

RECEIVED

ENDRES, JAM (Legal)

FEB 03 2020

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Friday, December 29, 2017 12:53 PM
To: PEPE JR., JAMES; SAMSON, RICHARD
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; HAYES, CHRISTY; KABA, ARDIAN; MATTHIES, MARY; PIERSON, ROGER; BLACK, PAUL E; 'Jarrell, Larry'; PETERSEN, SCOTT; 'Larry Jarrell'; WOOD, BRADLEY D; A, PRADEEP KUMAR; PRIYADARSHI, SATYA; SE TC-Cust Experience
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

PUBLIC SERVICE
COMMISSION

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

Larry, any news on your end?

Al Appel
Chief Administrative Officer



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

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From: PEPE JR., JAMES [mailto:JP529R@att.com]
Sent: Friday, December 29, 2017 12:15 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; PIERSON, ROGER <RP876C@att.com>; BLACK, PAUL E <pb7183@att.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; WOOD, BRADLEY D <bw6258@att.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

None that I'm aware of at this time

From: SAMSON, RICHARD
Sent: Friday, December 29, 2017 11:23 AM
To: 'Al Appel' <aappel@associatesin dermatology.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; PIERSON, ROGER <RP876C@att.com>; BLACK, PAUL E <pb7183@att.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; PEPE JR., JAMES <JP529R@att.com>; WOOD, BRADLEY D <bw6258@att.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

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

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

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

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

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

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; Christy Hayes <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>

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

Issue has nor presented itself that I know of

From: PETERSEN, SCOTT

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

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

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>

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

Hello James,

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

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

Continuous efforts to resolve your concern will go forth.

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Mary Matthies

Sent: Wednesday, December 27, 2017 3:39 PM

To: PEPE JR., JAMES <JP529R@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; 'Al Appel' <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; Christy Hayes <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>

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

Hello,

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

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

Thanks,

Mary Matthies

Area Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)516-1455

Cell: (402) 318-5998

Email: mm216y@att.com

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

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

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

From: PEPE JR., JAMES [<mailto:JP529R@att.com>]
Sent: Wednesday, December 27, 2017 3:27 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; Christy Hayes <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>
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Larry setup the laptop with Wireshark and ran some RDP sessions but experienced no issues. We have the ability to remote into the laptop and run the captures when the issue presents itself again. We would like to get the captures before enabling hardware acceleration.

From: PETERSEN, SCOTT
Sent: Wednesday, December 27, 2017 4:21 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; PEPE JR., JAMES <JP529R@att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>
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Larry or James,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

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

To: 'PEPE JR., JAMES' <JP529R@att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'A, PRADEEP KUMAR' <pa203h@intl.att.com>; 'PRIYADARSHI, SATYA' <sp2170@intl.att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'BLACK, PAUL E' <pb7183@att.com>
Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <RM-GCSC_MSS@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'KABA, ARDIAN' <ak099c@att.com>; 'PIERSON, ROGER' <RP876C@att.com>

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

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

Sent from my iPhone

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

From: PEPE JR., JAMES [JP529R@att.com]

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

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

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

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

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

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

Thursday and Friday I will also be available all day.

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

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

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

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>

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

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

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

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

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

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

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

Good morning everyone,

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

Thanks in advance,

Mary Matthies

Area Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)516-1455

Cell: (402) 318-5998

Email: mm216y@att.com

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

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

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

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

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

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

Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'KABA, ARDIAN' <ak099c@att.com>; 'PIERSON, ROGER' <rp876c@att.com>

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

Sounds great, thank you for taking the time to schedule on the 27th.

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

27th afternoon would work for me.

Get [Outlook for iOS](#)

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

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

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Friday, December 22, 2017 11:13 AM
To: WOOD, BRADLEY D <bw6258@att.com>; PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning,

Where are we?

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

AI

AI Appel
Chief Administrative Officer



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

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 20, 2017 1:06 PM
To: PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; AI Appel <aappel@associatesindermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

James,

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

Thanks,
Brad

From: PEPE JR., JAMES
Sent: Friday, December 15, 2017 4:24 PM
To: WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; AI Appel <aappel@associatesindermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
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Worked with Larry again today.

Larry provided a grounding link to the equipment rack and also reset the Edgewater and Ciena boxes
Issue still persists, lagging response and RDP disconnects

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

Attached PDF depicts the physical network connections

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

From: WOOD, BRADLEY D

Sent: Friday, December 15, 2017 8:56 AM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

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

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

Thanks,
Brad

From: SAMSON, RICHARD

Sent: Friday, December 15, 2017 8:49 AM

To: Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

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

Morning Al & Larry,

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

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

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]
Sent: Friday, December 15, 2017 7:27 AM
To: Al Appel <aappel@associatesindermatology.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'Priyadarshi, Satya' <sp2170@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'PEPE JR., JAMES' <jp529r@att.com>
Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

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

Get [Outlook for iOS](#)

On Fri, Dec 15, 2017 at 8:19 AM -0500, "Al Appel" <aappel@associatesindermatology.com> wrote:

Updates please

Al Appel
Chief Administrative Officer



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

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From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Thursday, December 14, 2017 1:24 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Priyadarshi, Satya <sp2170@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

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

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

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

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



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

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 11:32 PM
To: Priyadarshi, Satya <sp2170@intl.att.com>; A, Pradeep Kumar <pa203h@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am still in a meeting. I need to know what you are going to need from me. This will determine if I need to be on site.

Sent from my iPhone

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

From: Priyadarshi, Satya [sp2170@intl.att.com]
Sent: Thursday, December 14, 2017 10:53 AM Central Standard Time

To: A, Pradeep Kumar; 'Larry Jarrell'; Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; PEPE JR., JAMES
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Customer was unable to join this call. Once he is available will open the bridge again.

Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: Priyadarshi, Satya

Sent: Thursday, December 14, 2017 10:10 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Larry Jarrell <ljarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

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

Hello All,

Conference details:-

You are invited to attend an AT&T Connect iMeeting .

To connect your COMPUTER to the Web conference:

=====

Click here: <https://connect2.uc.att.com/attinc/meet/?ExEventID=89226203>

To prepare in advance for the conference (for all devices): <https://connect2.uc.att.com/attinc/Prepare/>.

To view supported Operating Systems and devices: <http://www.corp.att.com/attconnectsupport/supporteddevices>

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<http://newcou.edc.cingular.net/groups/COU/index.cfm?module=appStore&step=3&appSet=1&appID=160&whereami=appStore> to download the software from the COU Appstore

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2. When prompted, enter the meeting access code: 9226203#

* AT&T direct number (in INDIA): 1800-258-0288. When prompted dial the number: 888-675-2546

* Blackberry (Toll-Free Number): 8886752546x9226203#

* iPhone / Android (Toll-Free Number): 8886752546,,9226203#

* Windows Phone (Toll-Free Number): <tel:8886752546,,9226203#>,

* A number in your country or in a country close to you (may be toll free):

<https://www.teleconference.att.com/servlet/glbAccess?process=1&accessNumber=8886752546&accessCode=9226203>

Powered by AT&T Connect.

Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist

Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India

+91 80 43546366 | sp2170@att.com

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From: A, Pradeep Kumar

Sent: Thursday, December 14, 2017 10:08 PM

To: Larry Jarrell <ljarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; Priyadarshi, Satya <sp2170@intl.att.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

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

Hello Team,

Can we get on a call with our higher level team to get this resolved. Satya will share the call details shortly.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

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



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

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]
Sent: Thursday, December 14, 2017 9:27 PM
To: Jarrell, Larry <larry.jarrell@intermedix.com>; A, Pradeep Kumar <pa203h@intl.att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

We are seeing lagging now on the rdp sessions.

Get [Outlook for iOS](#)

On Thu, Dec 14, 2017 at 10:42 AM -0500, "Jarrell, Larry" <Larry.Jarrell@intermedix.com> wrote:

Adding Srina to email.

Larry Jarrell II

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Thursday, December 14, 2017 9:45 AM
To: Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; 'Larry Jarrell'
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Can you confirm everything is working fine as expected?

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

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



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pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 7:58 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>
Cc: MSS INDIA RM <rm-MSS India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have the Att network enabled. We are passing traffic through ATT

Sent from my iPhone

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

From: Richard Samson [rs862n@abs.att-mail.com]
Sent: Wednesday, December 13, 2017 03:46 PM Central Standard Time
To: Al Appel; 'Larry Jarrell'; 'A, Pradeep Kumar'; Jarrell, Larry
Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Mary Matthies; 'WOOD, BRADLEY D'; Christy Hayes
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm trying to get the same team on board so that we don't go through that again.

Thank you,
Rick Samson

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

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 13, 2017 3:23 PM
To: Richard Samson <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Cc: 'MSS INDIA RM' <rm-MSS_India@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hi Rick,

Will the technician who is reaching out to us Thursday ask us the same questions the technician asked us today, and every day prior to today? We continue to answer the same questions and providing the same answers and the results are the same every day.

Please tell me that your plan for Thursday is different than it was today.

Brad, what can you do for us?

Al

Al Appel
Chief Administrative Officer



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

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 13, 2017 3:13 PM
To: Larry Jarrell <ljjarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>; Al Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

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

Hello Larry,

Thanks for working with the GT2 & MIS teams today. I'm understanding that they are going to reach out again on Thursday to continue to work to resolve your issue. I will follow up with you after that testing.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

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

Sent: Wednesday, December 13, 2017 12:44 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

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

Users just got kicked out. I am going to switch back to Spectrum.

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

Sent: Wednesday, December 13, 2017 11:05 AM

To: SAMSON, RICHARD; Al Appel; Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY; Larry Jarrell

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

Hello Team,

We have engaged all the necessary stake holders for further investigation.

Will keep the ticket updated on the further proceedings as per our investigation.

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

AT&T

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



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

From: SAMSON, RICHARD

Sent: Wednesday, December 13, 2017 8:14 PM

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

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; ljjarrell@psr-cis.com

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

Hello Al & Larry,

I'm sorry that I didn't get an update to you sooner. I have been working with the network firewall team and they are working to get a resolution. Currently I have Pradeep Kumar working to set up a call to you guys and explain next steps but, were needing what is found from the network team. I will keep reaching out to get resolution. Please let me know if you need anything else.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

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

Sent: Tuesday, December 12, 2017 8:51 AM

To: Al Appel <aappel@associatesindermatology.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

Regards,

Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <aappel@associatesindermatology.com> wrote:

Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

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

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Tuesday, December 12, 2017 8:41 AM
To: MSS INDIA RM <rm-MSS_India@intl.att.com>
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; WOOD, BRADLEY D <bw6258@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

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

From: MSS INDIA RM [mailto:rm-MSS_India@intl.att.com]

Sent: Monday, December 11, 2017 10:51 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com

Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Richard Samson <rs862n@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi All,

We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team

AT&T Technology Operations

Global Delivery & Assurance

Security & Advanced Applications

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Sincerely,

The AT&T Managed Security Services Team

From: PETERSEN, SCOTT

Sent: Friday, December 08, 2017 10:42 PM

To: WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com

Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

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

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

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

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Friday, December 08, 2017 8:15 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com;
ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,
Brad

From: MSS INDIA RM
Sent: Friday, December 08, 2017 4:07 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>;
Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com;
ljjarrell@psr-cis.com; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hello,

As per update in ticket 239089927 from Scott Petersen including Larry Jarrell to the communication.

Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048) anytime for live testing.

Thank you in advance

Best Regards

Adam Duchovic

Sr. Associate, Work Center Tech Support
MSS Global Support

AT&T Services, Inc.

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic
MOBILIZING YOUR WORLD

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

From: MSS INDIA RM

Sent: Thursday, December 07, 2017 3:10 AM

To: WOOD, BRADLEY D <bw6258@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljarrell@psr-cis.com

Subject: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi Brad,

MSS have a ticket raised for internet traffic is not working for some of the customer networks. Inorder to troubleshoot this we need the customer contact and the time window for live testing. Could you please check with customer and confirm us. Moreover you can directly call our center (+1 877 677 2881 followed with your PIN91048) anytime for live testing.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

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The information contained in this message is confidential and may be privileged and/or protected under law. If you receive this message in error, please notify us immediately by forwarding a copy to compliance@intermedix.com and delete the original message and any attachments.

