in Full by	Feb 2, 2017

Billing Summary

Online: att.com/myatt	Page	
Plans and Services	1	66.98
1 866 620-6000 PIN: 6098		
Repair Service:		
1 866 887-5055		
AT&T Long Distance Service	1	39.05 #
1 866 620-6000		
# New services provided and billed		
Total Current Charges		106.03

News You Can Use Summary

- PREVENT DISCONNECT
 - CARRIER INFORMATION
 - BRI 911 SURCHARGES
- See "News You Can Use" for additional information.

Plans and Services

Promotions and Discounts

Item	No.	Description	
	1.	Discount for Business Local Calling for Bill Period Jan 11, 2017 EESNORLW3	47.00CR

Monthly Service - Jan 11 thru Feb 10

2.	Bus Local Call Unlimited A	97.00
	Business Line	
	Three-Way Calling	
	Remote Activation of Call Forwarding	
	Caller-ID Name-Number Delivery	
	Anonymous Call Blocking	

Surcharges and Other Fees

Item	No.	Description	Quantity	
	3.	KY - GRT Surcharge		.76
	4.	Federal Subscriber Line Charge	1	3.28
	5.	Federal Universal Svc Fee-Mult	1	1.81
		Total Surcharges and Other Fees		10.65

Government Fees and Taxes

Item	No.	Description	Quantity	
	6.	Federal Excise Tax		1.77
	7.	KY - State Tax		3.59
	8.	Kentucky Lifeline Support	1	.14
	9.	Telecommunication Relay Svc-KY	1	.04
	10.	Emergency 911 Service	1	.79
		Total Government Fees and Taxes		6.33

Total Plans and Services 66.98

AT&T Long Distance Service

Monthly Service

Charges for 502 636-3795		
Type of Service	Period	
11. Minimum Usage Charge	11/21-12/20	32.50

Surcharges and Other Fees

12. Federal Regulatory Fee	58
13. Federal Universal Service Fee	3.31
14. KY - GRT Surcharge	.48
Total Surcharges and Other Fees	4.37

Local Services provided by AT&T Kentucky.

Return bottom portion with your check in the enclosed envelope.

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Monday, January 23, 2017 11:24 AM
To: WOOD, BRADLEY D; BLACK, PAUL E; 'Al Appel'
Attachments: att 0117 2.pdf

More mystery for our telephone question.

I have attached 2 bills that we have in our files. Telephone Number 502-626-3794 had a credit of \$162.63. It appears that the credit transferred to 502-636-3795. I am not sure where 636-3795 came from. According to our records we have the following numbers:

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384-0607
634-9447 – Fax

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Thanks.

Hope Flannery
Associates in Dermatology
502-625-2221 (direct line)



ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD
LOUISVILLE KY 40241-8162

Page 1 of 3
Account Number 502 636-3795 443 0485
Billing Date Nov 11, 2016

Web Site att.com

Monthly Statement

We've found new ways you can save on your phone bill. We're standing by, ready to help!

Bill-At-A-Glance

Previous Bill	.00
Payment	.00
Adjustments	162.63CR
Balance	162.63CR
Current Charges	37.02
Balance	\$125.61CR
Payment is Not Required	

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1.	10-26	Account Balance Adjustment	162.63CR	

Plans and Services

Promotions and Discounts

Item No.	Description	Amount
2.	Discount for Business Local Calling for Bill Period Nov 11, 2016 EESNORLW3.	6.27

Monthly Service - Nov 11 thru Dec 10

Item No.	Description	Quantity	Amount
3.	Bus Local Call Unlimited A Business Line Three-Way Calling Remote Activation of Call Forwarding Caller-ID Name-Number Delivery Anonymous Call Blocking	1	97.00

Additions and Charges to Service

This section of your bill reflects charges and credits resulting from account activity.

Item No.	Description	Quantity	Monthly Rate	Amount Billed
Activity on Oct 24, 2016 PDN: ML2242721 Order No. C4C6LF00 Charges for 502 634-9447 Services Removed (Monthly Charges were Billed in Advance and are Prorated from Oct 25, 2016 through Nov 10, 2016)				
4.	TRS/TAP Surcharge	1	.04	.02CR
Total Charges for PDN: ML2242721				
5.	Federal Universal Svc Fee-Mult	1	1.61	.91CR
6.	Kentucky Lifeline Support	1	.14	.08CR
7.	Federal Subscriber Line Charge	1	8.28	4.69CR
8.	Bus Local Call Unlimited A	2	194.00	109.95CR
Total Charges for 502 634-9447				
Charges for 502 636-3794 Services Removed (Monthly Charges were Billed in Advance and are Prorated from Oct 25, 2016 through Nov 10, 2016)				
9.	TRS/TAP Surcharge	1	.04	.02CR
10.	Federal Universal Svc Fee-Mult	1	1.61	.91CR
Local Services provided by AT&T Kentucky.				

Billing Summary

Online: att.com/myatt	Page	
Plans and Services	1	8.03CR
1 866-620-6000 PIN: 8098		
Repair Service:		
1 888 804-6444		
AT&T Long Distance Service	2	45.05
1 866 620-6000		
Total Current Charges		37.02

News You Can Use Summary

• PREVENT DISCONNECT • CARRIER INFORMATION
• MOVING SOON?
See "News You Can Use" for additional information.

Return bottom portion with your check in the enclosed envelope.



ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD
LOUISVILLE KY 40241-5162

Page 1 of 2
Account Number 502 636-3794 443 0482
Billing Date Oct 11, 2016

Web Site att.com

Monthly Statement

We've found new ways you can save on your phone bill. We're standing by, ready to help!

Bill-At-A-Glance

Previous Bill	168.63
Payment Received 9-30 Thank You!	168.63CR
Adjustments	.00
Balance	.00
Current Charges	162.63CR
Balance	\$162.63CR
Payment is Not Required	

Billing Summary

Online: att.com/myatt	Page	
Plans and Services	1	185.31CR
1 866-620-6000 PIN: 6098		
Repair Service:		
1 888 804-6444		
AT&T Long Distance Service	2	22.68
1 866 620-6000		
Total Current Charges		162.63CR

Plans and Services

Promotions and Discounts

Item No.	Description	
1.	Discount for Business ADL Promo for Bill Period Oct 11, 2016 EESNORLVM.	300.00CR
2.	Discount for Business Local Calling for Bill Period Oct 11, 2016 EESNORLW3.	141.00CR
3.	Discount for Bus Local Calling for Bill Period Oct 11, 2016 EESNORLW5.	50.00CR
Total Promotions and Discounts		491.00CR

Monthly Service - Oct 11 thru Nov 10

Item No.	Description	Quantity	
4.	Bus Local Call Unlimited A Business Line Three-Way Calling Remote Activation of Call Forwarding Caller-ID Name-Number Delivery Anonymous Call Blocking	1	97.00
5.	Bus Local Call Unlimited A Business Line Three-Way Calling Call Forwarding Busy Line Call Forwarding Don't Answer Remote Activation of Call Forwarding Caller-ID Name-Number Delivery Anonymous Call Blocking	1	97.00
6.	Bus Local Call Unlimited A Business Line Three-Way Calling Remote Activation of Call Forwarding Caller-ID Name-Number Delivery Anonymous Call Blocking	1	97.00
Total Monthly Service			291.00

Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Item No.	Description	Quantity	Monthly Rate	Amount Billed
Activity on Sep 30, 2016				
Charges for 502 636-3794				
Your bill reflects a credit for a change in rates for: (Monthly Charges are prorated from Oct 1, 2016 through Oct 10, 2016)				
7.	Federal Universal Service Fee	3	15	.06CR

Local Services provided by AT&T Kentucky.

News You Can Use Summary

- PREVENT DISCONNECT
 - MOVING SOON?
 - CARRIER INFORMATION
- See "News You Can Use" for additional information.

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ENDRES, JAM (Legal)

From: RODRICKS, RON
Sent: Friday, April 21, 2017 2:04 PM
To: aappel@associatesin dermatology.com; Larry.Jarrell@intermedix.com
Cc: WOOD, BRADLEY D; BLACK, PAUL E; EXCONDE, ROINEL; MOORE, DEANNA
Subject: Telephone Number Move - Associates in Dermatology - ***HOT CUT*** - 1-69ZG81Y - AVPN

Importance: High

Hello Al/Larry,

I am the Order Specialist working on your upcoming Telephone Number (TN) "move" from your existing **50m MIS TDM PRI at 3810 Springhurst Blvd; 1st Floor/ Suite 200; Louisville, KY 40241 to your new 100m AVPN TDM PRI at 3810 Springhurst Blvd; 1st Floor/Telco; Louisville, KY 40241**. The TN move will follow the Hot Cut processes. **Please follow up with your New Start Order Manager – Deanna Moore; 404-829-6751; dm15@intermedix.com as he will be assisting you with scheduling.**

Hot Cut Process: All Requested Telephone Numbers (TNs) on the original circuit will be disconnected. During this transition period, your TNs will be moved from the current IP Flex service to the new IP Flex service. For planning purposes, please allow approximately **3 hours** downtime. Some of our telephone number moves take more/less time however we are not able to guarantee exactly how long it will take us to complete this work for you. The majority of our TN moves are completed in 3 hours or less. The orders will be progressed as quickly as possible in hopes of completing the telephone number move in the shortest amount of time possible.

The 53 total Telephone Numbers on your current circuit are as follows. With the "hot cut" process, at least 1 TN must stay on the original IP Flex. **(This TN would not be available at any future date on the new IP Flex).**

Gateway City Code	PBX Begin Range	PBX End Range	Ported /Native Ind	
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				53

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Items to confirm or follow up on:

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- **Need to know if any of the existing TN's above can be left behind, if not I have a workaround**
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- **Acknowledge understanding of the Hot Cut process**

Let me know of any other special considerations I need to be aware of and/or any questions or concerns you might have.

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Ron Rodricks

Global Ordering, IP Flex Move Team

Global Customer Service

AT&T Technology Operations

95 W. Algonquin Blvd. Arlington Heights, IL 60005

Phone: (312) 656-9280 Email: rr533h@att.com

Next Level Support Contact: Area Manager: Bill Smith (732) 208-9975 ws6943@att.com

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support: [Link](#)
I promise to deliver an extraordinary customer experience in all customer interactions.

ENDRES, JAM (Legal)

From: BELIN, MATT
Sent: Thursday, January 12, 2017 12:19 PM
To: RODRICKS, RON; Al Appel
Cc: WOOD, BRADLEY D; BLACK, PAUL E; GALLAGHER, WANDA C; BELIN, MATT
Subject: RE: Telephone Number Move - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN

Al,

I see your PreTest is scheduled for 1/19 and once that completes I'll give you a call to schedule your Move TTU.

Ron- Please provide your availability for the next 6 weeks to schedule

Thanks

From: RODRICKS, RON
Sent: Wednesday, January 11, 2017 7:36 PM
To: Al Appel <aappel@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: RE: Telephone Number Move - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN

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From: Al Appel [<mailto:aappel@associatesindermatology.com>]
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To: RODRICKS, RON <rr533h@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BELIN, MATT <mb067f@att.com>
Subject: RE: Telephone Number Move - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN

Good morning,

Our telephone provider is Matrix Integration, will they need to be onsite?

Al

From: RODRICKS, RON [<mailto:rr533h@att.com>]
Sent: Wednesday, January 11, 2017 10:03 AM
To: aappel@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 - mb0671@att.com - (404) 486-6090 as he will be assisting you with scheduling.**

Hot Cut Process: All Requested Telephone Numbers (TNs) on the original circuit will be disconnected. During this transition period, your TNs will be moved from the current IP Flex service to the new IP Flex service. **For planning purposes, please allow approximately 3 hours downtime.** Some of our telephone number moves take more/less time however we are not able to guarantee exactly how long it will take us to complete this this work for you. **The majority of our TN moves are completed in 3 hours or less.** The orders will be progressed as quickly as possible in hopes of completing the telephone number move in the shortest amount of time possible.

The 53 total Telephone Numbers on your current circuit are as follows. With the "hot cut" process, at least 1 TN must stay on the original IP Flex. **(This TN would not be available at any future date on the new IP Flex).**

Gateway City Code	PBX Begin Range	PBX End Range	Ported /Native Ind	
502	3026066	3026067	N	2
502	3221940	3221959	P	20
502	5697344	5697344	P	1
502	5697711	5697711	P	1
502	5831749	5831749	P	1
502	5835024	5835024	P	1
502	5835228	5835228	P	1
502	5839061	5839061	P	1
502	6143008	6143008	P	1
502	6252200	6252221	P	22
502	8227101	8227102	N	2
				53

Cut times offered are Monday – Friday, 7AM - 6PM EST. Please consider what will work best for you and your vendor(s).

Your phone and data vendors may need to be onsite prior to or on the date of the cut to complete any/all necessary wiring and/or programming. On the cut date, no AT&T personnel will be onsite – the cut will be initiated via a conference call.

When you have confirmed the following information with me, I will be able to work with you to schedule a specific date and time to start the cut.

Items to confirm or follow up on:

- **Confirm the list of TN's to move**
- **Need to know if any of the existing TN's above can be left behind, if not I have a workaround**
- **Confirm if you would like to disconnect the old circuit once the move is complete**
- **Confirm if you would like to migrate your existing LAN IPs to the new circuit**
- **Acknowledge understanding of the Hot Cut process**

Let me know of any other special considerations I need to be aware of and/or any questions or concerns you might have.

Ron Rodricks - Global Ordering - IPFlex Move Team
Phone: (312) 656-9280. Email: rr533h@att.com

AT&T Order Status Tools: Internal [IOS](#) & Customers [OSM](#)
AT&T Internal partners please refer to the [Internal Support Guide](#) in advance of engaging next level support.

Next Level Support – Area Manager – Bill Smith - Phone: (732) 208-9975 or Email: ws6943@att.com



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If you have received this email in error please do not forward or distribute it to anyone else, but telephone (312) 656-9280 to report the error, and then delete this message from your system.

ENDRES, JAM (Legal)

From: RODRICKS, RON
Sent: Wednesday, January 11, 2017 7:36 PM
To: Al Appel
Cc: WOOD, BRADLEY D; BLACK, PAUL E; GALLAGHER, WANDA C; BELIN, MATT
Subject: RE: Telephone Number Move - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN

Yes, and you will need to work with Matt as far as scheduling.

From: Al Appel [mailto:aappel@associatesindermatology.com]
Sent: Wednesday, January 11, 2017 9:51 AM
To: RODRICKS, RON <rr533h@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BELIN, MATT <mb067f@att.com>
Subject: RE: Telephone Number Move - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN

Good morning,

Our telephone provider is Matrix Integration, will they need to be onsite?