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ENDRES, JAM (Legal)

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

The engagement is on a different ticket number. That engagement on that ticket is closed

Thank you

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

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

Aracelli Sanchez
Critical Issue Resolution Manager
Consulting on behalf of AT&T Client Solutions and Operations
o (424)233-2968 | as564@att.com

From: FITZGERALD, MILES <mf079j@att.com>
Sent: Friday, June 22, 2018 8:36 AM
To: Aracelli Sanchez <as564f@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>
Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Aracelli,

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

Thanks,

Miles Fitzgerald
Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
M: 502.415.5639
866.628.4922
f079j@att.com

From: SANCHEZ, ARACELLI

Sent: Friday, June 22, 2018 10:27 AM

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

Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesindermatology.com>

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

Hello Laurie

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

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

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

Express Ticketing - www.att.com/expressticketing

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

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

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

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

Best Regards,

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

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

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

Area Manager

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 | as564@att.com

From: Aracelli Sanchez

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

To: BLACK, PAUL E <pb7183@att.com>; FITZGERALD, MILES <mf079j@att.com>
Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesin dermatology.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

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

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Area Manager(424)233-2987 | M: (915)7318176 | (rc822g@att.com)
Office Hours: (6:am – 3:00 pm MST, M-F

Aracelli Sanchez
Critical Issue Resolution Manager
Consulting on behalf of AT&T Client Solutions and Operations
o (424)233-2968 | as564@att.com

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

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

Paul Black
Regional Sales Director – Kentucky/Southern Indiana

AT&T

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

[Click for Immediate Assistance](#)

From: SANCHEZ, ARACELLI
Sent: Friday, June 22, 2018 9:37 AM
To: FITZGERALD, MILES <mf079j@att.com>
Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; Laurie Bowling

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

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

Hi,

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

Thank you,

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

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

Description of the Trouble: voice and data down

Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

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

CCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

LCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

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

Ramiro Chavez

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

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

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 | as564@att.com

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

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

To: Aracelli Sanchez <as564f@abs.att-mail.com>

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

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

Please update the email address to Laurie Bowling <lbowling@associatesin dermatology.com>

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

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

From: FITZGERALD, MILES
Sent: Friday, June 22, 2018 9:27 AM
To: SANCHEZ, ARACELLI <as564f@abs.att-mail.com>; aappel@associatesindermatology.com
Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

They cannot make outbound calls. I attempted to call the number at 8:00 am, 9:25 and 9:26 and could not get through. Please escalate

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

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

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

Laurie

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

Calling TN (# calling from):

Called TN (# calling to):

Time of call / Time Zone:

Symptom:

Calling TN:

Called TN:

Time of call / Time Zone:

Symptom:

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

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Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

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

CCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

LCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

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

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

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

Area Manager

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 | as654f@att.co

From: Aracelli Sanchez

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

To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>

Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; mf079j@att.com

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

Hello ,

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

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

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

Description of the Trouble: voice and data down

Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

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CCON: Laurie Bowling 5029394522 aappel@associatesindermatology.com

LCON: Laurie Bowling 5029394522 aappel@associatesindermatology.com

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

Continuous efforts to resolve your concern will go forth.

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

Area Manager: Ramiro Chavez rc822g@att.com, 424 233 2987

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 / as564f@att.com

ENDRES, JAM (Legal)

From: FITZGERALD, MILES
Sent: Friday, June 22, 2018 10:41 AM
To: SANCHEZ, ARACELLI; BLACK, PAUL E
Cc: CHAVEZ, RAMIRO; HERNANDEZ, HERLINDA
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Thank you for being so helpful

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

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

From: SANCHEZ, ARACELLI
Sent: Friday, June 22, 2018 10:40 AM
To: FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>
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o (424)233-2968 | as564@att.com

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:: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Aracelli,

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AT&T

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M: 502.415.5639
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Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesindermatology.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

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Critical Issue Resolution Manager
Consulting on behalf of AT&T Client Solutions and Operations
o (424)233-2968 | as564@att.com

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Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Laurie Bowling <lbowling@associatesindermatology.com>
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Bowling <bowling@associatesin dermatology.com>

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

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

Paul Black

Regional Sales Director – Kentucky/Southern Indiana

AT&T

Select Market Business Sales

534 Armory Place

Louisville, KY 40202

M: 502.553.3788

F: 866.398.2530

pb7183@att.com

[Click for Immediate Assistance](#)

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

CCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

LCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

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amiro Chavez
Area Manager(424)233-2987 | M: (915)7318176 | (rc822g@att.com)
Office Hours: (6:am – 3:00 pm MST, M-F

Aracelli Sanchez
Critical Issue Resolution Manager
Consulting on behalf of AT&T Client Solutions and Operations
o (424)233-2968 | as564@att.com

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

Please update the email address to Laurie Bowling <lbowling@associatesin dermatology.com>

Thanks,

liles Fitzgerald
Application Sales Consultant

AT&T

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

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Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

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Thanks,

..liles Fitzgerald
Application Sales Consultant

AT&T

Small Business Solutions
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Louisville, KY 40203
T: 502.415.5639
F: 866.628.4922
mf079j@att.com

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Sent: Friday, June 22, 2018 9:20 AM
To: aappel@associatesin dermatology.com
Cc: CHAVEZ, RAMIRO <rc822g@abs.att-mail.com>; HERNANDEZ, HERLINDA <hh558d@abs.att-mail.com>; FITZGERALD, MILES <mf079j@att.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 862201335 | Louisville, KY |

Laurie

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

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

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

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

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

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

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

Area Manager

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 | as654f@att.co

From: Aracelli Sanchez

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

To: 'aappel@associatesin dermatology.com' <aappel@associatesin dermatology.com>

Cc: Ramiro Chavez Hernandez <rc822g@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; mf079j@att.com

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

Hello ,

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

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

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

Description of the Trouble: voice and data down

Type of Service: Ethernet

Updates: n

Address: 3810 Spring Hurst Blvd Suite 200 Louisville, KY

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

CCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

LCON: Laurie Bowling 5029394522 aappel@associatesin dermatology.com

Dispatch: Y

Intrusive Test: Y

Power to CPE: Y

Continuous efforts to resolve your concern will go forth.

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

Area Manager: Ramiro Chavez rc822g@att.com, 424 233 2987

Aracelli Sanchez

Critical Issue Resolution Manager

Consulting on behalf of AT&T Client Solutions and Operations

o (424)233-2968 / as564f@att.com

ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Monday, June 25, 2018 1:00 PM
To: Laurie Bowling; HERNANDEZGUZMAN, MARIA
Cc: MARTINEZ, NIDIA; MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N;
FITZGERALD, MILES; FITZGERALD, MILES; BLACK, PAUL E
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Paul,

Please remove "OWENLG" from our billing, LG Owen left us in 2012.

Thank you,

Al

Al Appel
Chief Administrative Officer



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

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From: Laurie Bowling
Sent: Monday, June 25, 2018 9:44 AM
To: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com; FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Hello Maria,

Our phones are working properly at this time. Thank you!

Laurie Morgan
Human Resources Assistant



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3158
502-322-1958
Fax: 502-329-7599
www.associatesindermatology.com

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From: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Sent: Monday, June 25, 2018 9:30 AM
To: Laurie Bowling <lbowling@associatesindermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com; FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesindermatology.com>
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Our technicians have completed testing on the circuit and all has tested clear. I have been advised that our Voice is still with our provisioning team and provided me Order number: 171505100. Please follow up with our account manager for further assistance. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228
Description of the Trouble: voice outage
Engagement received: 06/22/2018 09:40 AM CST
Issue Opened: 06/22/2018 08:13 AM CDT
Type of Service: NB-IPVPN | USASIGLOUKY02R
Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY
Access Hours: 8am-5pm Mon-Fri
CCON: Laurie Bowling | 5029394522 | lbowling@associatesindermatology.com
LCON: Laurie Bowling | 5029394522 | lbowling@associatesindermatology.com
Dispatch: Yes
Intrusive Test :Yes
Power To CPE: Yes

Continuous effort to resolve your concern will go forth.
My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez
Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

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

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

From: Maria Hernandez Guzman

Sent: Friday, June 22, 2018 2:57 PM

To: 'Laurie Bowling' <lbowling@associatesin dermatology.com>

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; 'mf079j@att.com' <mf079j@att.com>; 'FITZGERALD, MILES' <mf079j@att.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'Al Appel' <aappel@associatesin dermatology.com>; 'SharesSvcsAfthrs' (SharedSvcsAfthrs@abs.att-mail.com) <SharedSvcsAfthrs@abs.att-mail.com>

Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Our technicians tested your service and all is testing clear on our end. We will continue to monitor your service, please reach out to me immediately if you experience any issues with your service. If you have any questions or concerns do not hesitate to contact me. If you should need assistance this evening please reply all to this email trail. An evening Service Manager will be assigned to assist at that time. Otherwise, I will personally follow up with you in the morning.

Ticket number: 246724228

Description of the Trouble: voice outage

Engagement received: 06/22/2018 09:40 AM CST

Issue Opened: 06/22/2018 08:13 AM CDT

Type of Service: NB-IPVPN | USASIGLOUKY02R

Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

Access Hours: 8am-5pm Mon-Fri

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

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

Dispatch: Yes

Intrusive Test :Yes

Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

My direct number is 424.233.2845

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

Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

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

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

From: Maria Hernandez Guzman

Sent: Friday, June 22, 2018 12:13 PM

To: 'Laurie Bowling' <lbowling@associatesin dermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com; FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: OWENLG | NB-SELECT | CNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for the update. Our technicians tested your service and all is testing clear on our end. We will continue to monitor your service, please reach out to me immediately if you experience any issues with your service. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228
Description of the Trouble: voice outage
Engagement received: 06/22/2018 09:40 AM CST
Issue Opened: 06/22/2018 08:13 AM CDT
Type of Service: NB-IPVPN | USASIGLOUKY02R
Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY
Access Hours: 8am-5pm Mon-Fri
CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
Dispatch: Yes
Intrusive Test :Yes
Power To CPE: Yes

Continuous effort to resolve your concern will go forth.
My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager
Consulting on behalf of AT&T Client Solutions and Operations
o 424-233-2845 | mh744x@att.com
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

From: Laurie Bowling [<mailto:lbowling@associatesin dermatology.com>]
Sent: Friday, June 22, 2018 11:16 AM
To: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com; FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: RE: OWENLG | NB-SELECT | CNMB2 | 000000246724228 | Louisville, KY |

Phone system is back up!

Laurie Morgan
Human Resources Assistant



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3158
502-322-1958
Fax: 502-329-7599
www.associatesindermatology.com

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From: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Sent: Friday, June 22, 2018 12:34 PM
To: Laurie Bowling <lbowling@associatesindermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com
Subject: OWENLG | NB-SELECT | CNMNB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank You for taking my call. As per our conversation our technicians are requesting for you to reboot your PBX phone system, once this has been done please verify service. If issue continues we will continue to scalate and test further. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228
Description of the Trouble: voice outage
Engagement received: 06/22/2018 09:40 AM CST
Issue Opened: 06/22/2018 08:13 AM CDT
Type of Service: NB-IPVPN | USASIGLOUKY02R
Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY
Access Hours: 8am-5pm Mon-Fri
CCON: Laurie Bowling | 5029394522 | lbowling@associatesindermatology.com
LCON: Laurie Bowling | 5029394522 | lbowling@associatesindermatology.com
Dispatch: Yes
Intrusive Test :Yes
Power To CPE: Yes

Continuous effort to resolve your concern will go forth.
My direct number is 424.233.2845

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | **Office Hours:** 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

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

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

From: Maria Hernandez Guzman

Sent: Friday, June 22, 2018 9:11 AM

To: 'lbowling@associatesin dermatology.com' <lbowling@associatesin dermatology.com>

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; 'mf079j@att.com' <mf079j@att.com>

Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for taking my call. At this moment I have provided call samples to our specialist team and they will be analyzing them to isolate the issue further. Meanwhile, I will continue to escalate and provide you with updates as they become available. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228

Description of the Trouble: voice outage

Engagement received: 06/22/2018 09:40 AM CST

Issue Opened: 06/22/2018 08:13 AM CDT

Type of Service: NB-IPVPN | USASIGLOUKY02R

Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

Access Hours: 8am-5pm Mon-Fri

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

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

Dispatch: Yes

Intrusive Test :Yes

Power To CPE: Yes

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My direct number is 424.233.2845

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Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

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

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

ENDRES, JAM (Legal)

From: FITZGERALD, MILES
Sent: Friday, June 22, 2018 11:19 AM
To: Laurie Bowling; BLACK, PAUL E
Cc: Al Appel; Larry Jarrell
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Just checking again, is there anyone on site with access to business direct?? You can forward the calls to another site or cell phone if needed

Thanks,

Miles Fitzgerald

Application Sales Consultant

AT&T

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

From: Laurie Bowling <lbowling@associatesin dermatology.com>
Sent: Friday, June 22, 2018 11:15 AM
To: BLACK, PAUL E <pb7183@att.com>; FITZGERALD, MILES <mf079j@att.com>
Cc: Al Appel <aappel@associatesin dermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>
Subject: FW: OWENLG | NB-SELECT | 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

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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

ispatch: Yes

intrusive Test :Yes

Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

My direct number is 424.233.2845

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

Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

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

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

ENDRES, JAM (Legal)

From: Laurie Bowling <lbowling@associatesin dermatology.com>
Sent: Friday, June 22, 2018 11:38 AM
To: FITZGERALD, MILES; BLACK, PAUL E
Cc: Al Appel; Larry Jarrell
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Unfortunately no there isn't. Also with the call volume that come into our main number , that would almost be impossible to forward to a cellphone etc.

Laurie Morgan
Human Resources Assistant



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3158
502-322-1958
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From: FITZGERALD, MILES <mf079j@att.com>
Sent: Friday, June 22, 2018 11:19 AM
To: Laurie Bowling <lbowling@associatesin dermatology.com>; BLACK, PAUL E <pb7183@att.com>
Cc: Al Appel <aappel@associatesin dermatology.com>; Larry Jarrell <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

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Thanks,

Miles Fitzgerald
Application Sales Consultant

AT&T

Small Business Solutions
601 W. Chestnut St
Louisville, KY 40203
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Subject: FW: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |
Importance: High

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Laurie Morgan
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From: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
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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.

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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
CON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
Dispatch: Yes

Intrusive Test :Yes
Power To CPE: Yes

Continuous effort to resolve your concern will go forth.
My direct number is **424.233.2845**

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

Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

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

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

ENDRES, JAM (Legal)

From: Laurie Bowling <lbowling@associatesin dermatology.com>
Sent: Friday, June 22, 2018 12:43 PM
To: HERNANDEZGUZMAN, MARIA
Cc: MARTINEZ, NIDIA; MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N;
FITZGERALD, MILES; Al Appel; BLACK, PAUL E; FITZGERALD, MILES
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |
Importance: High

Hello,

This has been done and we still have no phone service. We can not dial out nor anyone call in. We are hitting on 8 hours without service and it is severely impacting our business operations.

Laurie Morgan
Human Resources Assistant



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
el: 502-583-1749 Ext. 3158
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Fax: 502-329-7599
www.associatesin dermatology.com

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From: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Sent: Friday, June 22, 2018 12:34 PM
To: Laurie Bowling <lbowling@associatesin dermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank You for taking my call. As per our conversation our technicians are requesting for you to reboot your PBX phone system, once this has been done please verify service. If issue continues we will continue to escalate and test further. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228
Description of the Trouble: voice outage
Engagement received: 06/22/2018 09:40 AM CST
Issue Opened: 06/22/2018 08:13 AM CDT
Type of Service: NB-IPVPN | USASIGLOUKY02R
Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

Access Hours: 8am-5pm Mon-Fri

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

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

Dispatch: Yes

Intrusive Test :Yes

Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

My direct number is 424.233.2845

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

Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

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

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

From: Maria Hernandez Guzman

Sent: Friday, June 22, 2018 9:11 AM

To: 'lbowling@associatesin dermatology.com' <lbowling@associatesin dermatology.com>

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; 'mf079j@att.com' <mf079j@att.com>

Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for taking my call. At this moment I have provided call samples to our specialist team and they will be analyzing them to isolate the issue further. Meanwhile, I will continue to escalate and provide you with updates as they become available. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228

Description of the Trouble: voice outage

Engagement received: 06/22/2018 09:40 AM CST

Issue Opened: 06/22/2018 08:13 AM CDT

Type of Service: NB-IPVPN | USASIGLOUKY02R

Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

Access Hours: 8am-5pm Mon-Fri

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

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

Dispatch: Yes

Intrusive Test :Yes

Power To CPE: Yes

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Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

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

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

ENDRES, JAM (Legal)

From: Laurie Bowling <lbowling@associatesin dermatology.com>
Sent: Friday, June 22, 2018 1:16 PM
To: HERNANDEZGUZMAN, MARIA
Cc: MARTINEZ, NIDIA; MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N;
FITZGERALD, MILES; FITZGERALD, MILES; BLACK, PAUL E; Al Appel
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Phone system is back up!

Laurie Morgan
Human Resources Assistant



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3158
502-322-1958
Fax: 502-329-7599
www.associatesin dermatology.com

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From: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Sent: Friday, June 22, 2018 12:34 PM
To: Laurie Bowling <lbowling@associatesin dermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank You for taking my call. As per our conversation our technicians are requesting for you to reboot your PBX phone system, once this has been done please verify service. If issue continues we will continue to escalate and test further. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228

Description of the Trouble: voice outage

Engagement received: 06/22/2018 09:40 AM CST

Issue Opened: 06/22/2018 08:13 AM CDT

Type of Service: NB-IPVPN | USASIGLOUKY02R

Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

Access Hours: 8am-5pm Mon-Fri

CON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com

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

Dispatch: Yes

Intrusive Test :Yes
Power To CPE: Yes

Continuous effort to resolve your concern will go forth.
My direct number is 424.233.2845

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

Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager
Consulting on behalf of AT&T Client Solutions and Operations
o 424-233-2845 | mh744x@att.com
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

From: Maria Hernandez Guzman
Sent: Friday, June 22, 2018 9:11 AM
To: 'lbowling@associatesin dermatology.com' <lbowling@associatesin dermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; 'mf079j@att.com' <mf079j@att.com>
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for taking my call. At this moment I have provided call samples to our specialist team and they will be analyzing them to isolate the issue further. Meanwhile, I will continue to escalate and provide you with updates as they become available. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228
Description of the Trouble: voice outage
Engagement received: 06/22/2018 09:40 AM CST
Issue Opened: 06/22/2018 08:13 AM CDT
Type of Service: NB-IPVPN | USASIGLOUKY02R
Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY
Access Hours: 8am-5pm Mon-Fri
CCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
LCON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
Dispatch: Yes
Intrusive Test :Yes
Power To CPE: Yes

Continuous effort to resolve your concern will go forth.
My direct number is 424.233.2845

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

Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

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

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

ENDRES, JAM (Legal)

From: Laurie Bowling <lbowling@associatesin dermatology.com>
Sent: Monday, June 25, 2018 9:44 AM
To: HERNANDEZGUZMAN, MARIA
Cc: MARTINEZ, NIDIA; MEZA, ALEXA; HERNANDEZ, HERLINDA; MORGAN, ALYSSA N;
FITZGERALD, MILES; FITZGERALD, MILES; BLACK, PAUL E; Al Appel
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Hello Maria,

Our phones are working properly at this time. Thank you!

Laurie Morgan
Human Resources Assistant



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3158
502-322-1958
Fax: 502-329-7599
www.associatesin dermatology.com

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From: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Sent: Monday, June 25, 2018 9:30 AM
To: Laurie Bowling <lbowling@associatesin dermatology.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com; FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Our technicians have completed testing on the circuit and all has tested clear. I have been advised that your Voice is still with our provisioning team and provided me Order number: 171505100. Please follow up with your account manager for further assistance. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228
Description of the Trouble: voice outage
Engagement received: 06/22/2018 09:40 AM CST
Issue Opened: 06/22/2018 08:13 AM CDT
Type of Service: NB-IPVPN | USASIGLOUKY02R
Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY
Access Hours: 8am-5pm Mon-Fri

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

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

Dispatch: Yes

Intrusive Test :Yes

Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

My direct number is 424.233.2845

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

Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

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

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

From: Maria Hernandez Guzman

Sent: Friday, June 22, 2018 2:57 PM

To: 'Laurie Bowling' <lbowling@associatesin dermatology.com>

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; 'mf079j@att.com' <mf079j@att.com>; 'FITZGERALD, MILES' <mf079j@att.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'Al Appel' <aappel@associatesin dermatology.com>; 'SharesSvcAftHrs' (SharedSvcAftHrs@abs.att-mail.com) <SharedSvcAftHrs@abs.att-mail.com>

Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Our technicians tested your service and all is testing clear on our end. We will continue to monitor your service, please reach out to me immediately if you experience any issues with your service. If you have any questions or concerns do not hesitate to contact me. If you should need assistance this evening please reply all to this email trail. An evening Service Manager will be assigned to assist at that time. Otherwise, I will personally follow up with you in the morning.

Ticket number: 246724228

Description of the Trouble: voice outage

Engagement received: 06/22/2018 09:40 AM CST

Issue Opened: 06/22/2018 08:13 AM CDT

Type of Service: NB-IPVPN | USASIGLOUKY02R

Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

Access Hours: 8am-5pm Mon-Fri

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

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

Dispatch: Yes

Intrusive Test :Yes

Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

My direct number is 424.233.2845

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

Area Manager: Nidia Martinez | 424-233-2853 | nm187x@att.com | Office Hours: 7:00A.M. to 4:00 P.M., MST M-F

Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

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

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

From: Maria Hernandez Guzman

Sent: Friday, June 22, 2018 12:13 PM

To: 'Laurie Bowling' <bowling@associatesin dermatology.com>

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com; FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesin dermatology.com>

Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Laurie,

Thank you for the update. Our technicians tested your service and all is testing clear on our end. We will continue to monitor your service, please reach out to me immediately if you experience any issues with our service. If you have any questions or concerns do not hesitate to contact me.

Ticket number: 246724228

Description of the Trouble: voice outage

Engagement received: 06/22/2018 09:40 AM CST

Issue Opened: 06/22/2018 08:13 AM CDT

Type of Service: NB-IPVPN | USASIGLOUKY02R

Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY

Access Hours: 8am-5pm Mon-Fri

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

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

Dispatch: Yes

Intrusive Test :Yes

Power To CPE: Yes

Continuous effort to resolve your concern will go forth.

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Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

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

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

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Sent: Friday, June 22, 2018 11:16 AM
To: Maria Hernandez Guzman <mh744x@abs.att-mail.com>
Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; mf079j@att.com; FITZGERALD, MILES <mf079j@att.com>; BLACK, PAUL E <pb7183@att.com>; Al Appel <aappel@associatesin dermatology.com>
Subject: RE: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

Phone system is back up!

Laurie Morgan
Human Resources Assistant



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3158
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Subject: OWENLG | NB-SELECT | CNNMB2 | 000000246724228 | Louisville, KY |

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Address: 3810 SPRINGHURST BOULEVARD LOUISVILLE KY
Access Hours: 8am-5pm Mon-Fri
CON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
CON: Laurie Bowling | 5029394522 | lbowling@associatesin dermatology.com
Dispatch: Yes
Intrusive Test :Yes

Power To CPE: Yes

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Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

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

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

From: Maria Hernandez Guzman

Sent: Friday, June 22, 2018 9:11 AM

To: 'lbowling@associatesindermatology.com' <lbowling@associatesindermatology.com>

Cc: Nidia Martinez <nm187x@abs.att-mail.com>; Alexa Meza <am4233@abs.att-mail.com>; Herlinda Hernandez <hh558d@abs.att-mail.com>; Alyssa Morgan <am966t@abs.att-mail.com>; 'mf079j@att.com' <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@associatesindermatology.com

LCON: Laurie Bowling | 5029394522 | lbowling@associatesindermatology.com

Dispatch: Yes

Intrusive Test :Yes

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Maria Hernandez

Service Manager

Consulting on behalf of AT&T Client Solutions and Operations

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

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

ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: 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



5310 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 stored?



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@associatesindermatology.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
[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 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
[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 2:46 PM
To: 'aappel@associatesin dermatology.com'

Cc: Matthew Vonderahe Cossey; Gloria Rubio; SharesSvcAfhtrs

Subject: OWENLG | NB-SBS Sapphire | CNNMB2 | 000000238318941 | Louisville, KY | Customer Service Degraded

ello,

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

T&T

– 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: Al Appel <aappel@associatesin dermatology.com>
Sent: Friday, December 15, 2017 8:20 AM
To: SAMSON, RICHARD; 'Jarrell, Larry'
Cc: MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience; WOOD, BRADLEY D
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Any updates?

Al Appel
Chief Administrative Officer



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

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From: Richard Samson [mailto:rs862n@abs.att-mail.com]
Sent: Thursday, December 14, 2017 11:50 AM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Larry & Al,

I understand that you are seeing the issue on the RDP again. Our team would like to set up a conference call ASAP while you're still on the ATT circuit.

Please let me know when you will be available so we can continue to resolve this issue.

so is there someone at the site that can help us?

Thank you,
Rick Samson

Executive Escalation Manager
Client Solutions & Operations
AT&T

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

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Tuesday, December 12, 2017 8:20 AM
To: Richard Samson <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

The IP address we are going to for our RDP connection is 198.36.12.30
Cse-gateway00.intermedix.com

Larry Jarrell II

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Monday, December 11, 2017 12:14 PM
To: Jarrell, Larry; 'Al Appel'
cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; 'BLACK, PAUL E'; 'GUADAGNO, KEITH'; 'JEFFRIES, DERRICK A'; 'E TC-PostSales'; 'SE TC-Cust Experience'; 'WOOD, BRADLEY D'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

thanks

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

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Monday, December 11, 2017 11:05 AM
To: Richard Samson <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
bject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

We will need to get that give me some time.

Sent from my iPhone

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

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

Sent: Monday, December 11, 2017 11:02 AM Central Standard Time

To: Jarrell, Larry; Al Appel

Cc: Mary Matthies; Christy Hayes; MARROQUIN, JOSE; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience; WOOD, BRADLEY D

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

Hello Larry & Al,

I see that GT3 is asking for the source IP and destination IP. Could you please provide this to me?

Below are their comments:

Looks like to access to the internet, they go through NBFW in DC.. Please provide source IP and destination IP

```
[root @ USASIGNEWIN02R/]# traceroute 4.2.2.2
traceroute to 4.2.2.2 (4.2.2.2), 30 hops max, 60 byte packets
 1  32.6.140.229 (32.6.140.229)  7.733 ms  7.666 ms  7.628 ms
 2  32.6.175.73 (32.6.175.73)  30.032 ms  30.051 ms  30.022 ms
 3  32.6.175.74 (32.6.175.74)  43.830 ms  43.800 ms  43.768 ms  --] NBFW (DC)
 4  * * *
 5  * * *
```

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

From: Richard Samson

Sent: Monday, December 11, 2017 8:22 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <im6891@att.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good Morning Al & Larry,

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

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

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

Sent: Monday, December 11, 2017 8:14 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; Richard Samson <rs862n@abs.att-mail.com>

;; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <im6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

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

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

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

Sent: Monday, December 11, 2017 9:00 AM

To: Al Appel <aappel@associatesin dermatology.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <im6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

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

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

Larry Jarrell II

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

Sent: Monday, December 11, 2017 8:32 AM

To: 'Richard Samson'; 'WOOD, BRADLEY D'

c: Jarrell, Larry; 'Mary Matthies'; 'Christy Hayes'; 'MARROQUIN, JOSE'; 'David Kring'; 'BLACK, PAUL E'; 'GUADAGNO, KEITH'; 'JEFFRIES, DERRICK A'; 'SE TC-PostSales'; 'SE TC-Cust Experience'

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

Good morning,

We are now connected this morning and experiencing latency issues.

Larry, what are you seeing when you remoted in?

Al

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

esk: 502-625-2219

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

Sent: Friday, December 8, 2017 4:36 PM

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

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

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

Hello Al,

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

Thank you,

Richard Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

From: Richard Samson

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

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

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

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

Good morning Al,

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

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

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

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

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

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

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

Importance: High

Brad,

I did not receive any calls.