Al

From: RODRICKS, RON [mailto:rr533h@att.com]
Sent: Wednesday, January 11, 2017 10:03 AM
To: aappel@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,

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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.

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Gateway City Code	PBX End Range	Ported
-------------------	---------------	--------

	PBX Begin Range		/Native Ind	
502	3026066	3026067	N	2
502	3221940	3221959	P	20
502	5697344	5697344	P	1
502	5697711	5697711	P	1
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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
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- **Confirm if you would like to migrate your existing LAN IPs to the new circuit**
- **Acknowledge understanding of the Hot Cut process**

Let me know of any other special considerations I need to be aware of and/or any questions or concerns you might have.

Ron Rodricks - Global Ordering - IPFlex Move Team
Phone: (312) 656-9280. Email: rr533h@att.com

AT&T Order Status Tools: Internal [IOS](#) & Customers [OSM](#)
AT&T Internal partners please refer to the [Internal Support Guide](#) in advance of engaging next level support.

Next Level Support – Area Manager – Bill Smith - Phone: (732) 208-9975 or Email: ws6943@att.com



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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesindermatology.com>
Sent: Wednesday, January 11, 2017 10:51 AM
To: RODRICKS, RON
Cc: WOOD, BRADLEY D; BLACK, PAUL E; GALLAGHER, WANDA C; BELIN, MATT
Subject: RE: Telephone Number Move - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN

Good morning,

Our telephone provider is Matrix Integration, will they need to be onsite?

Al

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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

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 Phone: (312) 656-9280. Email: rr533h@att.com

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Site A (Current) Company Name	Associates In Dermatology	Site B (New) Company Name	Associates In Dermatology
Site A (Current) Address - Include City, State, Zip; also Room and Floor (if applicable)	3810 Springhurst Blvd. 1st Floor/Suite 200 Louisville, KY 40241	Site B (New) Address - Include City, State, Zip; also Room and Floor (if applicable) If physical move, indicate new address If upgrade, indicate same address as Site A	3810 Springhurst Blvd. 1st Floor/Suite 200 Louisville, KY 40241
Type of Circuit/Speed/handoff at Site A (found in GIOM Inventory) ie. MIS/1.5/PRI Interface Handoff = BIB, PRI, IP PBX (critical!) Circuit Type = MIS, PNT, AVPN	50m MIS TDM PRI	Type of Circuit/Speed/handoff at Site B ie. MIS/1.5/PRI Interface Handoff = BIB, PRI, IP PBX (critical!) Circuit Type = MIS, PNT, AVPN	100m AVPN IP SIP
Site A (Current) IP Flex Invoice Account #	1717963198076	Site B's BVOIP Contract GCSM CON Number If ASAP, BVP number (located in the solution summary of MDS SOR)	BVP1501939
Site A (Current) IP Flex Sub-Account #	8310006276216	Site B's MIS Contract GCSM CSM Number If ASAP, MIS number (located in the solution summary of MDS SOR)	160915161950
Site A (Current) IP Flex Charge #	423368	Has the new site been ordered via a separate SR? (Yes/No) Provide the New Start SR # and the order info must also be provided below	1-53OLAT1
Site A (Current) Circuit ID(s)	BBEC.554292..ATI	Site B circuit ID(s)	IUEC745777 ATI
Site A (Current) SAP ID, if available	15495889	Site B CSM Order Solution or HALO Service Group ID (1000#)	1-57AARYY-80001-0001
Site A (Current) WAN IP, if available	12.247.188.128	Site B IP Order #	AVPN/NA
This area left blank on purpose		Site B ISR order # (HALO = N/A)	ISR16112291837
		Site B GIOM order # or HALO IPFLEX Service Order ID (BVOIP 3000#)	160810262
		Site B Circuit USO #	32502237
		Site B New Start Order Manager, if known If you have a Site B order in progress, indicate the order manager name here	Matt Belin - mb067f - (404) 486-6090
		Site A (Current) BVOIP MCN Triplet Info (MCN, GRC, SOC)	MCN: SZ0943 GRC: NAT SOC: 1J
What is the Site A's Site ID *Obtain from SPP	8430117	What is the Site B's Site ID? If existing from SPP	8857493
What is the Site A's Dial Plan number *Obtain from SPP (not "PUBLIC")	1004594366	What is the Site B Dial Plan? If existing from SPP	1004594366
Current Calling Plan at Site A (B or C) *Obtain from contract or GIOM Inventory	C	Calling Plan at Site B (B or C) *Obtain from contract or GIOM Inventory, if avail	C
Concurrent Calls (Call Paths) at Site A *Obtain from SPP	23	Concurrent Calls (Call Paths) at Site B	23
Provide at least one TN that is moving from Site A Provide the full list of the TNs that are moving on the "TNs Moving" tab	5023221940	Provide a working Flex TN on Site B, if exists (Not the same as Site A)	5023136760
Total Number of IP Flex Reach TN's at Site A to be Moved to Site B	53	Will the customer have Enhanced Features on the new site? If we are moving TNs to a new site with Enhanced Features, it is imperative that the digits (i.e. usually 7 or 10) on the new site B match the old site A. If they do not match, we can put the customer out of service for hours+	Y

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Wednesday, February 15, 2017 7:02 AM
To: WOOD, BRADLEY D; BLACK, PAUL E
Cc: 'Al Appel'
Subject: Emailing - att 0215.pdf
Attachments: att 0215.pdf

I have attached a copy of our most recent bill for Web Hosting services and I have also a copy of our November bill for the same services. For some reason, the address has been changed to our old Broadway location. We have been at our Springhurst location for 4 years. Please have the address updated to the correct address.

If you have any questions, please give me a call at 502-625-2221.

Thanks.

Hope Flannery
Associates in Dermatology



Al Aappel
310 E Broadway
Ste 200
LOUISVILLE KY 40202

Page 1 of 2
Account Number 831-000-5538 323
Billing Date Feb 4, 2017
Questions? 1 866 951-4551
Web Site att.com

Invoice 7358025300
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	49.95
Payment - Thank You!	49.95CR
Adjustments	.00
Balance	.00
Current Charges	49.95
Total Amount Due	\$49.95
Payment Due Date	Mar 6, 2017

Billing Summary

For detailed information of your charges go to
www.businessdirect.att.com

Questions? Call: 1 866 951-4551

AT&T Business Services

Group #000001		
Sub-Account #831-000-5538 335	49.95	
Total Group #000001		49.95
Total Current Charges	49.95	

Current Charges

Group #000001	
Sub-Account #831-000-5538 335 Al Aappel	
AT&T Web Hosting	
Recurring Charges:	
Jan 20, 2017 thru Jan 20, 2017	
1 WEBSITE PLAN	49.95
Qty: 1.00 Each at 49.95	
Total AT&T Web Hosting	49.95
Total Sub-Account #831-000-5538 335	49.95
Total Group #000001	49.95
Total Current Charges	49.95

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!



Al Appel
3810 SPRINGHURST BLVD # 200
#200
LOUISVILLE KY 40241

Page 1 of 2
Account Number 831-000-5538 323
Billing Date Nov 4, 2016
Questions? 1 866 951-4551
Web Site att.com

Invoice 4674814300
AT&T Tax ID 13-4924710

Invoice

Bill-A1-A-Glance

Previous Bill	49.95
Payment - Thank You!	49.95CR
Adjustments	.00
Balance	.00
Current Charges	49.95
Total Amount Due	\$49.95
Payment Due Date	Dec 4, 2016

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

For detailed information of your charges go to www.businessdirect.att.com

Questions? Call: 1 866 951-4551

AT&T Business Services

Group #000001	
Sub-Account #831-000-5538 335	49.95
Total Group #000001	49.95
Total Current Charges	49.95

Current Charges

Group #000001	
Sub-Account #831-000-5538 335 Al Appel	
AT&T Web Hosting	
Recurring Charges:	
Oct 20, 2016 thru Oct 20, 2016	
1. WEBSITE PLAN	49.95
Qty: 1.00 Each at 49.95	
Total AT&T Web Hosting	49.95
Total Sub-Account #831-000-5538 335	49.95
Total Group #000001	49.95
Total Current Charges	49.95

53000-02
[Signature]

NOV 22 2016
6485

Return bottom portion with your check in the enclosed envelope.

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Friday, March 17, 2017 1:44 PM
To: BLACK, PAUL E; WOOD, BRADLEY D
Cc: 'Al Appel'
Subject: Emailing - ATT 031717.pdf
Attachments: ATT 031717.pdf

Good Afternoon:

Please find attached a recent invoice that we have received. The total invoice increased \$274.01 from the previous month.

Can you check on this to find out which such an increase.

Thanks

Hope Flannery
Associates in Dermatology
502-625-2221



at&t

ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD STE 200
LOUISVILLE KY 40211-6162

Page 1 of 2
Account Number 502 329-7599 001 0482
Billing Date Mar 5, 2017

Web Site att.com

Monthly Statement

Bill-At-A-Glance

Previous Bill	261.63
Payment Received 2-27 Thank You!	261.63CR
Adjustments	.00
Balance	.00
Current Charges	535.64
Total Amount Due	\$535.64
Amount Due in Full by	Mar 27, 2017

Billing Summary

Online: att.com/myatt	Page	
Plans and Services	1	475.11
1 866 620-6000		
PIN: 4205		
Repair Service:		
1 866 887-5055		
AT&T Long Distance Service	2	60.53
1 866 620-6000		
Total Current Charges		535.64

01 (2)
02 (1)
60 (2)

News You Can Use Summary

• PREVENT DISCONNECT • CARRIER INFORMATION
See "News You Can Use" for additional information.

Return bottom portion with your check in the enclosed envelope.

Plans and Services

Monthly Service - Mar 5 thru Apr 4

	Quantity	
1. Bus Local Call Unlimited A	1	97.00
Business Line		
Three-Way Calling		
Remote Activation of Call Forwarding		
Caller-ID Name-Number Delivery		
Anonymous Call Blocking		
2. Bus Local Call Unlimited A	1	97.00
Business Line		
Three-Way Calling		
Remote Activation of Call Forwarding		
Caller-ID Name-Number Delivery		
Anonymous Call Blocking		
3. Bus Local Call Unlimited A	1	97.00
Business Line		
Three-Way Calling		
Remote Activation of Call Forwarding		
Caller-ID Name-Number Delivery		
Anonymous Call Blocking		
4. Bus Local Call Unlimited A	1	97.00
Business Line		
Three-Way Calling		
Remote Activation of Call Forwarding		
Caller-ID Name-Number Delivery		
Anonymous Call Blocking		
Total Monthly Service		388.00

Surcharges and Other Fees

Item No.	Description	Quantity	
5.	KY - GRT Surcharge		5.51
6.	Federal Subscriber Line Charge	4	33.12
7.	Federal Universal Svc Fee-Mult	4	6.16
Total Surcharges and Other Fees			44.79

Government Fees and Taxes

Item No.	Description	Quantity	
8.	Federal Excise Tax		12.80
9.	KY - State Tax		25.64
10.	Kentucky Lifeline Support	4	.56
11.	Telecommunication Relay Svc-KY	4	.16
12.	Emergency 911 Service		3.16
Total Government Fees and Taxes			42.32

Total Plans and Services 475.11

Local Services provided by AT&T Kentucky.

ENDRES, JAM (Legal)

From: RODRICKS, RON
Sent: Monday, January 30, 2017 3:05 PM
To: aappel@associatesin dermatology.com
Cc: WOOD, BRADLEY D; BLACK, PAUL E; GALLAGHER, WANDA C; BELIN, MATT; Move OC OM handoff
Subject: Final Order Confirmation - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN



SPRINGHURST IP
Flex Moves or U...

Hello Al,

This letter is the Final Order Confirmation for your upcoming Telephone Number (TN) "move".

Customer Name: Associates In Dermatology

Customer Contacts: Al Appel – 502-583-1749 - aappel@associatesin dermatology.com

Project Scope: Moving 53 numbers from 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.

- **Customer will provide us with a Leave Behind TN**
- Hot Cut process approved on 1/30/2017 by customer
- Hot Cut is scheduled for 3/6/17 at 6pm EST/5pm CST

Ron Rodricks

Global Ordering, IP Flex Move Team

Global Customer Service

AT&T Technology Operations

95 W. Algonquin Blvd. Arlington Heights, IL 60005

Phone: (312) 656-9280 Email: rr533h@att.com

Next Level Support Contact: Area Manager: Bill Smith (732) 208-9975 ws6943@att.com

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support: [Link](#)
I promise to deliver an extraordinary customer experience in all customer interactions.

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Wednesday, July 19, 2017 6:39 AM
To: BLACK, PAUL E; WOOD, BRADLEY D
Cc: 'Al Appel'
Subject: Emailing - 0720172.pdf - Associates in Dermatology
Attachments: 0720172.pdf

Good Morning,

The attached bill increased \$247.50 over last month. Can you research and find out why and get back to me?

Thanks for your help.

Hope Flannery
Associates in Dermatology
502-625-2221



at&t

ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD STE 200
LOUISVILLE KY 40241-6162

Page 1 of 2
Account Number 502 329-7599 001 0482
Billing Date Jul 5, 2017

Web Site att.com

Monthly Statement

Bill-At-A-Glance

Previous Bill	538.49
Payment Received 6-19 Thank You!	538.49CR
Adjustments	.00
Balance	.00
Current Charges	785.99
Total Amount Due	\$785.99
Amount Due in Full by	Jul 27, 2017

Billing Summary

Online: att.com/myatt	Page	
Plans and Services	1	477.72
1 866 620-6000 PIN: 4205		
Repair Service		
1 866 887-5055		
AT&T Long Distance Service	2	60.77
1 866 620-6000		
Internet Services	2	247.50 #
1 888 321-2375		
# New services provided and billed		
Total Current Charges		785.99

~~53000~~
 802-001-000 196.50
 802-002-000 196.50
 802-000-000 196.49
 802-010-000 196.50

News You Can Use Summary

- PREVENT DISCONNECT
 - RATE INCREASE
 - CARRIER INFORMATION
- See "News You Can Use" for additional information.