My cell is 812-725-2434

Al Appel

Chief Administrative Officer



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

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

^l/Rick,

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

Regards,
Brad

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

Hello Al,

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

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

My contact info:

Rick
402-516-1630
rs862n@att.com

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

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

Team,

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

Brad

Sent from my iPhone

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

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

Sent from my iPhone

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

Good Morning Brad,

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

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

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

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, December 07, 2017 7:58 AM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>
Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>
Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

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

Regards
Brad

Sent from my iPhone

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

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

Larry Jarrell II

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

Hello Al,

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

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

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

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

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

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

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

Hi Richard,

Thank you

Al Appel

Chief Administrative Officer

<image001.jpg>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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

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

To: Al Appel <aappel@associatesindermatology.com>

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

<bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

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

Hello Al,

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

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

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

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

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

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

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

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

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the

New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

Al

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

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

Brad,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

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

Scott,

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

Brad

From: PETERSEN, SCOTT
Sent: Tuesday, December 05, 2017 5:45 PM
To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs

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

Hello,

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

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

Area Manager:

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

From: Karen Varela
Sent: Monday, December 04, 2017 11:59 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio (<gr662w@abs.att-mail.com>) <gr662w@abs.att-mail.com>; 'SharesSvcAfhtrs (<SharedSvcAfhtrs@abs.att-mail.com>)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring (<dk741r@abs.att-mail.com>) <dk741r@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Hello,

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

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

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

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX

o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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

Hello,

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

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

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

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

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

Hello,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

Hello,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

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

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

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

From: Scott Petersen
Sent: Friday, December 01, 2017 12:26 PM
To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique 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 E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteel@att.com

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

Adding Dustin Steele and Jose Marroquin

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

Brad and everyone,

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

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

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

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

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

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

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

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

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

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

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

Regards,
Brad

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 9:04 AM
To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; 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 AI and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Christoban Ruedas

Sent: Wednesday, November 29, 2017 9:14 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel'

<aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen

<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

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

Hello Al and Larry,

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

TICKET #: 7N2901742

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

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

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

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

Hello Al and Larry,

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

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

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

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

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

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

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

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 4:33 PM
To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; 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 | CNMB2 | 7N2901742 | New Albany, IN | #189626

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

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

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

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

TICKET #: 7N2901742
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CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
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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

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: 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

nello 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>

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

Brad,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

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

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

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

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

Scott,

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

Brad

From: PETERSEN, SCOTT

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

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

: 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

CON: Al Appel | 812-725-2434 | aappel@associatesin dermatology.com

CON: 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' <hw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'I 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>)
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 | 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:

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

Karen Varela

Service Assurance Service Manager

Client Solutions & Operations

AT&T

Paso, TX

o 424-233-2617 | kv278b@abs.att-mail.com

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

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From: Scott Petersen

Sent: Monday, December 04, 2017 10:25 AM

To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'

Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Enrique Ebarguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'

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

Hello,

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

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@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 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
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](#) 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 | 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>; 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@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>; 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

naha

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

⌈&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Christoban Ruedas

Sent: Wednesday, November 29, 2017 9:14 PM

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

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

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

Hello Al and Larry,

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

TICKET #: 7N2901742

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

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

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

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

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

Extended Hours: Unknown

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

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

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

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

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

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From: Christoban Ruedas

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

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

cc: Mary Matthies; Christy Hayes; 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

CON: Brad Wood | 812-725-2434

ispatch: 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 | CNMNB2 | 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
CON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
CON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes

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

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

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

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

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From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; 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@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.
 ngs drop packets.
 'as worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

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

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager

Client Solutions & Operations

F&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

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

ent: 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: Wednesday, December 6, 2017 5:16 PM
To: BLACK, PAUL E; POMEROY, CHRISTOPHER R; HAYES, CHRISTY
Cc: MATTHIES, MARY; MARROQUIN, JOSE; KRING, DAVID; WOOD, BRADLEY D; SE TC-PostSales; JEFFRIES, DERRICK A; GUADAGNO, KEITH
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Paul,

This is a provisioning issue. What is the ip for this order? What is the order number?

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

Sent: Wednesday, December 06, 2017 3:39 PM

To: POMEROY, CHRISTOPHER R <cp2546@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Cc: Mary Matthies <mm216y@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>; SE TC-PostSales <g06860@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; GUADAGNO, KEITH <kg7420@att.com>; Richard Samson <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 <mm216v@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

34 Armory Place, Louisville, KY 40203
1 502.287.8027 | 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>; 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 start 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 <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
☎ 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 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

om: 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
CON: 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
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 | 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

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

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

Hello,

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

anks,

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 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

ello,

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](#) 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>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

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

Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteel@att.com

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From: WOOD, BRADLEY D

Sent: Thursday, November 30, 2017 2:04 PM

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

ad 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

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>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

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

Hello Al and Larry,

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

TICKET #: 7N2901742

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

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

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

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

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

Extended Hours: Unknown

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

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

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

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

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

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From: Christoban Ruedas

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

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

Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Enrique Ebarquen; Gloria Rubio

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

Hello Al and Larry,

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

TICKET #: 7N2901742

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

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

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

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

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

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 | aappel@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
_OB (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@associatesin dermatology.com

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

ispatch: 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

R&T

Omaha

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

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

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

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

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNMB2 | 7N2901742 | New Albany, IN | #189626

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

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

Internet.

"JEC.732467..ATI

eg internet is not as noticeable.

issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing) should be 80up/80down. speed test range from 1 to 70s.

Uploads seems most unstable.

Pings drop packets.

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

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

TICKET #: 7N2901742

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

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

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

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

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

Extended Hours: Unknown

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

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

Area Manager:
Mary Matthies
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@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

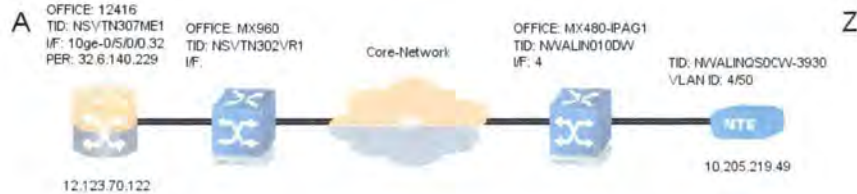
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13092732

Dec 6, 2017 5:26:24 PM

Segment ID: IUEC.732467..ATI

Segment ID: /KQGN/109011/NB



Loaded Service = 13092732A Endpoint = IUEC.732467..ATIZ Endpoint = /KQGN/109011/NB

1. NSVTN302VR1 - ESwitch Initial Access (5:28:47 PM)

Processing Request...

Input Parameters

Parameter Name	Parameter Value
Network Element Name (TID)	NSVTN302VR1
Logical Interface	xe-1/1/2.32
Instance Name	VPWS:733062

Accessing Device

Network Element: NSVTN302VR1
Version: 12.3R3-S4.9
Access: xe-1/1/2.32
Service Type: VPWS
Routing Instance: VPWS:733062
Logical Interface: xe-1/1/2.32
Cleanup Indicator: No
Outer Vlan: 4070
Inner Vlan: 50
Ingress Filter: vpws_classifier_0:100:0:0:0:0_in
Egress Filter: vpws_classifier_0:100:0:0:0:0_out
MONITOR
...Request Completed

2. NSVTN302VR1 - STC Live Device Active Access (5:29:24 PM)

Processing Request...

Input Parameters

Parameter Name	Parameter Value
Outer VLAN ID	4070
Outer Priority	0
Inner VLAN ID	50
Inner Priority	0
Committed Information Rate (Mbps)	100.000
Direction	Network
Source IP Address	32.6.140.229
Source Gateway Address	32.6.140.230
Source Mask	255.255.255.252
Destination Address	32.6.140.230
EIR(Percent of CIR)	null

The STCLive Probe version does not match the version stored in the resource manager.
The access was released in order to update the resource manager.
STCLive Probe version successfully updated.
Please retry access.
...Request Completed

3. NSVTN302VR1 - Release Initial Access (5:29:24 PM)

Processing Request...

Released Resource

...Request Completed

4. NSVTN302VR1 - ESwitch Initial Access (5:30:49 PM)

Processing Request...

Input Parameters

Parameter Name	Parameter Value
Network Element Name (TID)	NSVTN302VR1
Logical Interface	xe-1/1/2.32
Instance Name	VPWS:733062

Accessing Device

```

Network Element: NSVTN302VR1
Version: 12.3R3-S4.9
Access: xe-1/1/2.32
Service Type: VPWS
Routing Instance: VPWS:733062
Logical Interface: xe-1/1/2.32
Cleanup Indicator: No
Outer Vlan: 4070
Inner Vlan: 50
Ingress Filter: vpws_classifier_0:100:0:0:0:0_in
Egress Filter: vpws_classifier_0:100:0:0:0:0_out
MONITOR
...Request Completed

```

5. NSVTN302VR1 - STC Live Device Active Access (5:31:43 PM)

Processing Request...

Input Parameters

Parameter Name	Parameter Value
Outer VLAN ID	4070
Outer Priority	0
Inner VLAN ID	50
Inner Priority	0
Committed Information Rate(Mbps)	100.000
Direction	Network
Source IP Address	32.6.140.229
Source Gateway Address	32.6.140.230
Source Mask	255.255.255.252
Destination Address	32.6.140.230
EIR(Percent of CIR)	null

```

Connected
Device Type      = STCLive Probe 7500
Device Revision  = RA11.50.17
IP address       = 32.6.140.229
Net Mask        = 255.255.255.252
Gateway Address  = 32.6.140.230
Outer VLAN ID   = 4070
Inner VLAN ID   = 50
Assigned MAC Addr = 00105E00CB49
Cleanup Indicator = No

```

...Request Completed

6. NSVTN302VR1 - STC Live Device Ping to 32.6.140.230 (5:32:28 PM)

Processing Request...

Input Parameters

Parameter Name	Parameter Value
Target Address	32.6.140.230
Priority	0
Inner Priority	0
No. of iterations	5
Timeout	1.0 secs
Inter-ping Gap	1.0 secs
Time to live	32 Hops
Packet size	32 Bytes
IP QoS Setting (DSCP)	0

PINGING 32.6.140.230 WITH 32 BYTES OF DATA:

```
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 6.2 MS TTL = 64
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 6.2 MS TTL = 64
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 6.2 MS TTL = 64
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 6.2 MS TTL = 64
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 6.2 MS TTL = 64
```

PING STATISTICS FOR 32.6.140.230	
PACKETS	
SENT	5
RECEIVED	5
LOST	0
% LOST	0.0
APPROXIMATE ROUND TRIP TIMES (MS)	
MINIMUM	6.2
MAXIMUM	6.2
AVERAGE	6.2

...Request Completed

7. NSVTN302VR1 - STC Live RFC 2544 Test (5:33:01 PM)

Processing Request...

Input Parameters

Parameter Name	Parameter Value
Target Address Type	IP Loopback
Target Address	IPLPBK,5439680EF78E
Priority	0
Inner Priority	0
Rate	99.000 Mbps
Ethernet Protocol Type	Standard
Algorithm	Normal
Stage Duration	15 secs
Stage Attempts	1
Loss Threshold	0.02%
Frame Sizes	64,128,256,512,768,1024,1280,1518
Overhead Bytes Added By Network	0
IP QoS Setting (DSCP)	0

Target Address: 5439680EF78E								Loss Threshold: 0.02%				Rate: 99.000 Mbps		
Frame Size (bytes)	Load (%)	L1 Rcvd Rate (Mbps)	L2 Rcvd Rate (Mbps)	L1 Overhead Rate (Mbps)	L2 Overhead Rate (Mbps)	Jitter (ms)	Latency (ms)	Frames Lost	Frame Loss Rate (%)	Frames Sent	Frames Rcvd	Frame Rate (frms/sec)	Elapsed Time (hh:mm:ss)	
64	100.0	0.0	0.0	0.0	0.0	NA	NA	2016567	100.0	2016567	0	0.0	00:00:17	
64	90.0	0.0	0.0	0.0	0.0	NA	NA	1815009	100.0	1815009	0	0.0	00:00:34	

Stop Button clicked

...Request Completed

8. NSVTN302VR1 - Release STC Live Device Access (5:34:15 PM)

Processing Request...

Released Resource

...Request Completed

9. NSVTN302VR1 - ESwitch Initial Access (5:37:40 PM)

Processing Request...
Input Parameters

Parameter Name	Parameter Value
Network Element Name (TID)	NSVTN302VR1
Logical Interface	xe-1/1/2.32
Instance Name	VPWS:733062

Accessing Device
Network Element: NSVTN302VR1
Version: 12.3R3-S4.9
Access: xe-1/1/2.32
Service Type: VPWS
Routing Instance: VPWS:733062
Logical Interface: xe-1/1/2.32
Cleanup Indicator: No
Outer Vlan: 4070
Inner Vlan: 50
Ingress Filter: vpws_classifier_0:100:0:0:0:0_in
Egress Filter: vpws_classifier_0:100:0:0:0:0_out
MONITOR
...Request Completed

10. NSVTN302VR1 - STC Live Device Active Access (5:38:22 PM)

Processing Request...
Input Parameters

Parameter Name	Parameter Value
Outer VLAN ID	4070
Outer Priority	0
Inner VLAN ID	50
Inner Priority	0
Committed Information Rate(Mbps)	100.000
Direction	Network
Source IP Address	32.6.140.229
Source Gateway Address	32.6.140.230
Source Mask	255.255.255.252
Destination Address	32.6.140.230

EIR(Percent of CIR)	null
---------------------	------

```

Connected
Device Type      = STCLive Probe 7500
Device Revision  = RA11.50.17
IP address       = 32.6.140.229
Net Mask        = 255.255.255.252
Gateway Address  = 32.6.140.230
Outer VLAN ID   = 4070
Inner VLAN ID   = 50
Assigned MAC Addr = 00105E00CB49
Cleanup Indicator = No

```

...Request Completed

11. NSVTN302VR1 - STC Live Device Ping to 32.6.140.230 (5:38:58 PM)

Processing Request...

Input Parameters

Parameter Name	Parameter Value
Target Address	32.6.140.230
Priority	0
Inner Priority	0
No. of iterations	5
Timeout	1.0 secs
Inter-ping Gap	1.0 secs
Time to live	32 Hops
Packet size	32 Bytes
IP QoS Setting (DSCP)	0

PINGING 32.6.140.230 WITH 32 BYTES OF DATA:

```

REPLY FROM 32.6.140.230: BYTES = 32 TIME < 5.9 MS TTL = 64
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 5.9 MS TTL = 64
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 5.9 MS TTL = 64
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 5.9 MS TTL = 64
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 5.9 MS TTL = 64

```

PING STATISTICS FOR 32.6.140.230	
PACKETS	
SENT	5

RECEIVED	5
LOST	0
% LOST	0.0
APPROXIMATE ROUND TRIP TIMES (MS)	
MINIMUM	5.9
MAXIMUM	5.9
AVERAGE	5.9

...Request Completed

12. NSVTN302VR1 - STC Live RFC 2544 Test (5:39:34 PM)

Processing Request...

Input Parameters

Parameter Name	Parameter Value
Target Address Type	IP Loopback
Target Address	IPLPBK,5439680EF78E
Priority	0
Inner Priority	0
Rate	99.000 Mbps
Ethernet Protocol Type	Standard
Algorithm	Normal
Stage Duration	15 secs
Stage Attempts	1
Loss Threshold	0.02%
Frame Sizes	64,128,256,512,768,1024,1280,1518
Overhead Bytes Added By Network	0
IP QoS Setting (DSCP)	0

Target Address: 5439680EF78E								Loss Threshold: 0.02%				Rate: 99.000 Mbps	
Frame Size (bytes)	Load (%)	L1 Rcvd Rate (Mbps)	L2 Rcvd Rate (Mbps)	L1 Overhead Rate (Mbps)	L2 Overhead Rate (Mbps)	Jitter (ms)	Latency (ms)	Frames Lost	Frame Loss Rate (%)	Frames Sent	Frames Rcvd	Frame Rate (frms/sec)	Elapsed Time (hh:mm:ss)
64	100.0	98.992	77.472	98.992	77.472	0.1	5.9	3	0.000149	2016693	2016690	134500.275	00:00:17

128	100.0	98.996	86.304	98.996	86.304	0.1	5.9	0	0.0	118934 4	118934 4	79323. 947	00:00 :34
256	100.0	98.996	92.024	98.996	92.024	0.1	5.9	0	0.0	653259	653259	43572. 133	00:00 :51
512	100.0	98.994	95.328	98.994	95.328	0.0	5.9	0	0.0	343592	343592	22915. 292	00:01 :08
768	100.0	98.997	96.51	98.997	96.51	0.0	6.0	0	0.0	233092	233092	15546. 015	00:01 :25
1024	100.0	98.995	97.113	98.995	97.113	0.0	6.0	0	0.0	176361	176361	11762. 732	00:01 :42
1280	100.0	98.995	97.482	98.995	97.482	0.0	6.1	0	0.0	141844	141844	9460.6 1	00:01 :59
1518	100.0	98.997	97.717	98.997	97.717	0.0	6.1	0	0.0	120015	120015	8004.3 35	00:02 :16

...Request Completed

13. NSVTN302VR1 - Release STC Live Device Access (5:41:57 PM)

Processing Request...
Released Resource
...Request Completed

ENDRES, JAM (Legal)

From: SAMSON, RICHARD
Sent: Wednesday, December 6, 2017 6:57 PM
To: Al Appel
Cc: MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; 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
Attachments: USASIGNEWIN02R_QSCOPE.PDF

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



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?

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 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 | 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 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>; 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@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; SharesSvcAfthrs; Enrique Ebarguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Monday, December 04, 2017 8:45 AM

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

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 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 just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen
Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

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

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

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket **7N2901742** came back clear indicating that they did not find any issues on the actual circuit: [IUEC732467](#) 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>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele
Area Manager – Managed Security Services
Global Security Services

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

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From: WOOD, BRADLEY D

Sent: Thursday, November 30, 2017 2:04 PM

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

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>; 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.

***| 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 Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

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

Hello Al and Larry,

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

TICKET #: 7N2901742

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

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

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

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

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

Extended Hours: Unknown

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

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

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

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

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

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From: Christoban Ruedas

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

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

Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Enrique Ebarquen; Gloria Rubio

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

Hello Al and Larry,

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

TICKET #: 7N2901742

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

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

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

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

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

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 | aappel@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@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: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcSfthrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNMB2 | 7N2901742 | New Albany, IN | #189626

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

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

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

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

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Wednesday, November 29, 2017 2:34 PM
To: Al Appel <aappel@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: Jarrell, Larry <Larry.Jarrell@intermedix.com>
Sent: Wednesday, December 6, 2017 10:02 PM
To: SAMSON, RICHARD; Al Appel
Cc: MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; WOOD, BRADLEY D; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

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



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>; 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?

AI

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>; 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

Brad,

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

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

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

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

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

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

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

Scott,

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

Brad

From: PETERSEN, SCOTT

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

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

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; 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 5 | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

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

TICKET #: 239172542

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

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

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

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

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

Extended Hours: Unknown

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

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Karen Varela

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

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

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

<dk741r@abs.att-mail.com>

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

Hello,

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

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

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

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

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

Hello,

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

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

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

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

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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; 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>; SharesSvcSfthrs <SharedSvcSfthrs@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 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>; 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 | dustinsteel@att.com

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From: WOOD, BRADLEY D

Sent: Thursday, November 30, 2017 2:04 PM

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

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

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

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT

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

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

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

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

Brad and everyone,

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

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

*Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
*should be 80up/80down. speed test range from 1 to 70s.

*Uploads seems to be the most unstable.
*Pings drop packets.

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

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, November 30, 2017 10:10 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 7N2901742 | New Albany, IN | #189626

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>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

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

Hello Al and Larry,

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

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

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

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

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

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that

we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
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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 | 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@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



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: Wednesday, December 6, 2017 10:30 PM
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

I am betting this is class of service issue, is there a way to track COs traffic is being routed to? Larry told me today he is not tagging any traffic with COS so maybe it's being routed to the wrong bucket? Who can test or check that?

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>; 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

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 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

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 | 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@associatesindermatology.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@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

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 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>; 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'; '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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are not an authorized recipient, please immediately delete the message and any attachments and notify the sender.

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

Hello,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

Area Manager:
Mary Matthies
mm216y@att.com
(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>; Shares Svcs Afthrs <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@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; Shares Svcs Afthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

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

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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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>; 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 | dustinsteel@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; 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>; 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 5 | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

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

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

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

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

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

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, November 30, 2017 10:10 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | 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 | CNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

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

Need to confirm what supports the following was tested:

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

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

Hello Al and Larry,

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

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

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

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

Hello Al and Larry,

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

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

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

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

Internet.

IUEC.732467..ATI

Reg internet is not as noticeable.

Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing) should be 80up/80down. speed test range from 1 to 70s.

Uploads seems most unstable.

Pings drop packets.

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

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

TICKET #: 7N2901742

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

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

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

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ADDRESS: 2241 Green Valley Rd

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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

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

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

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

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

On phone with Scott.

Larry Jarrell II

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

Any updates?

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

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ENDRES, JAM (Legal)

From: SAMSON, RICHARD
Sent: Wednesday, December 6, 2017 5:16 PM
To: BLACK, PAUL E; POMEROY, CHRISTOPHER R; HAYES, CHRISTY
Cc: MATTHIES, MARY; MARROQUIN, JOSE; KRING, DAVID; WOOD, BRADLEY D; SE TC-PostSales; JEFFRIES, DERRICK A; GUADAGNO, KEITH
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Paul,

This is a provisioning issue. What is the ip for this order? What is the order number?

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: BLACK, PAUL E [mailto:pb7183@att.com]
Sent: Wednesday, December 06, 2017 3:39 PM
To: POMEROY, CHRISTOPHER R <cp2546@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Cc: Mary Matthies <mm216y@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>; SE TC-PostSales <g06860@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; GUADAGNO, KEITH <kg7420@att.com>; Richard Samson <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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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

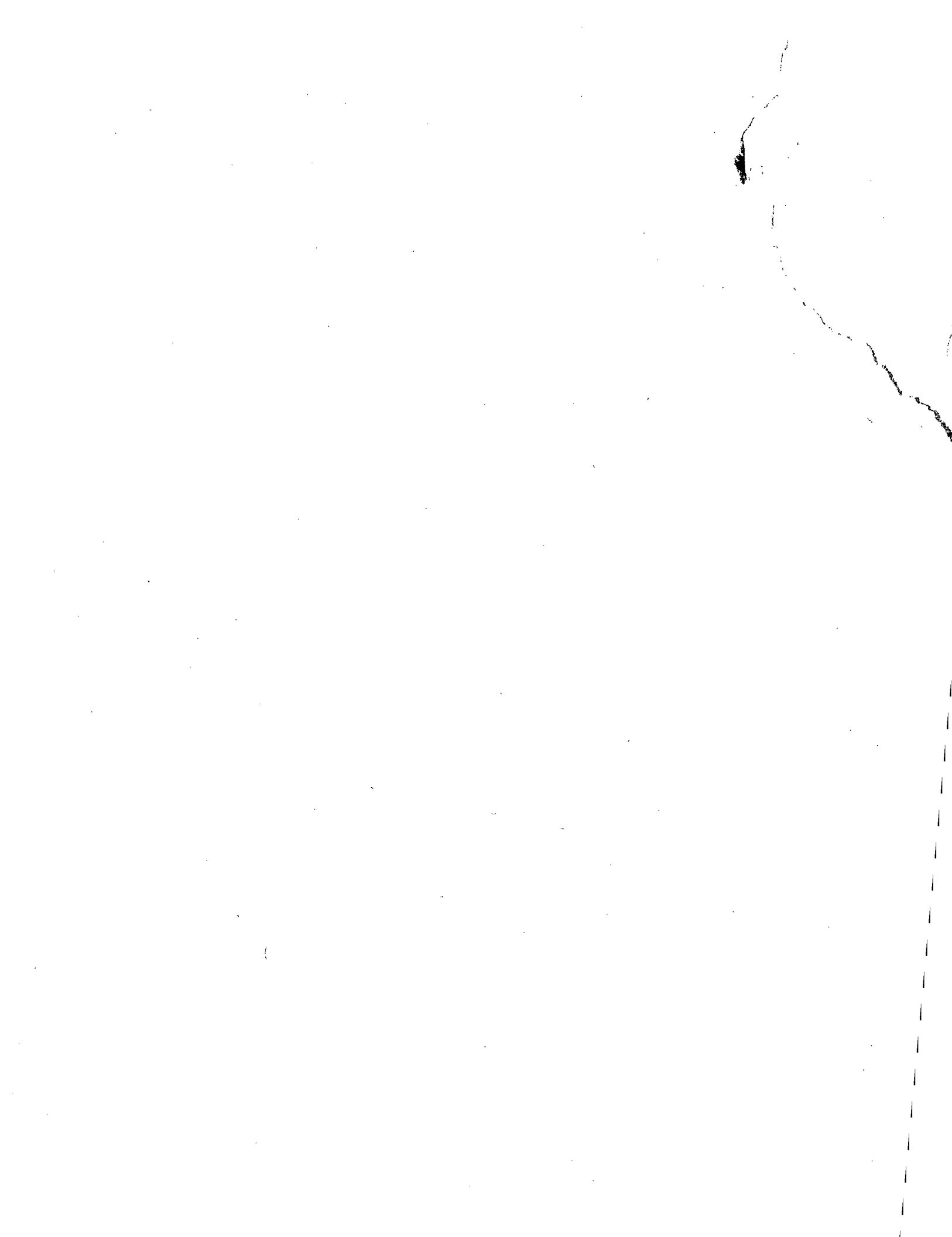
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534 Armory Place, Louisville, KY 40203

m 502.287.8027 | bw6258@att.com

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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 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

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>; 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 | CNMNB2 | 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@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>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio (gr662w@abs.att-mail.com) <gr662w@abs.att-mail.com>; 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring (dk741r@abs.att-mail.com) <dk741r@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

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

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

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

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

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

Hello,

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

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

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

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

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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Enrique Ebarguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | 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@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>

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

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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 Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket ~~7N2901742~~ came back clear indicating that they did not find any issues on the actual circuit: [IU732467 AT1](#), 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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AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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

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

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

Scott, do we have an update on this?