Return bottom portion with your check in the enclosed envelope

Plans and Services

Monthly Service - Jul 5 thru Aug 4

	Quantity	
1. Bus Local Call Unlimited A Business Line Three-Way Calling Remote Activation of Call Forwarding Caller-ID Name-Number Delivery Anonymous Call Blocking	1	97.00
2. Bus Local Call Unlimited A Business Line Three-Way Calling Remote Activation of Call Forwarding Caller-ID Name-Number Delivery Anonymous Call Blocking	1	97.00
3. Bus Local Call Unlimited A Business Line Three-Way Calling Remote Activation of Call Forwarding Caller-ID Name-Number Delivery Anonymous Call Blocking	1	97.00
4. Bus Local Call Unlimited A Business Line Three-Way Calling Remote Activation of Call Forwarding Caller-ID Name-Number Delivery Anonymous Call Blocking	1	97.00
Total Monthly Service		388.00

Surcharges and Other Fees

Item	No.	Description	Quantity	
	5.	KY - GRT Surcharge		5.54
	6.	Cost Assessment Charge	4	2.16
	7.	Federal Subscriber Line Charge	4	33.12
	8.	Federal Universal Svc Fee-Mult	4	6.44
Total Surcharges and Other Fees				47.26

Government Fees and Taxes

Item	No.	Description	Quantity	
	9.	Federal Excise Tax		12.80
	10.	KY - State Tax		25.78
	11.	Kentucky Lifeline Support	4	.56
	12.	Telecommunication Relay Svc-KY	4	.16
	13.	Emergency 911 Service		3.16
Total Government Fees and Taxes				42.46

Total Plans and Services

Local Services provided by AT&T Kentucky.

477.72

ENDRES, JAM (Legal)

Subject: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY
ISR16111114208-0001

Location: 888-331-6293 Participant Code 6148322 Host Code 6639584

Start: Tue 2/28/2017 9:00 AM
End: Tue 2/28/2017 10:00 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: BELIN, MATT
Required Attendees: BENOVIC, MATUS; RHODEN, JERLINE; WOOD, BRADLEY D; BLACK, PAUL E; GALLAGHER, WANDA C; aappel@associatesin dermatology.com

Al,

Please join the conference bridge promptly at 9AM ET 2/28 as Matus will be waiting to begin the scheduled LAN Migration

Thanks

From: GLOBAL DTAC ENGINEERING DUTY MANAGER RM
Sent: Friday, February 10, 2017 1:52 PM
To: BELIN, MATT <mb067f@att.com>; RHODEN, JERLINE <jr6247@att.com>
Subject: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY ISR16111114208-0001

DTAC was assigned for You by mb067f-1336285

DTAC Name: Benovic Matus ([Q me](#)) - mb206c
SR: ISR16111114208-0001
Task type: LAN Migration
Customer name: ASSOCIATES IN DERMATOLOGY
City: US
Date and time: 2017-02-28 15:00 CET
2017-02-28 09:00:00 EST
CNDD: 2017-02-10
Planned task duration: 1.0h
Service: AVPN Managed -
Task status: **Open**
DTAC scheduling status: assigned
OM/PIM: Rhoden Jerline ([Q me](#)) / Rhoden Jerline ([Q me](#))
LE: Chowdhury Arindam ([Q me](#))
IC comment: ***This task was automatically assigned.***
OM/PIM comment: , Conference Bridge- 888-331-6293 Participant Code 6148322 Host Code 6639584
DTAC comment:

Check the DTAC's schedule

Status of Rhoden Jerline's other orders

Your feedback will help us to improve DTAC services.

Please rate the DTAC: Benovic Matus's work using this link

*This message is sent to you by DTAC Scheduling (IC) tool. If you notice any problems, please let us know via Q - preferred or contact the system developer Marian Sabo - using Q or email
© 2017 - AT&T - DTAC department*

ENDRES, JAM (Legal)

Subject: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY
ISR16111114208-0001

Location: 888-331-6293 Participant Code 6148322 Host Code 6639584

Start: Thu 2/9/2017 11:00 AM
End: Thu 2/9/2017 12:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: BELIN, MATT
Required Attendees: CHOWDHURY, ARINDAM; RHODEN, JERLINE; MATICKY, JOZEF; WOOD, BRADLEY D;
BLACK, PAUL E; RODRICKS, RON; Al Appel

Al,

Please join the conference bridge promptly at 11AM ET 2/9 to complete the LAN Migration

Thanks

From: GLOBAL DTAC ENGINEERING DUTY MANAGER RM
Sent: Monday, January 30, 2017 2:46 PM
To: BELIN, MATT <mb067f@att.com>; RHODEN, JERLINE <jr6247@att.com>
Subject: DT:LAN Migration: Open and assigned - ASSOCIATES IN DERMATOLOGY ISR16111114208-0001

DTAC was assigned for You by mb067f-1321726

DTAC Name: Maticky Jozef ([Q me](#)) - jm072g
SR: ISR16111114208-0001
Task type: LAN Migration
Customer name: ASSOCIATES IN DERMATOLOGY
City: US
Date and time: 2017-02-09 17:00 CET
2017-02-09 11:00:00 EST
CNDD: 2017-02-10
Planned task duration: 1.0h
Service: AVPN Managed -
Task status: **Open**
DTAC scheduling status: assigned
OM/PIM: Rhoden Jerline ([Q me](#)) / Rhoden Jerline ([Q me](#))
LE: Chowdhury Arindam ([Q me](#))
IC comment: ***This task was automatically assigned.***

Create Technical Notes - task not closed. DTAC cannot perform migration without notes from LE. Extreme risk of failure, DTAC will

not join bridge if the notes are not available.

OM/PIM comment: , Conference Bridge
888-331-6293
Participant Code 6148322 Host Code 6639584

DTAC comment:

Check the DTAC's schedule

Status of Rhoden Jerline's other orders

Your feedback will help us to improve DTAC services.

Please rate the DTAC: Maticky Jozef's work using this link

*This message is sent to you by DTAC Scheduling (IC) tool. If you notice any problems, please let us know via Q - preferred or contact the system developer Marian Sabo - using Q or email
© 2017 - AT&T - DTAC department*

ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Monday, March 6, 2017 9:48 AM
To: WOOD, BRADLEY D; BLACK, PAUL E
Cc: 'Jarrell, Larry'
Subject: Cut over to new service tonight

Importance: High

Brad,

We have our cut over to connect our new service tonight and there are still unanswered questions on the network firewall. We had several questions when Larry and I met with you on February 15th and we still have not received any answers from you. I need you or someone from ATT to reach out to Larry ASAP so we know exactly what we are doing tonight.

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.

ENDRES, JAM (Legal)

From: FITZGERALD, MILES
Sent: Friday, June 22, 2018 12:11 PM
To: HERNANDEZGUZMAN, MARIA
Cc: MARTINEZ, NIDIA; MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N;
BLACK, PAUL E
Subject: customer removed RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 |
Louisville, KY |

Maria,

What needs to be done to replace equipment? We have already analyzed the calls on a separate ticket and were told it is an equipment issue

Thanks,

Miles Fitzgerald
Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
F: 866.628.4922
mf079j@att.com

From: HERNANDEZGUZMAN, MARIA
Sent: Friday, June 22, 2018 11:11 AM
To: lbowling@associatesindermatology.com
Cc: MARTINEZ, NIDIA <nm187x@abs.att-mail.com>; MEZA, ALEXA <am4233@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; MORGAN, ALYSSA N <am966t@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for taking my call. At this moment I have provided call samples to our specialist team and they will be analyzing them to isolate the issue further. Meanwhile, I will continue to escalate and provide you with updates as they become available. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228
Description of the Trouble: voice outage
Engagement received: 06/22/2018 09:40 AM CST
Issue Opened: 06/22/2018 08:13 AM CDT
Type of Service: NB-IPVPN | USASIGLOUKY02R
Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY
Access Hours: 8am-5pm Mon-Fri

CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

Dispatch: Yes

Intrusive Test :Yes

Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | **Office Hours: 7:00A.M. to 4:00 P.M., MST M-F**

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

o 424-233-2845 | mh744x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesin dermatology.com>
Sent: Wednesday, August 16, 2017 7:50 AM
To: WOOD, BRADLEY D; BLACK, PAUL E
Cc: 'Al Appel'
Subject: ATT Bills 081617 Problems - Associates in Dermatology
Attachments: ATT Bills 081617.pdf

Account Number 831-000-5538-323 Please change the billing address to Associates in Dermatology, 3810 Springhurst Blvd., Suite 22, Louisville, KY 40241. We have not been at the Broadway location for 3 ½ years.

Account Number 171-800-3774-0001 Why did the bill increase by \$1,797.36?

I can be reached at 502-625-2221, if you have any questions.

Thanks for your help.

Hope Flannery
Associates in Dermatology
Chief Financial Officer



at&t

AI Aappel
310 E Broadway
Ste 200
LOUISVILLE KY 40202

Page 1 of 2
Account Number 831-000-5538 323
Billing Date Aug 4, 2017
Questions? 1 866 951-4551
Web Site att.com

Invoice 4737047301
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	49.95
Payment - Thank You!	49.95CR
Adjustments	.00
Balance	.00
Current Charges	49.95
Total Amount Due	\$49.95
Payment Due Date	Sep 3, 2017

Billing Summary

For detailed information of your charges go to
www.businessdirect.att.com

Questions? Call: 1 866 951-4551

AT&T Business Services

Group #000001		
Sub-Account #831-000-5538 335	49.95	
Total Group #000001		49.95
Total Current Charges		49.95

Current Charges

Group #000001		
Sub-Account #831-000-5538 335 AI Aappel		
AT&T Web Hosting		
Recurring Charges:		
Jul 20, 2017 thru Jul 20, 2017		
I. WEBSITE PLAN		49.95
Qty: 1 00 Each at 49.95		
Total AT&T Web Hosting		49.95
Total Sub-Account #831-000-5538 335		49.95
Total Group #000001		49.95
Total Current Charges		49.95

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!

802-600-0000

et



at&t

ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD
LOUISVILLE, KY 40241

Page 1 of 2
Account Number 171-800-3774 001
Billing Date Aug 5, 2017
Questions? 1 800 358-1111
Web Site att.com

Invoice 5555377300
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	3,594.72
Payment - Thank You!	3,594.72CR
Adjustments	.00
Balance	.00
Current Charges	5,392.08
Total Amount Due	\$5,392.08
Payment Due Date	Sep 4, 2017

Billing Summary

For detailed information of your charges go to
www.businessdirect.att.com

Questions? Call: 1 800 358-1111

AT&T Business Services

Group #000001 Springhurst	
Sub-Account #829-000-2568 857	.00
Sub-Account #829-000-2568 854	1,797.36
Total Group #000001	1,797.36
Group #000002 New Albany	
Sub-Account #829-000-2572 424	1,797.36
Sub-Account #829-000-2572 466	.00
Total Group #000002	1,797.36
Group #000004 Springhurst	
Sub-Account #829-000-2612 970	1,797.36
Sub-Account #829-000-2612 973	.00
Total Group #000004	1,797.36
Group #000005 New Albany	
Sub-Account #829-000-2612 974	.00
Sub-Account #829-000-2612 977	.00
Total Group #000005	.00
Total Current Charges	5,392.08

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.

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

This invoice is in reference to the AT&T Garage Contribution Agreement Amendment 1 between Amdocs, Inc. and AT&T Mobility, LLC. Terms of this payment are covered under Section 3 (e) of the Amended Agreement, AT&T Benefits.

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:

Return bottom portion with your check in the enclosed envelope.

Print on Recycled Paper

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Wednesday, December 6, 2017 12:16 PM
To: WOOD, BRADLEY D; BLACK, PAUL E
Subject: ATT bill issue - Associates in Dermatology
Attachments: att 1217.pdf

Importance: High

Good Afternoon,

I have received the attached two bills and find we have a problem. Apparently the two bills were paid with the same check and they were not properly recorded when received. As you will notice on of the bills has a rather large past due item while the other bill has a large credit. Can either one of you help us to get the money transferred from one account to another?

I can be reached at 502-625-2221.

Thanks

Hope Flannery



AT&T

ASSOCIATES IN DERMATOLOGY
2241 GREEN VALLEY RD
NEW ALBANY, IN 47150-4647

Page 1 of 4
Account Number 812 948-1148 447 5
Billing Date Nov 19, 2017

Web Site att.com

Invoice Number 812948114811

Monthly Statement

Oct 20 - Nov 19, 2017

Save when you bundle your TV, Internet,
Wireless and home phone services.

Bill-At-A-Glance

Previous Bill	499.89
Payment Received 11-08 - Thank You!	2,302.28CR
Adjustments	.00
Balance	1,802.39CR
Current Charges	614.96
Balance	\$1,187.43CR
Payment is Not Required	

AT&T Benefits

- Total AT&T Savings 1,771.29
 - Thank you for choosing AT&T
- Your ALL FOR LESS package includes Local/Long Distance voice service and additional qualifying products. Your discounts are reflected in the applicable bill section for each of your services.

Plans and Services

Promotions and Discounts

Item	No.	Description	
	1	Discount for Bus Local Calling for Bill Period Nov 19, 2017	290.00CR

Monthly Service - Nov 19 thru Dec 18

Charges for 812 948-1148	
Monthly Charges	19.87
Bus Local Calling Unlimited A	60.00
Indiv Msg Business Hunting Ln	
Unlimited Local Usage	
Calling Name Display	
Caller Identification	
Three Way Calling	
Call Forwarding	

By choosing Bus Local Calling Unlimited A, you are saving \$196.81 over the cost of the same services purchased separately.

Charges for 812 948-0032	
Monthly Charges	7.87
Bus Local Calling Unlimited A	60.00
Individual Message Business	
Unlimited Local Usage	
Calling Name Display	
Caller Identification	
Three Way Calling	
Call Forwarding	

By choosing Bus Local Calling Unlimited A, you are saving \$196.81 over the cost of the same services purchased separately.

Charges for 812 948-1149	
Monthly Charges	7.87

Billing Summary

Online: att.com/myatt

Plans and Services	416.32
1-877-438-0041	
Repair Service:	
1-877-888-5622	
AT&T Corp.	198.64
1-800-325-0138	
Total of Current Charges	614.96

802-003-000

614.96

DEC 05 2017

News You Can Use Summary

- PREVENT DISCONNECT
 - CARRIER INFO
 - MARINE SERVICE
 - RATE NOTICE
 - LOCAL USAGE
 - BUSINESS RATE CHANGE
- See "News You Can Use" for additional information.

Local Services provided by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio or AT&T Wisconsin based upon the service address location.

GO GREEN - Enroll in paperless billing.



AT&T

ASSOCIATES IN DERMATOLOGY
PLLC
3810 SPRINGHURST BLVD
LOUISVILLE, KY 40241

Page 1 of 2
Account Number 171-796-3198 076
Billing Date Nov 19, 2017
Questions? 1 800 358-1111
Web Site att.com
Invoice 0783959300
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	1,802.39
Payment	.00
Adjustments	.00
Past Due - Please Pay Immediately	1,802.39
Current Charges	1,802.65
Total Amount Due	\$3,605.04
Current Charges Due in Full by	Dec 19, 2017

Billing Summary

For detailed information of your charges go to
www.businessdirect.att.com

Questions? Call: 1 800 358-1111

AT&T Business Services	
Account/Group Charges	.00
Total Account/Group Charges	.00
Group #000001 Springhurst Blvd Louisville KY	
Sub-Account #829-000-2212 667	.00
Sub-Account #831-000-6276 216	1,802.65
Total Group #000001	1,802.65
Total Current Charges	1,802.65

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

802-001-006 1802.65

DEC 05 2017

Return bottom portion with your check in the enclosed envelope.