Dustin Steele
Area Manager – Managed Security Services
Global Security Services

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

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; 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@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>; 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@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 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@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

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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@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 Earguen <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

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@associatesin dermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

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

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

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

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

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From: 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.
TYPE OF SERVICE: ETH
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CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

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

Sent: Wednesday, November 29, 2017 2:34 PM

To: Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

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

Sent: Wednesday, November 29, 2017 3:32 PM

To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'

Cc: Jarrell, Larry

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel

Chief Administrative Officer



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: PEPE JR., JAMES
Sent: Wednesday, December 27, 2017 4:27 PM
To: PETERSEN, SCOTT; Jarrell, Larry; 'Larry Jarrell'; MATTHIES, MARY; 'AI Appel'; WOOD, BRADLEY D; SAMSON, RICHARD; A, PRADEEP KUMAR; PRIYADARSHI, SATYA; SE TC-Cust Experience; BLACK, PAUL E
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; HAYES, CHRISTY; KABA, ARDIAN; PIERSON, ROGER
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

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

From: PETERSEN, SCOTT
Sent: Wednesday, December 27, 2017 4:21 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; PEPE JR., JAMES <JP529R@att.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; 'AI Appel' <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Larry or James,

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

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

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

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

To: 'PEPE JR., JAMES' <JP529R@att.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'A, PRADEEP KUMAR' <pa203h@intl.att.com>; 'PRIYADARSHI, SATYA' <sp2170@intl.att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'BLACK, PAUL E' <pb7183@att.com>
Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <RM-GCSC_MSS@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'KABA, ARDIAN' <ak099c@att.com>; 'PIERSON, ROGER' <RP876C@att.com>

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

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

Sent from my iPhone

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

From: PEPE JR., JAMES [JP529R@att.com]

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

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

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

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

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

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

Thursday and Friday I will also be available all day.

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

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

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

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>

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

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

From: Mary Matthies [<mailto:mm216y@abs.att-mail.com>]
Sent: Wednesday, December 27, 2017 10:44 AM
To: Al Appel; Larry Jarrell; 'PEPE JR., JAMES'; 'WOOD, BRADLEY D'; Richard Samson; 'A, PRADEEP KUMAR'; 'Jarrell, Larry'; 'PRIYADARSHI, SATYA'; 'SE TC-Cust Experience'; 'BLACK, PAUL E'
Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Christy Hayes; 'KABA, ARDIAN'; 'PIERSON, ROGER'
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning everyone,

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

Thanks in advance,

Mary Matthies

Area Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)516-1455

Cell: (402) 318-5998

Email: mm216y@att.com

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

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

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

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Friday, December 22, 2017 11:27 AM
To: 'Larry Jarrell' <ljjarrell@psr-cis.com>; 'PEPE JR., JAMES' <jp529r@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'A, PRADEEP KUMAR' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'PRIYADARSHI, SATYA' <sp2170@intl.att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'BLACK, PAUL E' <pb7183@att.com>
Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'KABA, ARDIAN' <ak099c@att.com>; 'PIERSON, ROGER' <rp876c@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Sounds great, thank you for taking the time to schedule on the 27th.

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

27th afternoon would work for me.

Get [Outlook for iOS](#)

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

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

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Friday, December 22, 2017 11:13 AM
To: WOOD, BRADLEY D <bw6258@att.com>; PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning,

Where are we?

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

AI

AI Appel
Chief Administrative Officer



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

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 20, 2017 1:06 PM
To: PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; AI Appel <aappel@associatesindermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

James,

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

Thanks,
Brad

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

Worked with Larry again today.

Larry provided a grounding link to the equipment rack and also reset the Edgewater and Ciena boxes
Issue still persists, lagging response and RDP disconnects
Larry disconnected the firewall and connected his PC directly to the Edgewater, still sees the lagging and disconnects:
Ran Speedtest and saw 75M down and fluctuation 3 - 12M up. Removed COS profile and ran speedtest again and got 73M down and 71M up. Due to time constraints we could not validate the tests. Larry also still saw the lagging and RDP disconnect when COS was removed from the router, So I think that confirms COS is not an issue, also in bypassing the clients firewall we've ruled out an issue there also.
Attached PDF depicts the physical network connections
Requesting our Edgewater SME take a look at the config and for the circuit folks to intrusively test the circuit.

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

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

Thanks,
Brad

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

Morning Al & Larry,

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

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

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]
Sent: Friday, December 15, 2017 7:27 AM
To: Al Appel <aappel@associatesin dermatology.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'Priyadarshi, Satya' <sp2170@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'PEPE JR., JAMES' <jp529r@att.com>
Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

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

Get [Outlook for iOS](#)

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

Updates please

Al Appel
Chief Administrative Officer



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

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From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Thursday, December 14, 2017 1:24 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Priyadarshi, Satya <sp2170@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; PEPE JR., JAMES <jp529r@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

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

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

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

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



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

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 11:32 PM
To: Priyadarshi, Satya <sp2170@intl.att.com>; A, Pradeep Kumar <pa203h@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am still in a meeting. I need to know what you are going to need from me. This will determine if I need to be on site.

Sent from my iPhone

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

From: Priyadarshi, Satya [sp2170@intl.att.com]
Sent: Thursday, December 14, 2017 10:53 AM Central Standard Time

To: A, Pradeep Kumar; 'Larry Jarrell'; Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; PEPE JR., JAMES
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Customer was unable to join this call. Once he is available will open the bridge again.

Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: Priyadarshi, Satya

Sent: Thursday, December 14, 2017 10:10 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

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

Hello All,

Conference details:-

You are invited to attend an AT&T Connect iMeeting .

To connect your COMPUTER to the Web conference:

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To view supported Operating Systems and devices: <http://www.corp.att.com/attconnectsupport/supporteddevices>

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<http://newcou.edc.cingular.net/groups/COU/index.cfm?module=appStore&step=3&appSet=1&appID=160&whereami=appStore> to download the software from the COU Appstore

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* Blackberry (Toll-Free Number): 8886752546x9226203#

* iPhone / Android (Toll-Free Number): 8886752546,,9226203#

* Windows Phone (Toll-Free Number): <tel:8886752546,,9226203#>,

* A number in your country or in a country close to you (may be toll free):

<https://www.teleconference.att.com/servlet/glbAccess?process=1&accessNumber=8886752546&accessCode=9226203>

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Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: A, Pradeep Kumar

Sent: Thursday, December 14, 2017 10:08 PM

To: Larry Jarrell <ljarrrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; Priyadarshi, Satya <sp2170@intl.att.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

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

Hello Team,

Can we get on a call with our higher level team to get this resolved. Satya will share the call details shortly.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

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



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

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]
Sent: Thursday, December 14, 2017 9:27 PM
To: Jarrell, Larry <larry.jarrell@intermedix.com>; A, Pradeep Kumar <pa203h@intl.att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'AI Appel' <aappel@associatesindermatology.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

We are seeing lagging now on the rdp sessions.

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On Thu, Dec 14, 2017 at 10:42 AM -0500, "Jarrell, Larry" <Larry.Jarrell@intermedix.com> wrote:

Adding Srina to email.

Larry Jarrell II

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Thursday, December 14, 2017 9:45 AM
To: Jarrell, Larry; SAMSON, RICHARD; 'AI Appel'; 'Larry Jarrell'
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Can you confirm everything is working fine as expected?

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

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



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pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 7:58 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have the Att network enabled. We are passing traffic through ATT

Sent from my iPhone

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

From: Richard Samson [rs862n@abs.att-mail.com]
Sent: Wednesday, December 13, 2017 03:46 PM Central Standard Time
To: Al Appel; 'Larry Jarrell'; 'A, Pradeep Kumar'; Jarrell, Larry
Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Mary Matthies; 'WOOD, BRADLEY D'; Christy Hayes
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm trying to get the same team on board so that we don't go through that again.

Thank you,
Rick Samson

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

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, December 13, 2017 3:23 PM
To: Richard Samson <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Cc: 'MSS INDIA RM' <rm-MSS_India@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hi Rick,

Will the technician who is reaching out to us Thursday ask us the same questions the technician asked us today, and every day prior to today? We continue to answer the same questions and providing the same answers and the results are the same every day.

Please tell me that your plan for Thursday is different than it was today.

Brad, what can you do for us?

Al

Al Appel
Chief Administrative Officer



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

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 13, 2017 3:13 PM
To: Larry Jarrell <ljarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>; Al Appel <aappel@associatesin dermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Thanks for working with the GT2 & MIS teams today. I'm understanding that they are going to reach out again on Thursday to continue to work to resolve your issue. I will follow up with you after that testing.

Thank you,

Rick Samson

Executive Escalation Manager
Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

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

Sent: Wednesday, December 13, 2017 12:44 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

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

Users just got kicked out. I am going to switch back to Spectrum.

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

Sent: Wednesday, December 13, 2017 11:05 AM

To: SAMSON, RICHARD; Al Appel; Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY; Larry Jarrell

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

Hello Team,

We have engaged all the necessary stake holders for further investigation.

Will keep the ticket updated on the further proceedings as per our investigation.

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

AT&T

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



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

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

From: SAMSON, RICHARD
Sent: Wednesday, December 13, 2017 8:14 PM
To: Al Appel <aappel@associatesin dermatology.com>; Larry.Jarrell@intermedix.com
Cc: MSS INDIA RM <rm-MSS India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; ljarrell@psr-cis.com
Subject: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

I'm sorry that I didn't get an update to you sooner. I have been working with the network firewall team and they are working to get a resolution. Currently I have Pradeep Kumar working to set up a call to you guys and explain next steps but, were needing what is found from the network team. I will keep reaching out to get resolution. Please let me know if you need anything else.

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

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Tuesday, December 12, 2017 8:51 AM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: Richard Samson <rs862n@abs.att-mail.com>; MSS INDIA RM <rm-mss india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC MSS@att.com>; ljarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

Regards,
Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <aappel@associatesindermatology.com> wrote:

Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

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

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Tuesday, December 12, 2017 8:41 AM
To: MSS INDIA RM <rm-MSS_India@intl.att.com>
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; WOOD, BRADLEY D <bw6258@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

From: MSS INDIA RM [mailto:rm-MSS_India@intl.att.com]

Sent: Monday, December 11, 2017 10:51 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com

Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljarrell@psr-cis.com; Richard Samson <rs862n@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi All,

We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

Sincerely,

The AT&T Managed Security Services Team

From: PETERSEN, SCOTT

Sent: Friday, December 08, 2017 10:42 PM

To: WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com

Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

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

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

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

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Friday, December 08, 2017 8:15 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesin dermatology.com;
ljarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,
Brad

From: MSS INDIA RM
Sent: Friday, December 08, 2017 4:07 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>;
Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesin dermatology.com;
ljarrell@psr-cis.com; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hello,

As per update in ticket 239089927 from Scott Petersen including Larry Jarrell to the communication.

Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048) anytime for live testing.

Thank you in advance

Best Regards

Adam Duchovic

Sr. Associate, Work Center Tech Support
MSS Global Support

AT&T Services, Inc.

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic
MOBILIZING YOUR WORLD

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*Sincerely,
The AT&T Managed Security Services Team*

From: MSS INDIA RM
Sent: Thursday, December 07, 2017 3:10 AM
To: WOOD, BRADLEY D <bw6258@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljarell@psr-cis.com
Subject: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi Brad,

MSS have a ticket raised for internet traffic is not working for some of the customer networks. Inorder to troubleshoot this we need the customer contact and the time window for live testing. Could you please check with customer and confirm us. Moreover you can directly call our center (+1 877 677 2881 followed with your PIN91048) anytime for live testing.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

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ENDRES, JAM (Legal)

From: PETERSEN, SCOTT
Sent: Wednesday, December 27, 2017 4:21 PM
To: Jarrell, Larry; PEPE JR., JAMES; 'Larry Jarrell'; MATTHIES, MARY; 'Al Appel'; WOOD, BRADLEY D; SAMSON, RICHARD; A, PRADEEP KUMAR; PRIYADARSHI, SATYA; SE TC-Cust Experience; BLACK, PAUL E
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; HAYES, CHRISTY; KABA, ARDIAN; PIERSON, ROGER
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

Larry or James,

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

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

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

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

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

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

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

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

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

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

Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <RM-GCSC_MSS@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'KABA, ARDIAN' <ak099c@att.com>; 'PIERSON, ROGER' <RP876C@att.com>

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

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

Sent from my iPhone

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

From: PEPE JR., JAMES [JP529R@att.com]
Sent: Wednesday, December 27, 2017 09:50 AM Central Standard Time
To: Larry Jarrell; MATTHIES, MARY; Al Appel; WOOD, BRADLEY D; SAMSON, RICHARD; A, PRADEEP KUMAR; Jarrell, Larry; PRIYADARSHI, SATYA; SE TC-Cust Experience; BLACK, PAUL E
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; HAYES, CHRISTY; KABA, ARDIAN; PIERSON, ROGER
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

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

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

Thursday and Friday I will also be available all day.

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]
Sent: Wednesday, December 27, 2017 10:45 AM
To: MATTHIES, MARY <mm216y@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; PEPE JR., JAMES <JP529R@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

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

From: Mary Matthies [<mailto:mm216y@abs.att-mail.com>]
Sent: Wednesday, December 27, 2017 10:44 AM
To: Al Appel; Larry Jarrell; 'PEPE JR., JAMES'; 'WOOD, BRADLEY D'; Richard Samson; 'A, PRADEEP KUMAR'; 'Jarrell, Larry'; 'PRIYADARSHI, SATYA'; 'SE TC-Cust Experience'; 'BLACK, PAUL E'
Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Christy Hayes; 'KABA, ARDIAN'; 'PIERSON, ROGER'
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning everyone,

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

Thanks in advance,

Mary Matthies

Area Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)516-1455

Cell: (402) 318-5998

Email: mm216y@att.com

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

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

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

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

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

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

Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'KABA, ARDIAN' <ak099c@att.com>; 'PIERSON, ROGER' <rp876c@att.com>

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

Sounds great, thank you for taking the time to schedule on the 27th.