News You Can Use

ACCOUNT STATUS - Continued
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

This invoice is in reference to the AT&T Garage Contribution Agreement Amendment 1 between Amdocs, Inc. and AT&T Mobility, LLC. Terms of this payment are covered under Section 3 (e) of the Amended Agreement, AT&T Benefits.

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.

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Tuesday, August 22, 2017 11:36 AM
To: BLACK, PAUL E; WOOD, BRADLEY D
Subject: ATT Bill - AID 0822.pdf
Attachments: ATT Bill - AID 0822.pdf

Hello,

I have received the attached bill and I have no idea why. Michael McCall has not worked for us since 2013. This is not one of our phone numbers.

Can one of you help with this?

Thanks

Hope Flannery
Associates in Dermatology
502-625-2221



AT&T

MICHAEL MCCALL
3810 SPRINGHURST BLVD
LOUISVILLE KY 40241-6162

Page 1 of 2
Account Number 502 228-3037 645 0487
Billing Date Aug 14, 2017

Web Site att.com

Monthly Statement

Bill-At-A-Glance

Previous Bill	.00
Payment	.00
Adjustments	.00
Balance	.00
Current Charges	126.09
Total Amount Due	\$126.09
Amount Due in Full by	Sep 3, 2017

Billing Summary

Online: att.com/myatt	Page	
Plans and Services	1	126.09
1 800 288-2020		
PIN: 9905		
Repair Service:		
1 877 737-2478		
Total Current Charges		126.09

News You Can Use Summary

- PREVENT DISCONNECT
 - ELECTRONIC PAYMENTS
 - RELAY SERVICE
 - ONLINE BILL SUPPORT
 - CARRIER INFORMATION
 - MOVING SOON?
 - DO NOT CALL REGISTRY
- See 'News You Can Use' for additional information.

Plans and Services

Monthly Service - Aug 14 thru Sep 13

1. Complete Choice®	51.00
Telephone Line (Includes Touch-Tone Service)	
Call Waiting ID	
Caller-ID Name-Number Delivery	
Anonymous Call Blocking	

Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Item No.	Description	Quantity	Monthly Rate	Amount Billed
Activity on Jun 30, 2017				
Charges for 502 228-3037				
Your bill reflects a charge for a change in rates for: (Monthly Charges are prorated from Jul 1, 2017 through Aug 13, 2017)				
2.	Federal Universal Service Fee	1	.08	.11
3.	Federal Subscriber Line Charge	1	.11	.16
Total Charges for 502 228-3037				.27
4.	Account Transfer	6	59.39	53.46
Total Additions and Changes to Service				53.73

Surcharges and Other Fees

Item No.	Description	Quantity	Amount Billed	
5.	KY - GRT Surcharge		1.44	
6.	Cost Assessment Charge	1	.42	
7.	Federal Universal Svc Fee-Addl	1	1.69	
8.	Federal Subscriber Line Charge	1	6.71	
Total Surcharges and Other Fees				10.26

Government Fees and Taxes

Item No.	Description	Quantity	Amount Billed	
9.	Federal Excise Tax		3.33	
10.	KY - State Tax		6.80	
11.	Kentucky Lifeline Support	1	.14	
12.	Telecommunication Relay Svc-KY	1	.04	
13.	Emergency 911 Service	1	.79	
Total Government Fees and Taxes				11.10

Total Plans and Services 126.09

Local Services provided by AT&T Kentucky.

Return bottom portion with your check in the enclosed envelope.

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ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD STE 200
LOUISVILLE KY 40241

Page 1 of 2
Account Number 831-000-8034 727
Billing Date Oct 11, 2017
Questions? 1 800 235-7524
Web Site att.com
Invoice 3959958304
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	299.05CR
Payment - Thank You!	290.41CR
Adjustments	.00
Balance	589.46CR
Current Charges	.00
Balance	\$589.46CR

Payment is Not Required

News You Can Use

REGULATORY NEWS - Continued
User's Tax, and Local 911 Charge.

Thank You For Choosing AT&T Where Every Customer Counts!

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

This invoice is in reference to the AT&T Garage Contribution Agreement Amendment 1 between Amdocs, Inc. and AT&T Mobility, LLC. Terms of this payment are covered under Section 3 (e) of the Amended Agreement, AT&T Benefits.

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

Return bottom portion with your check in the enclosed envelope.

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ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Friday, October 20, 2017 2:46 PM
To: BLACK, PAUL E; WOOD, BRADLEY D
Subject: ATT 1017.pdf
Attachments: ATT 1017.pdf

Please find attached the attached invoice which I am having some trouble identifying. I know that the \$290.41 payment should have gone on account 155676135 (cell phone bill for Dr. Kristin Donovan). I am not sure what the \$299.05 balance forward credit belongs. Can I have a check mailed to me for \$290.41 or can the payment be transferred to Dr. Donovan's account? Please send me the detail for the \$299.05 so that I can determine where an overpayment has been made.

Thanks for your help.

Hope Flannery
Associates in Dermatology
502-625-2221

ENDRES, JAM (Legal)

Subject: AT&T Meeting
Location: Al's office

Start: Tue 2/14/2017 2:00 PM
End: Tue 2/14/2017 3:00 PM
Show Time As: Tentative

Recurrence: (none)

Organizer: Al Appel

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, February 09, 2017 4:12 PM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: BLACK, PAUL E <pb7183@att.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>
Subject: Re: New service for NA

Al,

Does Tuesday afternoon around 2:00 work for you?

Regards,

Brad

Sent from my iPhone

On Feb 9, 2017, at 4:09 PM, Al Appel <aappel@associatesin dermatology.com> wrote:

Hi Brad,

We had our phone call today and we really do not need an MPLS with our new practice management system. I have copied our new IT guru, Larry Jarrell on this since he is replacing Bart. Can we set up a meeting to talk about our different options?

Thanks,

Al

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Thursday, August 25, 2016 2:21 PM
To: 'BLACK, PAUL E' <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: Al Appel <aappel@associatesindermatology.com>
Subject: New service for NA

Good afternoon,

As we discussed yesterday our new service will consist of:

Our existing charge is \$5800 and with the other upgrade it would have been \$6,100

Our new service will be \$5,494 and will be 100 meg at both sites with 50 meg from site to site. Also it will have 80 meg network based firewalls and if the internet goes down in Springhurst we will not lose service in NA.

Please let me know if there is anything I missed or not accurate.

Thanks,

Al

Al Appel

Chief Administrative Officer

Associates in Dermatology, PLLC

3810 Springhurst Blvd., Suite 200

Louisville, KY 40241

Phone 502-583-1749

Fax 502-329-7599

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: Hope Flannery <lhf@associatesin dermatology.com>
Sent: Monday, October 16, 2017 4:05 PM
To: WOOD, BRADLEY D; BLACK, PAUL E
Subject: AT&T 1017.pdf
Attachments: AT&T 1017.pdf

These bills have not been corrected. I have paid them so that our service would not be disconnected. Can we please get these corrected
Asap”.

Thanks.

Hope
502-625-2221



Associates in Dermatology, PLLC
3810 SPRINGHURST BLVD
LOUISVILLE KY 40241

Page 1 of 2
Account Number 831-000-2646 968
Billing Date Oct 5, 2017
Questions? 1 800 235-7524
Web Site att.com
Invoice 1776008302
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	4,660.91
Payment - Thank You!	4,660.91CR
Adjustments	.00
Balance	.00
Current Charges	4,660.91
Total Amount Due	\$4,660.91
Payment Due Date	Nov 4, 2017

Billing Summary

For detailed information of your charges go to
www.businessdirect.att.com

Questions? Call: 1 800 235-7524

AT&T Business Services

Group #000001		
Sub-Account #831-000-2646 968	4,660.91	
Total Group #000001		4,660.91
Total Current Charges		4,660.91

Current Charges

Group #000001

Sub-Account #831-000-2646 968
Charges for Subscriber/Router ID 7747721

2241 GREEN VALLEY RD
NEW ALBANY, IN 47150

MPLS PNT Services

Recurring Charges:	
Oct 5, 2017 thru Nov 4, 2017	
1. MPLS PNT Access Charge	330.00
3Mbps - US	
Port ID: 7747721	
Works With Circuit: DHEC.364879.801.ATI	
Qty: 1.00 Items at 330.00	

Group #000001 - Continued

Recurring Charges:	
Oct 5, 2017 thru Nov 4, 2017	
2. MPLS PNT Uplift w NxT1 (3 to 12 Mbps)	62.00
3Mbps - US	
Port ID: 7747721	
Works With Circuit: DHEC.364879.801.ATI	
Qty: 1.00 Items at 200.00	
Gross: 200.00	
MIS Multi-Protocol Label Switching Discount 138.00CR	
3. MPLS PNT W/Mgd Router @ 3 Mbps	608.85
3Mbps - US	
Port ID: 7747721	
Works With Circuit: DHEC.364879.801.ATI	
Qty: 1.00 Items at 1,145.00	
Gross: 1,145.00	
MIS Port Service Discount for NxT1 538.15CR	
Total MPLS PNT Services	998.85

Surcharges and Other Fees

4. Federal Access Recovery Fee	39.60
Total Surcharges and Other Fees	39.60
Total Subscriber/Router ID 7747721	1,038.45

Charges for Subscriber/Router ID 902426089

3810 SPRINGHURST BLVD
LOUISVILLE, KY 40241

MPLS PNT Services

Recurring Charges:

Sep 5, 2017 thru Oct 4, 2017	
5. MPLS PNT HiCap w/MGD RTR 10000 Kbps	462.40
10Mbps - US	
Port ID: 902426089	
Works With Circuit: MLEC.916875..ATI	
Qty: 1.00 Items at 2,720.00	
Gross: 2,720.00	
Discount 2,257.60CR	

Oct 5, 2017 thru Nov 4, 2017	
6. MPLS PNT Uplift Ethernet 2M-15M	310.00
10Mbps - US	

Port ID: 902426089	
Works With Circuit: MLEC.916875..ATI	
Qty: 1.00 Items at 1,000.00	
Gross: 1,000.00	
MIS Multi-Protocol Label Switching Discount 690.00CR	
7. MPLS PNT Access Charge	750.08
10Mbps - US	
Port ID: 902426089	
Works With Circuit: MLEC.916875..ATI	
Qty: 1.00 Items at 750.06	
Total MPLS PNT Services	1,522.46

Surcharges and Other Fees

8. Federal Access Recovery Fee	91.19
9. KY GRT SURCHARGE INTER	21.13
Total Surcharges and Other Fees	112.32

Taxes

State:	
10. KY/KENTUCKY	98.02
Total Taxes	98.02
Total Subscriber/Router ID 902426089	1,732.80

Return bottom portion with your check in the enclosed envelope.

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ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD
LOUISVILLE, KY 40241

Page 1 of 2
Account Number 171-800-3774 001
Billing Date Oct 5, 2017
Questions? 1 800 358-1111
Web Site att.com
Invoice 0355738306
AT&T Tax ID 13-4924710

Invoice

Bill-At-A-Glance

Previous Bill	8,130.29
Payment - Thank You	8,130.29CR
Adjustments	.00
Balance	.00
Current Charges	7,791.50
Total Amount Due	\$7,791.50
Payment Due Date	Nov 4, 2017

Billing Summary

For detailed information of your charges go to
www.businessdirect.att.com

Questions? Call: 1 800 358-1111

AT&T Business Services

Group #000001 Springhurst		
Sub-Account #829-000-2568 857	.00	
Sub-Account #829-000-2568 854	1,812.70	
Total Group #000001		1,812.70
Group #000002 New Albany		
Sub-Account #829-000-2572 424	1,812.70	
Sub-Account #829-000-2572 466	.00	
Total Group #000002		1,812.70
Group #000004 Springhurst		
Sub-Account #829-000-2612 970	1,812.70	
Sub-Account #829-000-2612 973	.00	
Sub-Account #831-000-7401 575	404.63	
Total Group #000004		2,217.33
Group #000005 New Albany		
Sub-Account #829-000-2612 974	1,812.70	
Sub-Account #829-000-2612 977	.00	
Sub-Account #831-000-7388 264	136.07	
Total Group #000005		1,948.77
Total Current Charges		7,791.50

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.

JUST FOR YOUR BUSINESS

Make a statement - by not receiving one. View and download your bill details electronically via View Bills from the BusinessDirect website! This state-of-the-art online bill provides all the information that is necessary to manage your business. Pay, view and download your bill, in one easy step... and it's FREE! For access to BusinessDirect, and View Bills, Please contact your Account Executive.

Where allowed by law, AT&T will charge a \$25 fee for any payment returned for insufficient funds, applied on your next invoice. AT&T values your business and thanks you for your cooperation in this matter.

REGULATORY NEWS

****Important News About Your Account****

You are requested to provide in writing to AT&T, within six months of this bill, any dispute with respect to the charges on this bill, unless a different notification period applies under your contract, State Tariff and/or Service Guide.

You can reach AT&T either by using the toll free number on your bill, or in writing at the remittance address listed on your bill.

http://serviceguide.att.com/service/library/business/ext/state_tariff_buss.cfm

This invoice is in reference to the AT&T Garage Contribution Agreement Amendment 1 between Amdocs, Inc. and AT&T Mobility, LLC. Terms of this payment are covered under Section 3(e) of the Amended Agreement, AT&T Benefits.

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:

Return bottom portion with your check in the enclosed envelope.

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ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Monday, January 23, 2017 8:24 AM
To: BLACK, PAUL E
Cc: 'Al Appel'
Subject: Associates in Dermatology
Attachments: ATT 0117.pdf

Paul,

I have received this bill and I have no idea what it is for. I looked back in our files and we have been receiving a bill for the last few months but it has had a credit on it. My accounts payable staff was filing the monthly bill away as it had a credit. I have dialed the number and it just rings and rings.

Please check into this for me. This bill is due on 2/11/17. I have no problem paying the bill, if it is, in fact ours.

Thanks for your help in this matter.

Hope Flannery
Associates in Dermatology,
502-625-2221 (direct line)



ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD
LOUISVILLE KY 40231-6182

Page 1 of 2
Account Number 502 636-3795 443 0485
Billing Date Jan 11, 2017

Web Site att.com

Monthly Statement

Bill-At-A-Glance

Previous Bill	54.17CR
Payment	.00
Adjustments	.00
Balance	54.17CR
Current Charges	106.03
Total Amount Due	\$51.86
Current Charges Due in Full by	Feb 2, 2017

Billing Summary

Online: att.com/myatt	Page	
Plans and Services	1	66.98
1 866 620-6000 PIN: 6098		
Repair Service:		
1 866 887-5055		
AT&T Long Distance Service	1	39.05 #
1 866 620-6000		
# New services provided and billed		
Total Current Charges		106.03

News You Can Use Summary

- PREVENT DISCONNECT
 - BRI 911 SURCHARGES
 - CARRIER INFORMATION
- See "News You Can Use" for additional information.

Return bottom portion with your check in the enclosed envelope.

Plans and Services

Promotions and Discounts

Item	No.	Description	
	1.	Discount for Business Local Calling for Bill Period Jan 11, 2017 EESNORLV3.	47.00CR

Monthly Service - Jan 11 thro Feb 10

	2.	Bus Local Call Unlimited A Business Line Three-Way Calling Remote Activation of Call Forwarding Caller-ID Name-Number Delivery Anonymous Call Blocking	97.00
--	----	--	-------

Surcharges and Other Fees

Item	No.	Description	Quantity	
	3.	KY - GRT Surcharge		.78
	4.	Federal Subscriber Line Charge	1	8.28
	5.	Federal Universal Svc Fee-Mult	1	1.61
Total Surcharges and Other Fees				10.65

Government Fees and Taxes

Item	No.	Description	Quantity	
	6.	Federal Excise Tax		1.77
	7.	KY - State Tax		3.59
	8.	Kentucky Lifeline Support	1	.14
	9.	Telcommunication Relay Svc-KY	1	.04
	10.	Emergency 911 Service	1	.79
Total Government Fees and Taxes				6.33

Total Plans and Services 66.98

AT&T Long Distance Service

Monthly Service

Charges for 502 636-3795		
Type of Service	Period	
11. Minimum Usage Charge	11/21-12/20	32.50

Surcharges and Other Fees

12. Federal Regulatory Fee	.58
13. Federal Universal Service Fee	3.31
14. KY - GRT Surcharge	.48
Total Surcharges and Other Fees	4.37

Local Services provided by AT&T Kentucky.

ENDRES, JAM (Legal)

From: BELIN, MATT
Sent: Friday, February 10, 2017 1:52 PM
To: aappel@associatesindermatology.com
Cc: WOOD, BRADLEY D; BLACK, PAUL E; GALLAGHER, WANDA C; BELIN, MATT
Subject: Associates in Dermatology LAN Migration 2/28 9AM ET

Importance: High

Al,

Per our phone call, your LAN Migration is rescheduled for 2/28 9AM ET and calendar invites will be sent out shortly

Thanks,

Matt Belin

Order Specialist
IPFLEX over AVPN

AT&T

754 Peachtree St, Atlanta, Georgia, 30324
Office: 404-486-6090 Email: mb067f@att.com

Next Level Support: Area Manager Tim Kilkenney - Phone: 216-496-8591 or Email: tk2698@att.com

AT&T Internal partners please refer to the Internal Support Process & Guide in advance of engaging next level. [LINK](#)

MOBILIZING YOUR WORLD

This message and any attachments to it contain confidential business information intended solely for the recipients.
If you have received this email in error please do not forward or distribute it to anyone else, but telephone XXX-XXX-XXXX (your number) to report the error, and then delete this message from your system.

From: RODRICKS, RON

Sent: Monday, January 30, 2017 3:05 PM

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>; Move OC OM handoff <DL-MoveOCOMhandoff@att.com>

Subject: Final Order Confirmation - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN

<< File: SPRINGHURST IP Flex Moves or Upgradescmplt 6.xls >>

Hello Al,

This letter is the Final Order Confirmation for your upcoming Telephone Number (TN) "move".

Customer Name: Associates In Dermatology

Customer Contacts: Al Appel – 502-583-1749 - aappel@associatesindermatology.com

Project Scope: Moving 53 numbers from 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.

- **Customer will provide us with a Leave Behind TN**
- Hot Cut process approved on 1/30/2017 by customer
- Hot Cut is scheduled for 3/6/17 at 6pm EST/5pm CST

Ron Rodricks

Global Ordering, IP Flex Move Team

Global Customer Service

AT&T Technology Operations

95 W. Algonquin Blvd. Arlington Heights, IL 60005

Phone: (312) 656-9280 Email: rr533h@att.com

Next Level Support Contact: Area Manager: Bill Smith (732) 208-9975 ws6943@att.com

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support: [Link](#)
I promise to deliver an extraordinary customer experience in all customer interactions.

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Thursday, April 7, 2016 7:14 AM
To: BLACK, PAUL E
Subject: Associates in Dermatology Bills
Attachments: AT&T BILLS.pdf

Good Morning, Paul.

I think we still have confusion over the church alarm phone. Please find attached copies of 2 bills that we get each month. One of the bills is being sent to the physical address and the other is being mailed to my location. The line in question is used by our alarm company for monitoring services. I believe the \$129.62 invoice is the correct one (but I think it is too high) as it has the phone number listed. I have no idea what the \$100 invoice is for. Can you look into this and get this straightened out ASAP.

Thanks.

Hope Flannery
CFO
502-625-2221



ASSOCIATE IN
DERMATOLOGY
3810 SPRINGHURST BLVD # 200
LOUISVILLE KY 40241-6100

Page 1 of 2
Account Number 502 589-5090 001 0486
Billing Date Mar 26, 2016

Web Site att.com

Monthly Statement

Bill-At-A-Glance

Previous Bill	340.10
Payment Received 3-12 Thank You!	340.10CR
Adjustments	.00
Balance	.00
Current Charges	129.62
Total Amount Due	\$129.62
Amount Due in Full by	Apr 17, 2016

Billing Summary

Online: att.com/myatt	Page	
Plans and Services	1	129.62
1 866-620-6000		
PIN: 2996		
Repair Service:		
1 888 804-6444		
Total Current Charges		129.62

Plans and Services

Monthly Service - Mar 26 thru Apr 25

1. Business Line	109.90
------------------	--------

Surcharges and Other Fees

No.	Description	Quantity	
2.	KY - GRT Surcharge		1.52
3.	Federal Universal Service Fee	1	1.18
4.	Federal Subscriber Line Charge	1	6.50
Total Surcharges and Other Fees			9.20

Government Fees and Taxes

No.	Description	Quantity	
5.	Federal Excise Tax		3.51
6.	KY - State Tax		7.00
7.	Kentucky Lifeline Support	1	.08
8.	Telecommunication Relay Svc-KY	1	.04
9.	Emergency 911 Service	1	.79
Total Government Fees and Taxes			11.42

Total Plans and Services

129.62

News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges MUST be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$129.62. Also, neglecting to pay for remaining charges may result in interruption or removal of these remaining services or further collection action.

CARRIER INFORMATION

Our records show that you have not selected a primary local toll or long distance carrier. Please contact us if this does not agree with your records.

DIRECTORY ASSISTANCE

Beginning on or after May 1, 2016, the rate for Directory Assistance Service will increase from \$2.29 to \$2.49. For more information, please visit us online at att.com/servicepublications, reference your Service Agreement or call your AT&T Representative at the toll-free number on this statement.

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.

News You Can Use Summary

- PREVENT DISCONNECT
- DIRECTORY ASSISTANCE
- EXPRESS TICKETING
- CARRIER INFORMATION
- MOVING SOON?

See "News You Can Use" for additional information.



ASSOCIATES IN DERMATOLOGY
324 E BROADWAY
LOUISVILLE KY 40202

Page 1 of 2
Account Number 831-000-6034 727
Billing Date Mar 11, 2016
Questions? 1 800 235-7524
Web Site att.com

Invoice 1475371307
AT&T Tax ID 13-4924710

Invoice

Bill - At A-Glance

Previous Bill	100.00
Payment - Thank You!	100.00CR
Adjustments	.00
Balance	.00
Current Charges	100.00
Total Amount Due	\$100.00
Payment Due Date	Apr 5, 2016

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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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!

Billing Summary

For detailed information of your charges go to
www.businessdirect.att.com

Questions? Call: 1 800 235-7524

AT&T Business Services		
Account/Group Charges	100.00	
Total Account/Group Charges		100.00
Total Current Charges		100.00

Current Charges

Account/Group Charges

Invoice Format Options

Recurring Charges:

Mar 10, 2016 thru Mar 10, 2016

1. Optional Media

100.00

Qty: 1.00 Items at 100.00

Total Invoice Format Options

100.00

Total Account/Group Charges

100.00

Total Current Charges

100.00

53000-08
H

PAID
MAR 30 2016
BY: 4155

ENDRES, JAM (Legal)

From: Hope Flannery <lhf@associatesindermatology.com>
Sent: Thursday, January 21, 2016 2:55 PM
To: BLACK, PAUL E
Subject: Associates in Dermatology

Paul:

My wireless account for AID is 990492681. My cell phone number is 502-417-2105.

Call if you need anything further.

Hope Flannery
Chief Financial Officer
Associates in Dermatology, PLLC
3810 Springhurst Blvd., Suite 200
Louisville, KY 40241
Phone - 502-625-2221
Fax - 502-329-8184

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ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Thursday, December 8, 2016 10:03 AM
To: COLSTAD, ERIC
Cc: BLACK, PAUL E; CRAIN, MARK D; PORTARO, THOMAS L; SMITH, SUSAN M
Subject: Associates In Dermatology

Eric,

Associates in Dermatology is a CSE 2 strategic customer that we have a great relationship with, I have been there account manager for over a year now. Per our Q conversation I asked you to disengage to not cause any confusion with our customer. There is no need for your channel manager to contact my manager Paul Black either as they already have an assigned account team. Again I am politely asking you to disengage from this customer, if you have any questions please let me know.

Regards,

Brad Wood
[Client Solutions Executive 2](#)

AT&T

Small Business Solutions
601 W Chestnut St.
Louisville, KY 40203
M: 502.287.8027
BW6258@att.com

[Click for Immediate Assistance](#)

ENDRES, JAM (Legal)

From: Flex Move Pre-Qualification Team
Sent: Thursday, April 20, 2017 12:04 PM
To: EXCONDE, ROINEL
Cc: WOOD, BRADLEY D; Larry.Jarrell@intermedix.com; BLACK, PAUL E
Subject: ASSOCIATES IN DERMATOLOGY - 1-69ZG81Y - IP FLEX MOVE PRE-QUALIFICATION COMPLETE
Attachments: Setting Move Expectations With Your Customer.docx

Now that the pre-qual process has completed please refer to Rome for the assigned Move ETE OS. The Move Rotation team will add the Move OS' name and USERID in the notes tab of the SR once assigned. That OS listed will be your point of contact moving forward on this request.

The customer's move of their existing IP Flex TN's will be completed via our **hot cut** process. Details regarding the hot cut process are listed below. Before getting into that, there are some key points I need to bring to your attention so that you will know how your order will proceed.

Please proceed with the following:

- 1) Continue working with your AVPN Flex Order Manager, circuit installation through TTU. There is no change with that process.
- 2) I will reassign **SR# 1-69ZG81Y** to the Move Rotation Team requesting a Move End To End Order Specialist (Move ETE OS) to be assigned.
- 3) The Move ETE OS will move the customer's existing IP Flex numbers from the old circuit to the new using the Hot Cut process.

The hot cut involves us disconnecting the customer's existing numbers from their original Flex circuit at site A. Those numbers will remain completely out of service until we can get them moved to the new circuit(s) at site B. **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 assigned Move End To End Order Specialist (Move ETE OS) will work with the AVPN OM to coordinate the customers TTU & move for the same date/time or whatever is most convenient for the customer. Please note that the move team will not manage any portion of the Flex AVPN installation and any questions related to the circuit will need to be directed to the Flex AVPN OM.

Additional details regarding this process can be obtained via the link below.

<http://marketing.web.att.com/advisories/pub/25287/>

.....
PLEASE NOTE: Always check for the most recent and current version of the Required Information Move Form at the following link prior to submitting any Move request.

Out of date forms may be rejected.

Standalone Service -

http://salesone.web.att.com/SalesOne_SharedScripts/dwnld_win_pop/index.cfm?fuseaction=pop_eportals&vardwnld_id=43930&portal_id=165&page_id=907

BOE Service -

http://salesone.web.att.com/SalesOne_SharedScripts/dwnld_win_pop/index.cfm?fuseaction=pop_eportals&vardwnld_id=44407&portal_id=165&page_id=907
.....

ENDRES, JAM (Legal)

From: BELIN, MATT
Sent: Monday, January 30, 2017 2:45 PM
To: Al Appel
Cc: WOOD, BRADLEY D; BLACK, PAUL E; BELIN, MATT; RODRICKS, RON
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

Next Level Support: Area Manager Tim Kilkenney - Phone: 216-496-8591 or Email: tk2698@att.com

AT&T Internal partners please refer to the Internal Support Process & Guide in advance of engaging next level. [LINK](#)

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From: BELIN, MATT
Sent: Thursday, January 12, 2017 12:19 PM
To: RODRICKS, RON <rr533h@att.com>; Al Appel <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: 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@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: 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@associatesindermatology.com>]
Sent: Wednesday, January 11, 2017 9:51 AM
To: RODRICKS, RON <rr533h@att.com>
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; GALLAGHER, WANDA C <wg2254@att.com>; BELIN, MATT <mb067f@att.com>
Subject: RE: Telephone Number Move - Associates In Dermatology - ***HOT CUT*** - 1-5PGMQSC - AVPN

Good morning,

Our telephone provider is Matrix Integration, will they need to be onsite?

Al

From: RODRICKS, RON [<mailto:rr533h@att.com>]
Sent: Wednesday, January 11, 2017 10:03 AM
To: aappel@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 work for you. The majority of our TN moves are completed in 3 hours or less. The orders will be progressed as quickly as possible in hopes of completing the telephone number move in the shortest amount of time possible.

The 53 total Telephone Numbers on your current circuit are as follows. With the "hot cut" process, at least 1 TN must stay on the original IP Flex. **(This TN would not be available at any future date on the new IP Flex).**

Gateway City Code	PBX Begin Range	PBX End Range	Ported	
			/Native Ind	
502	3026066	3026067	N	2
502	3221940	3221959	P	20
502	5697344	5697344	P	1
502	5697711	5697711	P	1
502	5831749	5831749	P	1
502	5835024	5835024	P	1
502	5835228	5835228	P	1
502	5839061	5839061	P	1
502	6143008	6143008	P	1
502	6252200	6252221	P	22
502	8227101	8227102	N	2
				53

Cut times offered are Monday – Friday, 7AM - 6PM EST. Please consider what will work best for you and your vendor(s).