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

Sent: Friday, December 22, 2017 12:13 PM

To: PEPE JR., JAMES <jp529r@att.com>; Al Appel <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience

<g06861@att.com>; BLACK, PAUL E <pb7183@att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <rp876c@att.com>
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

27th afternoon would work for me.

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

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

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

Sent: Friday, December 22, 2017 11:13 AM

To: WOOD, BRADLEY D <bw6258@att.com>; PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

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

Good morning,

Where are we?

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

Al

Al Appel
Chief Administrative Officer



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

Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 20, 2017 1:06 PM
To: PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

James,

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

Thanks,
Brad

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

Worked with Larry again today.

Larry provided a grounding link to the equipment rack and also reset the Edgewater and Ciena boxes
Issue still persists, lagging response and RDP disconnects

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

Attached PDF depicts the physical network connections

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

From: WOOD, BRADLEY D
Sent: Friday, December 15, 2017 8:56 AM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljarrell@psr-cis.com>; Al Appel

<aappel@associatesindermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

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

Thanks,
Brad

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

Morning Al & Larry,

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

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

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

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]
Sent: Friday, December 15, 2017 7:27 AM
To: Al Appel <aappel@associatesindermatology.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'Priyadarshi, Satya' <sp2170@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'PEPE JR., JAMES' <jp529r@att.com>
Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

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

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

Updates please

Al Appel
Chief Administrative Officer



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

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

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

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Priyadarshi, Satya <sp2170@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

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

Hello Larry,

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

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

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

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



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

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

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 11:32 PM
To: Priyadarshi, Satya <sp2170@intl.att.com>; A, Pradeep Kumar <pa203h@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>
Cc: MSS INDIA RM <rm-MSS India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am still in a meeting. I need to know what you are going to need from me. This will determine if I need to be on site.

Sent from my iPhone

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

From: Priyadarshi, Satya [sp2170@intl.att.com]
Sent: Thursday, December 14, 2017 10:53 AM Central Standard Time
To: A, Pradeep Kumar; 'Larry Jarrell'; Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; PEPE JR., JAMES
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Customer was unable to join this call. Once he is available will open the bridge again.

Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: Priyadarshi, Satya

Sent: Thursday, December 14, 2017 10:10 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

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

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Conference details:-

You are invited to attend an AT&T Connect iMeeting .

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=====

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To view supported Operating Systems and devices: <http://www.corp.att.com/attconnectsupport/supporteddevices>

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<http://newcou.edc.cingular.net/groups/COU/index.cfm?module=appStore&step=3&appSet=1&applD=160&whereami=appStore> to download the software from the COU Appstore

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2. When prompted, enter the meeting access code: 9226203#
 - * AT&T direct number (in INDIA): 1800-258-0288. When prompted dial the number: 888-675-2546
 - * Blackberry (Toll-Free Number): 8886752546x9226203#
 - * iPhone / Android (Toll-Free Number): 8886752546,,9226203#
 - * Windows Phone (Toll-Free Number): <tel:8886752546,,9226203#>,

* A number in your country or in a country close to you (may be toll free):

<https://www.teleconference.att.com/servlet/glbAccess?process=1&accessNumber=8886752546&accessCode=922620>

3

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Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: A, Pradeep Kumar

Sent: Thursday, December 14, 2017 10:08 PM

To: Larry Jarrell <ljarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; Priyadarshi, Satya <sp2170@intl.att.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

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

Hello Team,

Can we get on a call with our higher level team to get this resolved. Satya will share the call details shortly.

Regards,

Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

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



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

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

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

Sent: Thursday, December 14, 2017 9:27 PM

To: Jarrell, Larry <larry.jarrell@intermedix.com>; A, Pradeep Kumar <pa203h@intl.att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

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

We are seeing lagging now on the rdp sessions.

Get [Outlook for iOS](#)

On Thu, Dec 14, 2017 at 10:42 AM -0500, "Jarrell, Larry" <Larry.Jarrell@intermedix.com> wrote:

Adding Srina to email.

Larry Jarrell II

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

Sent: Thursday, December 14, 2017 9:45 AM

To: Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; 'Larry Jarrell'

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY

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

Hello Larry,

Can you confirm everything is working fine as expected?

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

AT&T

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



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pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 7:58 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have the Att network enabled. We are passing traffic through ATT

Sent from my iPhone

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

From: Richard Samson [rs862n@abs.att-mail.com]
Sent: Wednesday, December 13, 2017 03:46 PM Central Standard Time
To: Al Appel; 'Larry Jarrell'; 'A, Pradeep Kumar'; Jarrell, Larry
Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Mary Matthies; 'WOOD, BRADLEY D'; Christy Hayes
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm trying to get the same team on board so that we don't go through that again.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 13, 2017 3:23 PM
To: Richard Samson <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: 'MSS INDIA RM' <rm-MSS_India@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hi Rick,

Will the technician who is reaching out to us Thursday ask us the same questions the technician asked us today, and every day prior to today? We continue to answer the same questions and providing the same answers and the results are the same every day.

Please tell me that your plan for Thursday is different than it was today.

Brad, what can you do for us?

AI

AI Appel
Chief Administrative Officer



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

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 13, 2017 3:13 PM
To: Larry Jarrell <ljjarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>; AI Appel <aappel@associatesin dermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Thanks for working with the GT2 & MIS teams today. I'm understanding that they are going to reach out again on Thursday to continue to work to resolve you issue. I will follow up with you after that testing.

Thank you,
Rick Samson

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

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]
Sent: Wednesday, December 13, 2017 12:44 PM
To: A, Pradeep Kumar <pa203h@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Users just got kicked out. I am going to switch back to Spectrum.

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Wednesday, December 13, 2017 11:05 AM
To: SAMSON, RICHARD; Al Appel; Larry.Jarrell@intermedix.com
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY; Larry Jarrell
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

We have engaged all the necessary stake holders for further investigation.

Will keep the ticket updated on the further proceedings as per our investigation.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

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



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

From: SAMSON, RICHARD
Sent: Wednesday, December 13, 2017 8:14 PM
To: Al Appel <aappel@associatesindermatology.com>; Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; ljarrell@psr-cis.com
Subject: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

I'm sorry that I didn't get an update to you sooner. I have been working with the network firewall team and they are working to get a resolution. Currently I have Pradeep Kumar working to set up a call to you guys and explain next steps but, were needing what is found from the network team. I will keep reaching out to get resolution. Please let me know if you need anything else.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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

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

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

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

Sent: Tuesday, December 12, 2017 8:51 AM

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

Cc: Richard Samson <rs862n@abs.att-mail.com>; MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; ljarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

Regards,

Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <aappel@associatesin dermatology.com> wrote:

Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

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

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Tuesday, December 12, 2017 8:41 AM
To: MSS INDIA RM <rm-MSS_India@intl.att.com>
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; WOOD, BRADLEY D <bw6258@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

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

From: MSS INDIA RM [mailto:rm-MSS_India@intl.att.com]
Sent: Monday, December 11, 2017 10:51 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Richard Samson <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi All,

We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

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*Sincerely,
The AT&T Managed Security Services Team*

From: PETERSEN, SCOTT
Sent: Friday, December 08, 2017 10:42 PM
To: WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

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

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

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

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Friday, December 08, 2017 8:15 AM

To: MSS INDIA RM <rm-mss_india@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com;
ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,
Brad

From: MSS INDIA RM
Sent: Friday, December 08, 2017 4:07 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>;
Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com;
ljjarrell@psr-cis.com; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hello,

As per update in ticket 239089927 from Scott Petersen including Larry Jarrell to the communication.

Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048) anytime for live testing.

Thank you in advance

Best Regards

Adam Duchovic

Sr. Associate, Work Center Tech Support
MSS Global Support

AT&T Services, Inc.

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Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in

Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

From: MSS INDIA RM
Sent: Thursday, December 07, 2017 3:10 AM
To: WOOD, BRADLEY D <bw6258@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com
Subject: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi Brad,

MSS have a ticket raised for internet traffic is not working for some of the customer networks. Inorder to troubleshoot this we need the customer contact and the time window for live testing. Could you please check with customer and confirm us. Moreover you can directly call our center (+1 877 677 2881 followed with your PIN91048) anytime for live testing.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

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ENDRES, JAM (Legal)

From: Jarrell, Larry <Larry.Jarrell@intermedix.com>
Sent: Wednesday, December 27, 2017 11:05 AM
To: PEPE JR., JAMES; 'Larry Jarrell'; MATTHIES, MARY; 'Al Appel'; WOOD, BRADLEY D; SAMSON, RICHARD; A, PRADEEP KUMAR; PRIYADARSHI, SATYA; SE TC-Cust Experience; BLACK, PAUL E
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; HAYES, CHRISTY; KABA, ARDIAN; PIERSON, ROGER
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

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

Sent from my iPhone

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

From: PEPE JR., JAMES [JP529R@att.com]
Sent: Wednesday, December 27, 2017 09:50 AM Central Standard Time
To: Larry Jarrell; MATTHIES, MARY; Al Appel; WOOD, BRADLEY D; SAMSON, RICHARD; A, PRADEEP KUMAR; Jarrell, Larry; PRIYADARSHI, SATYA; SE TC-Cust Experience; BLACK, PAUL E
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; HAYES, CHRISTY; KABA, ARDIAN; PIERSON, ROGER
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

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

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

Thursday and Friday I will also be available all day.

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]
Sent: Wednesday, December 27, 2017 10:45 AM
To: MATTHIES, MARY <mm216y@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; PEPE JR., JAMES <JP529R@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>;

PIERSON, ROGER <RP876C@att.com>

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

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

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

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

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

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

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

Good morning everyone,

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

Thanks in advance,

Mary Matthies

Area Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)516-1455

Cell: (402) 318-5998

Email: mm216y@att.com

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

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

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance: Director: Christy Hayes, cl052e@att.com, 402-516-3301.

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Friday, December 22, 2017 11:27 AM

To: 'Larry Jarrell' <ljjarrell@psr-cis.com>; 'PEPE JR., JAMES' <jp529r@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'A, PRADEEP KUMAR' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'PRIYADARSHI, SATYA' <sp2170@intl.att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'BLACK, PAUL E' <pb7183@att.com>

Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'KABA, ARDIAN' <ak099c@att.com>; 'PIERSON, ROGER' <rp876c@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Sounds great, thank you for taking the time to schedule on the 27th.

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: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]
Sent: Friday, December 22, 2017 12:13 PM
To: PEPE JR., JAMES <jp529r@att.com>; Al Appel <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <rp876c@att.com>
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

27th afternoon would work for me.

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On Fri, Dec 22, 2017 at 12:10 PM -0500, "PEPE JR., JAMES" <JP529R@att.com> wrote:

I was waiting on Larrys return since he knows the site equipment the best.
Circuit has tested clean, so we have the option to replace the Edgewater, but I'd like to get the Wireshark capture before that , and test with Hardware Acceleration enabled on the Edgewater also to see if that make the difference.
I am off on Dec 25 &26.
Larry , can we schedule for the 27th if your available ?

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Friday, December 22, 2017 11:13 AM
To: WOOD, BRADLEY D <bw6258@att.com>; PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning,

Where are we?

I know we are still running on Spectrum and still paying for AT&T service.

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 20, 2017 1:06 PM
To: PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

James,

Any updates on this, it has been a few days and I have not seen any communication. Larry has wireshark installed per his email so we need to get some movement on this. What are next steps for this?

Thanks,
Brad

From: PEPE JR., JAMES
Sent: Friday, December 15, 2017 4:24 PM
To: WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR

<pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Worked with Larry again today.

Larry provided a grounding link to the equipment rack and also reset the Edgewater and Ciena boxes

Issue still persists, lagging response and RDP disconnects

Larry disconnected the firewall and connected his PC directly to the Edgewater, still sees the lagging and disconnects: Ran Speedtest and saw 75M down and fluctuation 3 - 12M up. Removed COS profile and ran speedtest again and got 73M down and 71M up. Due to time constraints we could not validate the tests. Larry also still saw the lagging and RDP disconnect when COS was removed from the router, So I think that confirms COS is not an issue, also in bypassing the clients firewall we've ruled out an issue there also.

Attached PDF depicts the physical network connections

Requesting our Edgewater SME take a look at the config and for the circuit folks to intrusively test the circuit.

From: WOOD, BRADLEY D

Sent: Friday, December 15, 2017 8:56 AM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljarrrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have also spoken to Larry this morning and he is going to call me after he makes the changes he spoke to the engineer about if it is not working properly.

Thanks,
Brad

From: SAMSON, RICHARD

Sent: Friday, December 15, 2017 8:49 AM

To: Larry Jarrell <ljarrrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Morning Al & Larry,

Just a quick update. Larry is going to New Albany this a.m. and verify that router is grounded and recycle another box at the location. Once this is done he will get ahold of Tier 2 & GT3 to test further.

The group yesterday were not seeing the drops when Larry was experiencing drops. More to come after Larry arrives on site this a.m. He thought he would be there by 10 a.m. EST.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]

Sent: Friday, December 15, 2017 7:27 AM

To: Al Appel <aappel@associatesin dermatology.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'Priyadarshi, Satya' <sp2170@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'PEPE JR., JAMES' <jp529r@att.com>

Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am going to NA as soon as I am done where I am at.

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On Fri, Dec 15, 2017 at 8:19 AM -0500, "Al Appel" <aappel@associatesin dermatology.com> wrote:

Updates please

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Thursday, December 14, 2017 1:24 PM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Priyadarshi, Satya <sp2170@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

This lagging issue we have checked our network but did not find any issues. We have engaged our higher resolver group to understand the issue. As we are only seeing traffic HTTPS (443) traffic going to 198.36.12.30. No RDP (3389) traffic has been found in our devices.