Your phone and data vendors may need to be onsite prior to or on the date of the cut to complete any/all necessary wiring and/or programming. On the cut date, no AT&T personnel will be onsite – the cut will be initiated via a conference call.

When you have confirmed the following information with me, I will be able to work with you to schedule a specific date and time to start the cut.

Items to confirm or follow up on:

- **Confirm the list of TN's to move**
- **Need to know if any of the existing TN's above can be left behind, if not I have a workaround**
- **Confirm if you would like to disconnect the old circuit once the move is complete**
- **Confirm if you would like to migrate your existing LAN IPs to the new circuit**
- **Acknowledge understanding of the Hot Cut process**

Let me know of any other special considerations I need to be aware of and/or any questions or concerns you might have.

Ron Rodricks - Global Ordering - IPFlex Move Team
 Phone: (312) 656-9280. Email: rr533h@att.com

AT&T Order Status Tools: Internal [IOS](#) & Customers [OSM](#)
 AT&T Internal partners please refer to the [Internal Support Guide](#) in advance of engaging next level support.

Next Level Support – Area Manager – Bill Smith - Phone: (732) 208-9975 or Email: ws6943@att.com



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ENDRES, JAM (Legal)

From: BLACK, PAUL E
Sent: Thursday, July 7, 2016 8:10 AM
To: 'Hope Flannery'
Cc: WOOD, BRADLEY D
Subject: Associates in Derm Office @ Hand
Attachments: att bill.pdf

Thank you Hope. I will pass this along to Brad and make sure we are handling.

Thanks!

PB

From: Hope Flannery [mailto:lhf@associatesin dermatology.com]
Sent: Thursday, July 07, 2016 7:20 AM
To: BLACK, PAUL E <pb7183@att.com>
Cc: 'Al Appel' <aappel@associatesin dermatology.com>
Subject:

Paul,

Please find attached the latest AT&T bill (for my cell phone) which shows billing for 2 office@hand services.

Hopefully this will help you set up the service that we need.

If you have any further questions, please give me a call.

Hope



ASSOCIATES IN DERMATOLOGY
3810 SPRINGHURST BLVD # 200
LOUISVILLE, KY 40241-6100

Page: 1 of 4
Bill Cycle Date: 05/13/16 - 06/12/16
Account: 990492681

Visit us online at: www.att.com/business

Wireless Statement

Bill-At-A-Glance

Previous Balance	\$145.44
Payment - 06/01 - Thank You!	\$145.44CR
Adjustments	\$0.00
Balance	\$0.00
New Charges	\$145.74

Total Amount Due \$145.74

Amount Due In Full by Jul 07, 2016

Service Summary

Service	Page	Total
Wireless		\$145.74
502 417-2105	\$103.92	2
502 594-9408	\$41.82	2
Total New Charges		\$145.74

53000-08 7287
53000-02 7287

B.Y. 8805
JUN 27 2016
[Signature]

Manage Your Account:

Online: att.com/myatt
Mobile App: att.com/myattapp
Support: 800 331-0500 or 611 from your mobile device
TTY: 866 241-6567

For Important Information about your bill, please see the News You Can Use section (Page 3).

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AT&T Next+: \$0 down req'd. elig. installment agmt. Tax due at sale. Down payment option avail. Service: Qual. voice & data req'd. If svc cancelled, remaining installment agmt balance due. Deposit may be req'd. Subj. to Wireless Customer Agmt. Activ./Upgrade (\$20), restocking & other fees, monthly & other charges & restr's apply. Subject to change.

Wireless

Group 2 - Data Summary - May 13 thru Jun 12

Mobile Share Value 2GB with Rollover Data - Includes 2 gigabytes of domestic data. \$15 each additional 1GB. Unused plan data from the current bill period rolls over for use and expires after 1 billing period. Additional monthly charge applies for each device on the plan. Unlimited talk & text on mobile phones. Unlimited talk on Wireless Home Phone. Mobile Hotspot, video calling, and Visual Voicemail available with compatible devices. Unlimited domestic data usage on the AT&T Wi-Fi Basic network for smartphones and select data devices.

	Data Used (MB)
502 417-2105	457
502 594-9408	0
Total	457

Mobile Share Value 2GB with Rollover Data

	Megabytes (MB)
Rollover available through Jun 12*	1,569
Included in Plan	2,048
Total Data Used	457

Rollover available on Jun 13

1,592
Usage and available Rollover are rounded up to the next megabyte. For more details on your Data Summary, visit att.com/business.
* Unused Rollover Data expires after 1 billing period or when you change your plan or account.

Return bottom portion with your check in the enclosed envelope. Payments may take 7 days to post.

Wireless Services provided by AT&T Mobility, LLC.



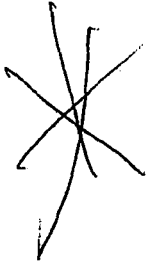
ASSOCIATES IN DERMATOLO
 3810 SPRINGHURST BLVD #
 LOUISVILLE, KY 40241-6100

502 417-2105
 ASSOCIATES IN DERMATOLOGY

Mobile Share Value iPhone on 4G LTE w/ VVM - Includes unlimited Anytime minutes, Nationwide Long Distance & Roaming, unlimited domestic and International text, picture, and video messages sent or received from the U.S., Puerto Rico and the U.S. Virgin Islands, Call Forward feature, Caller ID, Call Wait, Conference Call feature. Mobile Share voice and data plan required.

Mobile Insurance Premium - Includes Coverage for loss, theft, accidental damage, liquid damage, and out-of-warranty malfunction.

Office@Hand Standard Edition 2 Users - Includes a cloud based (PBX) business phone system with virtually unlimited calling and faxing in the U.S. and Canada, an auto-attendant, local, toll free and fax numbers, integrated business SMS and voicemail, call management including answering rules, call forwarding, call transfer and conferencing. Plug & Ring(R) ready phones are available for each extension plus free 24/7 specialized customer support. Standard Edition includes 1,000 minutes of Toll Free at no additional cost.



Monthly Charges - Jun 13 thru Jul 12

1. Mobile Share Value iPhone on 4G LTE w/ VVM	40.00
2. Discount for Access	15.00CR
3. Mobile Insurance Premium	7.99
4. Office@Hand Standard Edition 2 Users	56.00
5. Office@Hand 911 Fee 2 Users	4.00
Total Monthly Charges	92.99

Other Charges and Credits

Voice Usage Summary

Shared Minutes	Unlimited
Daytime Minutes	
Minutes Used	171
Night & Weekend Minutes	
Minutes Used	67

Data Usage Summary

Shared Messaging	Unlimited
Used	73

Mobile Share Value 2GB with Rollover Data

Individual MB Used	457
1 Gigabyte (GB) = 1024MB, 1 Megabyte (MB) = 1024KB	

ENDRES, JAM (Legal)

From: Laurie Bowling <lbowling@associatesin dermatology.com>
Sent: Friday, June 22, 2018 11:15 AM
To: BLACK, PAUL E; FITZGERALD, MILES
Cc: Al Appel; Larry Jarrell
Subject: FW: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Importance: High

Here is the latest update. We have been without service since I arrived at 7am, 4 hours now (that we know of). Our business cannot run without these phones, this is affecting our patient care. Patients cannot call in and we cannot contact them from this location. Is there any other escalation that can be done? We are really in a bind!

Laurie Morgan
Human Resources Assistant



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3158
502-322-1958
Fax: 502-329-7599
www.associatesin dermatology.com

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From: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Sent: Friday, June 22, 2018 11:11 AM
To: Laurie Bowling <lbowling@associatesin dermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for taking my call. At this moment I have provided call samples to our specialist team and they will be analyzing them to isolate the issue further. Meanwhile, I will continue to escalate and provide you with updates as they become available. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228
Description of the Trouble: voice outage
Engagement received: 06/22/2018 09:40 AM CST
Issue Opened: 06/22/2018 08:13 AM CDT
Type of Service: NB-IPVPN | USASIGLOUKY02R
Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY
Access Hours: 8am-5pm Mon-Fri
CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

LCON: Laurie Bowling | 5029394522 | lbowling@associatesindermatology.com

Dispatch: Yes

Intrusive Test :Yes

Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Nidia Martinez | 424-233-2853| nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

o 424-233-2845 | mh744x@att.com

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

ENDRES, JAM (Legal)

From: SE TC-Cust Experience
Sent: Thursday, December 7, 2017 8:27 AM
To: BLACK, PAUL E
Subject: FW: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hey Paul – Can you loop TC Customer Experience in on the email chain so I don't start a new one? Let me know, thank you!

Sarah Ard Robertson

Technical Consultant

AT&T

Small Business Solutions
754 Peachtree Street
Atlanta, GA
4042790259
sa674u@att.com

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From: SE TC-PostSales
Sent: Wednesday, December 06, 2017 4:53 PM
To: SE TC-Cust Experience <g06861@att.com>
Subject: FW: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Team,

Believe the team sent this to the wrong TC inbox.

Thanks,

TC PostSales

Team member: Derek Powell

From: BLACK, PAUL E
Sent: Wednesday, December 06, 2017 3:39 PM
To: POMEROY, CHRISTOPHER R <cp2546@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID

<dk741r@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; SE TC-PostSales <g06860@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; GUADAGNO, KEITH <kg7420@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Chris and Christy:

We are at a critical juncture with this long time customer and very close to losing them to a competitor. We need some positive forward movement on this issue. At 12:40 PM Scott Peterson in the below email chain promised an update by early afternoon but we have no update to share. Now we are still at the point of trying to get testing scheduled per Rick Samson.

This is a medical practice and the customer has entrusted their critical data between sites as well as all of their internet traffic to us. What is being done to move this forward?

Paul Black

Sales Manager KY

AT&T

Small Business Solutions
534 Armory Place
Louisville, KY 40202
M: 502.553.3788
F: 866.398.2530
pb7183@att.com

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www.att.com/help

From: WOOD, BRADLEY D

Sent: Wednesday, December 06, 2017 4:19 PM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; POMEROY, CHRISTOPHER R <cp2546@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; BLACK, PAUL E <pb7183@att.com>; SE TC-PostSales <g06860@att.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Customer Removed

Team,

We need some serious traction with this, it has been over a week since the issue started with multiple tickets being opened and "escalated" with no resolution. Who can we escalate to and get a resolution??? Can we send a tech onsite to test and trouble shoot? We are in serious danger of losing this customer and they have gotten a connection with Spectrum they have been working on the last 2 days. We need to get all hands involved to get to the bottom of the

issue and get it corrected. Al is wanting to cancel his next migration because this is not corrected and can't have another site dropping internet like it is. Who can help?

Issue – AVPN customer dropping and degraded internet connection, customer has Network based firewall.

Opened ticket on AVPN circuit came back clean no issues

Opened Ticket with NBFW team came back clean no issues

Opened AOTS ticket and last update from Rick below trying to schedule testing. (this has been trying to be scheduled all day)

Please advise on next steps to find a resolution.

Regards,

Brad Wood

Client Solutions Executive 3
Small Business Solutions

AT&T

534 Armory Place, Louisville, KY 40203
m 502.287.8027 | bw6258@att.com

MOBILIZING YOUR WORLD

www.att.com/helpme

From: SAMSON, RICHARD

Sent: Wednesday, December 06, 2017 4:08 PM

To: Al Appel <aappel@associatesindermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Wednesday, December 06, 2017 3:01 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]

Sent: Wednesday, December 6, 2017 12:40 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Wednesday, December 06, 2017 9:42 AM

To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT

Sent: Tuesday, December 05, 2017 5:45 PM

To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D

<bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesin dermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela
Sent: Monday, December 04, 2017 11:59 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio (gr662w@abs.att-mail.com) <gr662w@abs.att-mail.com>; 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring (dk741r@abs.att-mail.com) <dk741r@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Karen Varela

Sent: Monday, December 04, 2017 7:16 PM

To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'

Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcsAfthrs'; 'Enrique Ebarguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique Ebarguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcsAfthrs (SharedSvcsAfthrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela

Service Assurance Service Manager

Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2617 | kv278b@abs.att-mail.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique E barguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Friday, December 01, 2017 12:26 PM

To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket **7N2901742** came back clear indicating that they did not find any issues on the actual circuit: [IUEC732467 ATJ](#), so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

Brad has now opened **AOTS# 239089927** and Escalate to Tier 2 to check IDC config, look for traffic drops. I will be following up and sending an update early this afternoon.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

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AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]
Sent: Thursday, November 30, 2017 4:11 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvc sAfthrs <SharedSvc sAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteel e@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvc sAfthrs <SharedSvc sAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 12:57 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvc sAfthrs <SharedSvc sAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been

pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems to be the most unstable.
- *Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen

[Critical Incident Resolution Manager](#)

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, November 30, 2017 10:10 AM

To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Earguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,

Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,

Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,

Brad

From: PETERSEN, SCOTT

Sent: Thursday, November 30, 2017 9:04 AM

To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcAfthrs <SharedSvcAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

*Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)

*should be 80up/80down. speed test range from 1 to 70s.

*Uploads seems most unstable.

*Pings drop packets.

***I spoke with Al and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Christoban Ruedas

Sent: Wednesday, November 29, 2017 9:14 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfthrs <SharedSvcAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been restored. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNMNB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 4:33 PM

To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfhtrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
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Dispatch: Yes
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OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

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Chris Ruedas
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From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with Geneva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.
IUEC.732467..ATI
Reg internet is not as noticeable.
Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing) should be 80up/80down. speed test range from 1 to 70s.
Uploads seems most unstable.
Pings drop packets.

Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

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ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

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CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Wednesday, November 29, 2017 2:34 PM

To: Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, November 29, 2017 3:32 PM
To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'
Cc: Jarrell, Larry
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel
Chief Administrative Officer



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: SHUFF, SUZANNE A
Sent: Thursday, January 28, 2016 10:30 AM
To: BLACK, PAUL E
Subject: FW: Order N4479LL6 due today 01-28..FAO in SOCS...

TN 502.587.8322 IS PORTED OUT

Do they need a new number? If not they need AMC?

Suzanne Shuff
Louisville Small Business Office
Fax: 866 679-9806



From: MOORE, SANDRA C
Sent: Thursday, January 28, 2016 10:17 AM
To: SHUFF, SUZANNE A
Cc: HOGAN, MELISSA E
Subject: Order N4479LL6 due today 01-28..FAO in SOCS...

See error and first page of order below...

Thank you,
Sandra C. Moore
SFJRT

TN 502.587.8322 IS PORTED OUT -
888-509-9399 TNAC

SR **FAO** VN 000 SI 502569 RC BO PD - - AC N TI SOI BF RG N
TN **502 587-8322** SA CC 002 CD - - EX LSVL AD 01-27-16 HU 1042 ID 01-27
ORD N4479LL6 CS 1FBCL SLS **YRNRGQB** DD 01-28-16 AC * AP W MA
ZRTI K,B,866 211-8658,SS,502582 IDZIP40202
ICENTS90
ZSLI ---DIR
ZTM 0800A-1200P IDDA BA
IPCL Y 01-27-2016 IDEL A1
ITTRA502 569
ZDDD 01-28-16 ---BILL
ZOCD 01-28-2016 IBN1 ASSOICATE IN
IFCI FTTN IBN2 DERMATOLOGY
IBA3 3810 SPRINGHURST BLVD # 200

---LIST IPO LOUISVILLE KY 40241
INP (NON-PUB) ASSOCIATES; IN ITAR 000,856
DERMATOLOGY IZAENN
ILA 324 E BROADWAY, LOUISVILLE ICI CORP P HOPE FLANNERY CBR
ISA 324 E BROADWAY, LOUISVILLE 5026252221 TRT: HOPE FLANNERY
IFCTN502 587-8322;D ONLY OBS: NPS
IYPH 999001 ICC D
NONE IOWNRC
ISIC 1799 MORE SCROLL =>

ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Wednesday, October 5, 2016 1:09 PM
To: BLACK, PAUL E
Cc: WOOD, BRADLEY D
Subject: FW: Fiber Bundle We Installed at Springhurst

Hi Paul,

Do we need to sign this with Vickie Tudor? I thought we were ok on everything but it sounds like our fiber bundle is expiring?

Thanks,

Al

Al Appel

Chief Administrative Officer
Associates in Dermatology, PLLC
3810 Springhurst Blvd., Suite 200
Louisville, KY 40241
Phone 502-583-1749
Fax 502-329-7599

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From: Hope Flannery [mailto:lhf@associatesin dermatology.com]
Sent: Wednesday, October 05, 2016 12:35 PM
To: 'Al Appel' <aappel@associatesin dermatology.com>
Subject: FW: Fiber Bundle We Installed at Springhurst

I guess I will go ahead and sign. I sure don't want anything to expire.

From: Vicki Tudor [mailto:vmtudor@bellsouth.net]
Sent: Wednesday, October 05, 2016 12:21 PM
To: 'Hope Flannery'
Cc: FITZGERALD, MILES
Subject: Fiber Bundle We Installed at Springhurst

Hope,

I work with Mile Fitzgerald, may be confusing but both are groups work together.

The Fiber Bundle I installed for you at Springhurst is expiring and I don't think this has been renewed.

Can you email me and I'll provide the one page document for the renewal.

Thank you

30 Years Experience

Vicki M. Tudor
Business Manager
502-244-8330 office
502-554-1000 cell
vmtudor@bellsouth.net

To Report an Issue w/Circuit:

<https://expressticketing.acss.att.com/expressticketing/>

From: Hope Flannery [<mailto:lhf@associatesin dermatology.com>]
Sent: Wednesday, December 10, 2014 10:37 AM
To: vmtudor@bellsouth.net
Subject: FW: disconnect of PRI service

Can you help on this?

From: BROWNE, DAVID M [<mailto:db1800@att.com>]
Sent: Wednesday, December 10, 2014 9:34 AM
To: lhf@associatesin dermatology.com
Subject: disconnect of PRI service

Hope,

We have received your request to disconnect PRI 50.IPZX.509713.001.SC located at 3810 Springhurst Blvd., Suite 200, Louisville, Ky.
The PRI service is still under contract and there are early termination charges for the Disconnect of this service. There are 20 months remaining at 50% of the monthly rate.

The termination liability is : \$4700.00

Please advise if you wish for us to proceed.

Thank you.

David Browne
Service Consultant
AT&T Global Ordering
AT&T Services
704-733-1213
email : db1800@att.com



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Date: 05/11/2018



ASSOCIATES IN DERMATOLOGY, PLLC
3810 Springhurst Blvd # 200
LOUISVILLE KY 40241-6162
USA

Associates in Dermatology, PLLC
3810 SPRINGHURST BLVD
LOUISVILLE KY 40241-1745
USA

Your Account Number(s)	Account Name	Total Outstanding Plus New Charges	Disputed	Past Due
8310002646967	Associates in Dermatology, PLLC	\$ 9,396.39	\$ --	\$ 9,321.82
Total all Accounts		\$ 9,396.39	\$ --	\$ 9,321.82

Dear AT&T Customer,

Your payment of **\$9,321.82** has not been received. Without a payment in full of the past due balance, your access to the AT&T Network may be interrupted for all services billed under the account(s) referenced in the information above. Unless payment is received, AT&T may exercise its right under the contract to suspend or disconnect your service and/or require a security deposit on this or other services and/or refer your account(s) to an outside collections agency.

Late payment interest will be assessed on past due balances. In the case of a dispute, late payment interest will be assessed on any billed amounts determined, by AT&T, as accurate at the time your dispute is resolved. Please remit your payment to:

AT&T
P.O. Box 5019
Carol Stream, IL 60197-5019

If payment in full for the amount past due has been mailed, please disregard this letter. Do not hesitate to contact us at **1-800-762-3390** to discuss any questions you may have regarding this matter.

AT&T trusts that you will give this matter your immediate attention.

AT&T Credit and Collections Department
901 Marquette Ave N, Suite 800
Minneapolis, MN 55402
Business Hours: 8:00 AM to 5:00 PM Central Time

Charlie McCall

From: WOOD, BRADLEY D <bw6258@att.com>
Sent: Tuesday, April 17, 2018 11:52 AM
To: Charlie McCall; Al Appel
Subject: RE: Billing issues

Correct.

From: Charlie McCall [mailto:cmccall@associatesin dermatology.com]
Sent: Tuesday, April 17, 2018 10:51 AM
To: WOOD, BRADLEY D <bw6258@att.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: RE: Billing issues

Brad,

Just for clarification, we can disregard the bill for account 831-000-2646 967, totaling \$9,321.82 in its entirety?

Thanks,

Charlie

From: WOOD, BRADLEY D <bw6258@att.com>
Sent: Tuesday, April 17, 2018 10:08 AM
To: Charlie McCall <cmccall@associatesin dermatology.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: RE: Billing issues

Charlie/Al,

This is normal, we submitted disconnect on those circuits when we met last and they are nearing completion. Disconnect takes about 30 days but again like I said in our meeting I did request credit back to 2015 from the person working the RDS. You can disregard the bill and the account is protected from any service interruption because of the RDS billing dispute we have in. This process just takes time to resolve.

Regards,
Brad

From: Charlie McCall [mailto:cmccall@associatesin dermatology.com]
Sent: Monday, April 16, 2018 12:47 PM
To: Al Appel <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: Billing issues

Brad,

We received another bill, identical to the one we went over several weeks ago. It has the same charges on the bill which are for services we haven't used since 2015. You mentioned before we concluded our conversation that this bill was being taken care of, and we were led to believe that we would be getting a credit for those services we hadn't used for several years. When can we expect that to happen? According to this most recent bill we owe \$9,321.82. I've attached a copy of the bill in question for your review.

Also, there are numerous accounts with credits. The credit for account 171-800-3774-001 went from \$19,890.64 to \$13,539.04. Did the \$6,3513.60 difference get credited toward a balance on another account? If so, which one?

I would appreciate a timely response regarding these issues.

Thanks,

Charlie

From: Al Appel

Sent: Friday, April 6, 2018 3:07 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Charlie McCall <cmccall@associatesindermatology.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: Charlie McCall <cmccall@associatesin dermatology.com>
Sent: Monday, May 21, 2018 3:02 PM
To: BLACK, PAUL E
Cc: Al Appel; Larry Jarrell
Subject: FW: Billing issues
Attachments: ATT Dispute.pdf

Paul,

Please see the below conversation between Brad and I regarding the account in question. I've attached a copy of the notice for outstanding balance we received last week for the same account.

Best regards,

Charlie McCall

Financial Manager



Associates in Dermatology, PLLC
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
(502) 625-2221

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From: WOOD, BRADLEY D <bw6258@att.com>
Sent: Tuesday, April 17, 2018 11:52 AM
To: Charlie McCall <cmccall@associatesin dermatology.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: RE: Billing issues

Correct.

From: Charlie McCall [<mailto:cmccall@associatesin dermatology.com>]
Sent: Tuesday, April 17, 2018 10:51 AM
To: WOOD, BRADLEY D <bw6258@att.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: RE: Billing issues

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Thanks,

Charlie

From: WOOD, BRADLEY D <bw6258@att.com>

Sent: Tuesday, April 17, 2018 10:08 AM

To: Charlie McCall <cmccall@associatesin dermatology.com>; Al Appel <aappel@associatesin dermatology.com>

Subject: RE: Billing issues

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Regards,

Brad

From: Charlie McCall [<mailto:cmccall@associatesin dermatology.com>]

Sent: Monday, April 16, 2018 12:47 PM

To: Al Appel <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>

Subject: RE: Billing issues

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I would appreciate a timely response regarding these issues.

Thanks,

Charlie

From: Al Appel

Sent: Friday, April 6, 2018 3:07 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Charlie McCall <cmccall@associatesin dermatology.com>

Subject: Billing issues

Hi Brad,

Charlie McCall is taking over for Hope and he has some billing questions.

Thank you,

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Tuesday, August 22, 2017 12:22 PM
To: BLACK, PAUL E
Subject: FW: ATT Bill - AID 0822.pdf

Can you see why all the sudden the billing address was changed to them in Bocris?

From: Hope Flannery [mailto:lhf@associatesin dermatology.com]
Sent: Tuesday, August 22, 2017 12:17 PM
To: BLACK, PAUL E <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>
Subject: RE: ATT Bill - AID 0822.pdf

I will send the invoice on to them. It has nothing to do with us. I would change the mailing address.

From: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Tuesday, August 22, 2017 11:50 AM
To: Hope Flannery; WOOD, BRADLEY D
Subject: RE: ATT Bill - AID 0822.pdf

This shows for service at 7800 Sutherland Farm Rd, Louisville, KY 40059. Account has been active since 01/09/1996.

If you no longer need this line let us know and we can get it disconnected ASAP.

thanks

Paul Black
Sales Manager KY

AT&T

Small Business Solutions
534 Armory Place
Louisville, KY 40202
M: 502.553.3788
F: 866.398.2530
pb7183@att.com

[Click for Immediate Assistance](#)

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

Need help with a personal account? Click here.
www.att.com/help

From: Hope Flannery [mailto:lhf@associatesin dermatology.com]
Sent: Tuesday, August 22, 2017 11:36 AM

To: BLACK, PAUL E <pb7183@att.com>; WOOD, BRADLEY D <bw6258@att.com>

Subject: ATT Bill - AID 0822.pdf

Hello,

I have received the attached bill and I have no idea why. Michael McCall has not worked for us since 2013. This is not one of our phone numbers.

Can one of you help with this?

Thanks

Hope Flannery
Associates in Dermatology
502-625-2221

ENDRES, JAM (Legal)

From: BLACK, PAUL E
Sent: Tuesday, May 15, 2018 10:11 AM
To: WOOD, BRADLEY D; FITZGERALD, MILES
Subject: FW: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Brad:

What is the story on Associates in Dermatology? thanks

Paul Black

Regional Sales Director – Kentucky/Southern Indiana

AT&T

Select Market Business Sales
534 Armory Place
Louisville, KY 40202
M: 502.553.3788
F: 866.398.2530
pb7183@att.com

[Click for Immediate Assistance](#)

From: Drue Best <dbest@matrixintegration.com>
Sent: Wednesday, May 09, 2018 8:07 AM
To: BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesindermatology.com>; SPIKNER, STEPHANIE J <ss2481@att.com>; Chris Ball <cball@matrixintegration.com>; POWELL, TAMIKA N <tp2379@att.com>; Larry.Jarrell@intermedix.com; WOOD, BRADLEY D <bw6258@att.com>; EXCONDE, ROINEL <re388t@att.com>; MATHEWS, THOMAS <tm018x@att.com>
Cc: FITZGERALD, MILES <mf079j@att.com>
Subject: RE: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

My availability is as follows:

- Thursday, May 10th 10:30am-4pm EST
- Friday, May 11th 8am-11am and 1pm-5pm EST
- Monday, May 14th 8am-3pm EST

Regards,

Drue Best
Project Manager

Matrix Integration
812.481.5014 | dbest@matrixintegration.com

From: BLACK, PAUL E <pb7183@att.com>
Sent: Tuesday, May 8, 2018 5:32 PM
To: Al Appel <aappel@associatesindermatology.com>; SPIKNER, STEPHANIE J <ss2481@att.com>; Chris Ball <cball@matrixintegration.com>; POWELL, TAMIKA N <tp2379@att.com>; Larry.Jarrell@intermedix.com; Drue Best <dbest@matrixintegration.com>; WOOD, BRADLEY D <bw6258@att.com>; EXCONDE, ROINEL <re388t@att.com>; MATHEWS, THOMAS <tm018x@att.com>; Drue Best <dbest@matrixintegration.com>
Cc: FITZGERALD, MILES <mf079j@att.com>
Subject: Re: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Al please let me know some available times and i will set it up.

Thanks

Paul Black

Sent from my LG V20, an AT&T 4G LTE smartphone

----- Original message-----

From: Al Appel
Date: Tue, May 8, 2018 9:04 AM
To: SPIKNER, STEPHANIE J;Chris Ball;POWELL, TAMIKA N;Larry.Jarrell@intermedix.com;Drue Best;WOOD, BRADLEY D;BLACK, PAUL E;EXCONDE, ROINEL;MATHEWS, THOMAS;Drue Best;
Cc:
Subject:RE: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Brad,

We need a conference call with Larry, Paul, Drue and whoever else can help us wrap up this cut over.

This situation has turned into a disaster and anyone at AT&T who has involvement in this should be embarrassed.

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: SPIKNER, STEPHANIE J <ss2481@att.com>
Sent: Monday, May 7, 2018 5:15 PM
To: Chris Ball <cball@matrixintegration.com>; POWELL, TAMIKA N <tp2379@att.com>; Larry.Jarrell@intermedix.com; Al Appel <aappel@associatesindermatology.com>; Drue Best <dbest@matrixintegration.com>; WOOD, BRADLEY D

<bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; EXCONDE, ROINEL <re388t@att.com>; MATHEWS, THOMAS <tm018x@att.com>

Subject: RE: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Team,

Are we going to move forward with the following 2 sites?

The orders are to add BVOIP/Voice to AVPN

Main_Search_Form_1											
Customer Name	Site Name	Address	OrderCSMNumber	EFMS Number	USO	GIOM Number	Site Status	OC /IP Manager	OM Name	Backup OS Name	Canc
Associates In Dermatology, Pllc – SOR: 1-64SH4HF (V) – 2 sites	Springhurst	3810 Springhurst Blvd, LOUISVILLE, KY	1-64SH4HF-B0001-0002	VR17060977	32495482	171505100	Pending TTU	Deanna Moore	Stephanie Spikner		
Main_Search_Form_Subform											
Customer Name	Site Name	Address	OrderCSMNumber	EFMS Number	USO	GIOM Number	Site Status	OC /IP Manager	OM Name		
Associates In Dermatology, Pllc – SOR: 1-64SH4HF (V) – 2 sites	New Albany	2241 GREEN VALLEY RD, NEW ALBANY, IN	1-64SH4HF-B0001-0001	VR17060967	32495454	183502829	TTU Scheduled	Deanna Moore	Stephanie Spikner		

Stephanie Spikner : Order Specialist Global Ordering

IP Flex over AVPN Team

Phone: 404-853-2106 Email: ss2481@att.com

Fax: 281-664-5675

Customer Electronic Order Status Manager: http://www.corp.att.com/ebcc/portal/portal_order.html

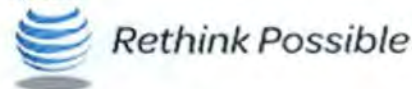
AT&T Internal Order Status Tool: [IOS](#) & [OSM](#)

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support: [Link](#)

Next Level Support Contact: Area Manager: [Joel Bates \(470\) 719-7952](#) Email: jb5833@att.com

I promise to deliver an extraordinary customer experience in all customer interactions.

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TEXTING and DRIVING... It Can Wait. Take the pledge today and pass it on.

From: Chris Ball [<mailto:cball@matrixintegration.com>]

Sent: Friday, April 27, 2018 1:05 PM

To: POWELL, TAMIKA N <tp2379@att.com>; Larry.Jarrell@intermedix.com; aappel@associatesindermatology.com; Drue Best <dbest@matrixintegration.com>; WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; EXCONDE, ROINEL <re388t@att.com>; SPIKNER, STEPHANIE J <ss2481@att.com>; MATHEWS, THOMAS <tm018x@att.com>

Cc: SPIKNER, STEPHANIE J <ss2481@att.com>

Subject: RE: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

I asked Brad or maybe Thomas to get an additional 5-10 new DID's for the New Albany location.

*"If I am ever on life support, unplug me...
Then plug me back in. See if that works"*

Chris Ball

Implementation UC Lead Engineer

Matrix Integration

p (502) 242-5316 | e cball@matrixintegration.com

From: POWELL, TAMIKA N [<mailto:tp2379@att.com>]

Sent: Friday, April 27, 2018 12:58 PM

To: Larry.Jarrell@intermedix.com; aappel@associatesindermatology.com; Drue Best <dbest@matrixintegration.com>; Chris Ball <cball@matrixintegration.com>; WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; EXCONDE, ROINEL <re388t@att.com>; SPIKNER, STEPHANIE J <ss2481@att.com>; MATHEWS, THOMAS <tm018x@att.com>

Cc: SPIKNER, STEPHANIE J <ss2481@att.com>

Subject: RE: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Team,

The ATT records indicate that the below list of phone numbers provided represents all the numbers listed on the account. Would you like to add any additional numbers?

812-948-7858

812-948-1555

812-948-1607

812-948-1617

812-948-1647

812-948-1148

812-948-1149

812-948-5949

812-948-0032

Warm Regards,

Tamika N.Powell - EAFLEX/HALO Support

Order Specialist - TTU Chat-Room Manager

Global Ordering & Managed Services

5005 Executive Parkway San Ramon CA 94583

Office 925-543-1531 | Skype 925-365-3735 | Email TP2379@att.com

Next Level Support – Area Manger – David Mandarino - 732.844.5223 or dm5821@att.com

AT&T Internal partners please refer to the Internal Support Process & Guide in advance of engaging next level. [LINK](#)

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From: POWELL, TAMIKA N

Sent: Thursday, April 26, 2018 5:22 PM

To: 'Larry.Jarrell@intermedix.com' <Larry.Jarrell@intermedix.com>; 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>; 'dbest@matrixintegration.com' <dbest@matrixintegration.com>; 'cball@matrixintegration.com' <cball@matrixintegration.com>; WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>; EXCONDE, ROINEL <re388t@att.com>; SPIKNER, STEPHANIE J <ss2481@att.com>; MATHEWS, THOMAS <tm018x@att.com>

Cc: SPIKNER, STEPHANIE J <ss2481@att.com>

Subject: Associates In Dermatology, Pllc - SITE New Albany AVPN - 171502086 - SERVICE ACTIVATION FAILED

Team,

The service activation failed tonight for several reasons.

1. Handoff incorrect- customer has requested PRI- the current handoff is analog
2. Port list not found – customer has requested to port the existing phone numbers.

We need the correct port list, on the call we found this list of numbers but we were not sure if this is a completed list for this site.

812-948-7858
812-948-1555
812-948-1607
812-948-1617
812-948-1647
812-948-1148
812-948-1149
812-948-5949
812-948-0032

In addition, I will try to change the handoff from Analog to PRI, please be advised that this process can take up to 3 days. If the handoff can be corrected.

I will keep all of you up to date on status as it becomes available.

Warm Regards,

Tamika N.Powell - EAFLEX/HALO Support
Order Specialist - TTU Chat-Room Manager

Global Ordering & Managed Services

5005 Executive Parkway San Ramon CA 94583
Office 925-543-1531 | Skype 925-365-3735 | Email TP2379@att.com

Next Level Support – Area Manger – David Mandarin - 732.844.5223 or dm5821@att.com

AT&T Internal partners please refer to the Internal Support Process & Guide in advance of engaging next level. [LINK](#)

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ENDRES, JAM (Legal)

From: DAUGHERTY, KERRY L
Sent: Thursday, April 21, 2016 12:47 AM
To: WOOD, BRADLEY D; BLACK, PAUL E
Subject: FW: **URGENT** | SR# 1-4FPDXL2 | ASSOCIATES IN DERMATO

Guys I have the Igloo and SA uploaded but on the VPN contract there is no voice on it. There is an ABN Express with Voice signed a year earlier but I know nothing about this account. So how are we ordering the Voice? And TNs?

Kerry Daugherty

Strategic/Tactical Application Sales Consultant II – TN/KY

AT&T Small Business Solutions

m 270.316.7683 | kd0925@att.com

"I can help you with that" www.att.com/helpme

From: WANG, ISABELLA
Sent: Thursday, April 14, 2016 2:58 PM
To: WOOD, BRADLEY D <bw6258@att.com>; DAUGHERTY, KERRY L <kd0925@att.com>
Subject: **URGENT** | SR# 1-4FPDXL2 | ASSOCIATES IN DERMATO

Kerry and Bradley,

I received this order:

"Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI with 6 call paths. Please contact Brad Wood (BW6258) or Kerry Daugherty (KD0925) with any questions."

My question here is:

1. What services are you ordering? ABN or regular flex?
2. Are you moving TNs from an existing to the new circuit? What do you mean by point to a circuit?
3. Missing documents below:
 - 1). Countersigned contract for bvoip
 - 2). IGLOO
 - 3). Bvoip SA form
 - 4). Complete list of TN needs to be moved or ported

Once you have provided everything above I will be able to process this order, please provide them by COB 4/18/16, thanks!

Thank you,

Isabella Wang

Client Services Specialist – Global Ordering, Customer Service
AT&T Technology and Network Operations
Mobile: (404) 986.5888
Email: xw2108@att.com



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From: SIAPCO, CATHERINE TULLAO
Sent: Thursday, April 14, 2016 11:57 AM
To: WOOD, BRADLEY D <bw6258@att.com>; WANG, ISABELLA <xw2108@att.com>
Cc: CARRINGTON, WENDY <wc323b@att.com>
Subject: Package Assignment Notice | SR# 1-4FPDXL2 | ASSOCIATES IN DERMATO

To Bradley Wood,

Your eCRM Support Request 1- 4FPDXL2 for ASSOCIATES IN DERMATO has been received by the Global Ordering, Front End Ordering Team. Isabella Wang has been assigned to process your request. Isabella will be in contact with you to confirm your order and move forward with the request. If you have any further questions, Isabella can be reached at 1 (404) 986-5888.

****Please note that for the new SIP process the CSS will accept the SR within 48 hours of assignment at which point the seller can submit their request for SIP. Please understand that requests for prioritization of assignment or acceptance cannot be honored as complete order packages are assigned on a first in, first out basis. ****

Thanks,

Catherine T. Siapco
Client Support Specialist – Global Ordering, Customer Service
AT&T Technology and Operations
☎ Office: 866.412.7741
✉ cs955m@att.com
For Escalations please contact:
Area Manager: Wendy Carrington – wc323b@att.com

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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: ETHERTON, 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

Brittane,

We have received yet another bill for account 323 (attached) which we requested be terminated long ago. Per your last email (attached) dated July 17, 2018, you were investigating why we continue to get billed for web hosting services. What did you find out? Starting today bills for account 323 will no longer be paid.

Also attached are bills for accounts 831-000-2646 967 and 171-800-3774 001. Account 967 shows a credit for \$8,974.26 (more on that shortly), yet we are being billed \$2,513.26 each month. The bill description is vague but appears to be for non-returned/damaged equipment. What is that in reference to, and why were we not given notice the something was damaged and/or not returned? To my knowledge, every piece of equipment we've been required to return has been returned in good order. Furthermore, why issue a credit for the returned item(s) and then claim the item(s) was either damaged or not returned, and begin billing us again? Call me crazy, but if the item in question was never returned, or returned damaged, a credit should not have been issued.

Regarding the credit on account 967, Paul Black said we could receive it via check (refer to attached email). Paul now claims credits can't be issued without a thorough investigation of claims (obviously) and documentation from us detailing the same information contained on the bills you send showing credits. I requested a refund check on June 28th, 2018. Where's the check?

The attached bill for account 3774 001 is by far one of the most cryptic bills to date. What are these charges for and how can we be expected to pay for service that we can't verify we even use. You may scoff at that, but given AT&T's track record of billing Associates in Dermatology, PLLC for services we haven't used for months, in some instances even longer, I can't in good conscience remit payment for \$17,189.37 without a detailed explanation.

A timely response will be appreciated.

Respectfully,

Charlie McCall
Financial Manager



Associates in Dermatology, PLLC
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Office: 502-625-2221

Fax: 502-329-7599

→ www.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: 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 Al,

I did in fact ask for an extension from the Commission. This takes some time to investigate to ensure you are properly credited for services that weren't installed or never worked.

For services that were installed properly and worked, we would not be able to negate any contractual obligations. I understand your frustration but if the issue is escalated to the Attorney General it will still come to me to handle so we'll continue to do the best we can to get this rectified in a timely manner.

Brittanees – Can you confirm the amount of contracts that are in place?

Eric Herbert

SR. Manager - AT&T Office of the President

Direct: 925-271-1571

Email: EH2345@att.com

From: Al Appel <aappel@associatesin dermatology.com>

Sent: Thursday, August 16, 2018 6:20 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 Brittanees this morning and she is going to start working on what refunds are owed to us and she will speak with Paul Black on Friday concerning our contracts we want out of. Can you tell me how many contracts we have with AT&T? I am only aware of the one contract I signed in 2016.

My concern is that we started this 7/10 and we have not made any progress! Rosemary with the Public Service Commission informed me you have committed to resolve these issues by 8/24. Is this accurate?

If these issues are not resolved by 8/24 we will escalate to the Office of the KY Attorney General.

Thank you,

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: HERBERT, ERIC A <eh2345@att.com>
Sent: Thursday, August 2, 2018 5:34 PM
To: Al Appel <aappel@associatesin dermatology.com>
Subject: RE: Accounts

The Account Team will absolutely have the authority to address your concerns. They will be able to suppress any cancellation fees once they conduct the proper investigation and determine that we never installed the service or made some type of error.

I'm sorry you have not received a call from your Account Team as of yet. I will escalate, but I do see that the billing dispute below is in alignment with your case. The notes indicate the dispute is regarding the issues you had with the Test and Turn up & provisioning. This had to be initiated by someone on the Account Team.

I will continue to make sure they are addressing your concerns.

Have a great evening and we'll be communicating.

Eric Herbert
SR. Manager - AT&T Office of the President
Direct: 925-271-1571
Email: EH2345@att.com

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Thursday, August 02, 2018 2:08 PM
To: HERBERT, ERIC A <eh2345@att.com>
Subject: RE: Accounts

Hi Eric,

Our goal is a smooth transition without cancellation fees. Will the account team have the authority to address my concerns?

→ I have not received any phone calls from my account team, only this email from Brittanee:

Good Evening Al,

Tracking number for billing dispute is 080118BCW57143 (Account number 8310005538323). I will need to enter disputes for each account number as they come to past due status. Please keep me updated on any additional notices or calls you receive on other accounts so that I can stay on top of them.

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: HERBERT, ERIC A <eh2345@att.com>
Sent: Thursday, August 2, 2018 4:49 PM
To: Al Appel <aappel@associatesin dermatology.com>
Subject: RE: Accounts

Hi Mr. Appel,

Have you received a call from your Account Team yet? I advised them they needed to reach back out to you to address these concerns. I am not able to assure you will not have any cancellation fees. I am responsible for making sure your concerns are addressed by your Account Team so please let me know if you have not heard from them by tomorrow at the latest. They will advise you of the process to smoothly transition away from AT&T and will determine if they can suppress any cancellation fees. Typically, if we have not fully installed the service, we should be able to suppress cancellation fees.

Eric Herbert
SR. Manager - AT&T Office of the President
Direct: 925-271-1571

Email: EH2345@att.com

From: Al Appel <aappel@associatesin dermatology.com>

Sent: Thursday, August 02, 2018 1:30 PM

To: HERBERT, ERIC A <eh2345@att.com>

Subject: Accounts

Hi Eric,

I wanted to follow up with you after our conversation to see what you need from me. We are working to set up another provider, it will take 3-4 months to have everything up and running. I appreciate your assistance in assuring we do not lose service during this transitional period, do not have any 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)

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
Bl225w@att.com

From: Charlie McCall [<mailto:cmccall@associatesindermatology.com>]
Sent: Tuesday, July 17, 2018 8:55 AM
To: FITZGERALD, MILES <mf079j@att.com>; ETHERTON, BRITTANEE <bl225w@att.com>; BLACK, PAUL E <pb7183@att.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>; 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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