We will have joint troubleshooting call setup with higher resolver and MSS team to find the root cause of the issue.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 11:32 PM
To: Priyadarshi, Satya <sp2170@intl.att.com>; A, Pradeep Kumar <pa203h@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am still in a meeting. I need to know what you are going to need from me. This will determine if I need to be on site.

Sent from my iPhone

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-----Original Message-----

From: Priyadarshi, Satya [sp2170@intl.att.com]

Sent: Thursday, December 14, 2017 10:53 AM Central Standard Time

To: A, Pradeep Kumar; 'Larry Jarrell'; Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; PEPE JR., JAMES

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Customer was unable to join this call. Once he is available will open the bridge again.

Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: Priyadarshi, Satya

Sent: Thursday, December 14, 2017 10:10 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Larry Jarrell <ljarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Conference details:-

You are invited to attend an AT&T Connect iMeeting .

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=====
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To view supported Operating Systems and devices: <http://www.corp.att.com/attconnectsupport/supporteddevices>

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<http://newcou.edc.cingular.net/groups/COU/index.cfm?module=appStore&step=3&appSet=1&appID=160&whereami=appStore> to download the software from the COU Appstore

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2. When prompted, enter the meeting access code: 9226203#

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* Blackberry (Toll-Free Number): 8886752546x9226203#

* iPhone / Android (Toll-Free Number): 8886752546,,9226203#

* Windows Phone (Toll-Free Number): <tel:8886752546,,9226203#>,

* A number in your country or in a country close to you (may be toll free):

<https://www.teleconference.att.com/servlet/glbAccess?process=1&accessNumber=8886752546&accessCode=9226203>

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Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist

Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India

+91 80 43546366 | sp2170@att.com

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From: A, Pradeep Kumar

Sent: Thursday, December 14, 2017 10:08 PM

To: Larry Jarrell <ljarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; Priyadarshi, Satya <sp2170@intl.att.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN,

SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

Can we get on a call with our higher level team to get this resolved. Satya will share the call details shortly.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]
Sent: Thursday, December 14, 2017 9:27 PM
To: Jarrell, Larry <larry.jarrell@intermedix.com>; A, Pradeep Kumar <pa203h@intl.att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

We are seeing lagging now on the rdp sessions.

Get [Outlook for iOS](#)

On Thu, Dec 14, 2017 at 10:42 AM -0500, "Jarrell, Larry" <Larry.Jarrell@intermedix.com> wrote:

Adding Srina to email.

Larry Jarrell II

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Thursday, December 14, 2017 9:45 AM
To: Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; 'Larry Jarrell'
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Can you confirm everything is working fine as expected?

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+: 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * :
pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 7:58 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have the Att network enabled. We are passing traffic through ATT

Sent from my iPhone

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-----Original Message-----

From: Richard Samson [rs862n@abs.att-mail.com]
Sent: Wednesday, December 13, 2017 03:46 PM Central Standard Time
To: Al Appel; 'Larry Jarrell'; 'A, Pradeep Kumar'; Jarrell, Larry
Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Mary Matthies; 'WOOD, BRADLEY D'; Christy Hayes
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm trying to get the same team on board so that we don't go through that again.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Wednesday, December 13, 2017 3:23 PM

To: Richard Samson <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: 'MSS INDIA RM' <rm-MSS_India@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hi Rick,

Will the technician who is reaching out to us Thursday ask us the same questions the technician asked us today, and every day prior to today? We continue to answer the same questions and providing the same answers and the results are the same every day.

Please tell me that your plan for Thursday is different than it was today.

Brad, what can you do for us?

Al

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Wednesday, December 13, 2017 3:13 PM

To: Larry Jarrell <ljjarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>; Al Appel <aappel@associatesin dermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Thanks for working with the GT2 & MIS teams today. I'm understanding that they are going to reach out again on Thursday to continue to work to resolve you issue. I will follow up with you after that testing.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]

Sent: Wednesday, December 13, 2017 12:44 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Users just got kicked out. I am going to switch back to Spectrum.

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Wednesday, December 13, 2017 11:05 AM

To: SAMSON, RICHARD; Al Appel; Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY; Larry Jarrell

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

We have engaged all the necessary stake holders for further investigation.

Will keep the ticket updated on the further proceedings as per our investigation.

Regards,

Pradeep Kumar A

Operations Manager

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: SAMSON, RICHARD
Sent: Wednesday, December 13, 2017 8:14 PM
To: Al Appel <aappel@associatesindermatology.com>; Larry.Jarrell@intermedix.com
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; ljarrell@psr-cis.com
Subject: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

I'm sorry that I didn't get an update to you sooner. I have been working with the network firewall team and they are working to get a resolution. Currently I have Pradeep Kumar working to set up a call to you guys and explain next steps but, were needing what is found from the network team. I will keep reaching out to get resolution. Please let me know if you need anything else.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Tuesday, December 12, 2017 8:51 AM
To: Al Appel <aappel@associatesindermatology.com>
Cc: Richard Samson <rs862n@abs.att-mail.com>; MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; ljarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

Regards,
Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <aappel@associatesindermatology.com> wrote:

Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

Al Appel
Chief Administrative Officer
< >
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Tuesday, December 12, 2017 8:41 AM

To: MSS INDIA RM <rm-MSS_India@intl.att.com>

Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; WOOD, BRADLEY D <bw6258@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T

Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: MSS INDIA RM [mailto:rm-MSS_India@intl.att.com]
Sent: Monday, December 11, 2017 10:51 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Richard Samson <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi All,

We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

From: PETERSEN, SCOTT
Sent: Friday, December 08, 2017 10:42 PM
To: WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

Scott Petersen
Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Friday, December 08, 2017 8:15 AM

To: MSS INDIA RM <rm-mss_india@intl.att.com>; Larry.Jarrell@intermedix.com

Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,
Brad

From: MSS INDIA RM

Sent: Friday, December 08, 2017 4:07 AM

To: MSS INDIA RM <rm-mss_india@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; Larry.Jarrell@intermedix.com

Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hello,

As per update in ticket 239089927 from Scott Petersen including Larry Jarrell to the communication.

Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048) anytime for live testing.

Thank you in advance

Best Regards

Adam Duchovic

Sr. Associate, Work Center Tech Support
MSS Global Support

AT&T Services, Inc.

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic
MOBILIZING YOUR WORLD

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Sincerely,

The AT&T Managed Security Services Team

From: MSS INDIA RM

Sent: Thursday, December 07, 2017 3:10 AM

To: WOOD, BRADLEY D <bw6258@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com

Subject: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi Brad,

MSS have a ticket raised for internet traffic is not working for some of the customer networks. Inorder to troubleshoot this we need the customer contact and the time window for live testing. Could you please check with customer and confirm us. Moreover you can directly call our center (+1 877 677 2881 followed with your PIN91048) anytime for live testing.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

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ENDRES, JAM (Legal)

From: PEPE JR., JAMES
Sent: Wednesday, December 27, 2017 10:50 AM
To: Larry Jarrell; MATTHIES, MARY; Al Appel; WOOD, BRADLEY D; SAMSON, RICHARD; A, PRADEEP KUMAR; Jarrell, Larry; PRIYADARSHI, SATYA; SE TC-Cust Experience; BLACK, PAUL E
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; HAYES, CHRISTY; KABA, ARDIAN; PIERSON, ROGER
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

Thanks Larry, you can call me directly at 732-428-4506 when ready, it will take me about 5 minutes to get setup on my end.

The sooner the better, there's been a last minute change in my schedule and I'm only available until 12:00pm Eastern today (sorry about that)

Thursday and Friday I will also be available all day.

From: Larry Jarrell [mailto:ljjarrell@psr-cis.com]
Sent: Wednesday, December 27, 2017 10:45 AM
To: MATTHIES, MARY <mm216y@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; PEPE JR., JAMES <JP529R@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <RP876C@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am not sure of the call time. I am going to be setting up a laptop in the next hour and have wireshark ready to start.

From: Mary Matthies [mailto:mm216y@abs.att-mail.com]
Sent: Wednesday, December 27, 2017 10:44 AM
To: Al Appel; Larry Jarrell; 'PEPE JR., JAMES'; 'WOOD, BRADLEY D'; Richard Samson; 'A, PRADEEP KUMAR'; 'Jarrell, Larry'; 'PRIYADARSHI, SATYA'; 'SE TC-Cust Experience'; 'BLACK, PAUL E'
Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Christy Hayes; 'KABA, ARDIAN'; 'PIERSON, ROGER'
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning everyone,

Can you please tell me if the call is still on for today and what time the call is?

Thanks in advance,

Mary Matthies
Area Manager
Client Solutions & Operations

AT&T
Omaha, NE

Office: (402)516-1455
Cell: (402) 318-5998
Email: mm216y@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance: Director: Christy Hayes, cl052e@att.com, 402-516-3301.

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Friday, December 22, 2017 11:27 AM
To: 'Larry Jarrell' <ljarrell@psr-cis.com>; 'PEPE JR., JAMES' <jp529r@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'A, PRADEEP KUMAR' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'PRIYADARSHI, SATYA' <sp2170@intl.att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'BLACK, PAUL E' <pb7183@att.com>
Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'KABA, ARDIAN' <ak099c@att.com>; 'PIERSON, ROGER' <rp876c@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Sounds great, thank you for taking the time to schedule on the 27th.

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: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]
Sent: Friday, December 22, 2017 12:13 PM
To: PEPE JR., JAMES <jp529r@att.com>; Al Appel <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <rp876c@att.com>
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

27th afternoon would work for me.

Get [Outlook for iOS](#)

On Fri, Dec 22, 2017 at 12:10 PM -0500, "PEPE JR., JAMES" <JP529R@att.com> wrote:

I was waiting on Larry's return since he knows the site equipment the best. Circuit has tested clean, so we have the option to replace the Edgewater, but I'd like to get the Wireshark capture before that, and test with Hardware Acceleration enabled on the Edgewater also to see if that makes the difference. I am off on Dec 25 & 26.
Larry, can we schedule for the 27th if you are available?

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Friday, December 22, 2017 11:13 AM

To: WOOD, BRADLEY D <bw6258@att.com>; PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning,

Where are we?

I know we are still running on Spectrum and still paying for AT&T service.

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Wednesday, December 20, 2017 1:06 PM

To: PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

James,

Any updates on this, it has been a few days and I have not seen any communication. Larry has wireshark installed per his email so we need to get some movement on this. What are next steps for this?

Thanks,

Brad

From: PEPE JR., JAMES

Sent: Friday, December 15, 2017 4:24 PM

To: WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Worked with Larry again today.

Larry provided a grounding link to the equipment rack and also reset the Edgewater and Ciena boxes

Issue still persists, lagging response and RDP disconnects

Larry disconnected the firewall and connected his PC directly to the Edgewater, still sees the lagging and disconnects: Ran Speedtest and saw 75M down and fluctuation 3 - 12M up. Removed COS profile and ran speedtest again and got 73M down and 71M up. Due to time constraints we could not validate the tests. Larry also still saw the lagging and RDP disconnect when COS was removed from the router, So I think that confirms COS is not an issue, also in bypassing the clients firewall we've ruled out an issue there also.

Attached PDF depicts the physical network connections

Requesting our Edgewater SME take a look at the config and for the circuit folks to intrusively test the circuit.

From: WOOD, BRADLEY D

Sent: Friday, December 15, 2017 8:56 AM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have also spoken to Larry this morning and he is going to call me after he makes the changes he spoke to the engineer about if it is not working properly.

Thanks,
Brad

From: SAMSON, RICHARD
Sent: Friday, December 15, 2017 8:49 AM
To: Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Morning Al & Larry,

Just a quick update. Larry is going to New Albany this a.m. and verify that router is grounded and recycle another box at the location. Once this is done he will get ahold of Tier 2 & GT3 to test further.

The group yesterday were not seeing the drops when Larry was experiencing drops. More to come after Larry arrives on site this a.m. He thought he would be there by 10 a.m. EST.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]
Sent: Friday, December 15, 2017 7:27 AM
To: Al Appel <aappel@associatesin dermatology.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'Priyadarshi, Satya' <sp2170@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'PEPE JR., JAMES' <jp529r@att.com>
Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am going to NA as soon as I am done where I am at.

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On Fri, Dec 15, 2017 at 8:19 AM -0500, "Al Appel" <aappel@associatesin dermatology.com> wrote:

Updates please

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Thursday, December 14, 2017 1:24 PM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Priyadarshi, Satya <sp2170@intl.att.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

This lagging issue we have checked our network but did not find any issues. We have engaged our higher resolver group to understand the issue. As we are only seeing traffic HTTPS (443) traffic going to 198.36.12.30. No RDP (3389) traffic has been found in our devices.

We will have joint troubleshooting call setup with higher resolver and MSS team to find the root cause of the issue.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



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From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 11:32 PM
To: Priyadarshi, Satya <sp2170@intl.att.com>; A, Pradeep Kumar <pa203h@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am still in a meeting. I need to know what you are going to need from me. This will determine if I need to be on site.

Sent from my iPhone

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-----Original Message-----

From: Priyadarshi, Satya [sp2170@intl.att.com]
Sent: Thursday, December 14, 2017 10:53 AM Central Standard Time
To: A, Pradeep Kumar; 'Larry Jarrell'; Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; PEPE JR., JAMES
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Customer was unable to join this call. Once he is available will open the bridge again.

Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India

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From: Priyadarshi, Satya

Sent: Thursday, December 14, 2017 10:10 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

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To view supported Operating Systems and devices: <http://www.corp.att.com/attconnectsupport/supporteddevices>

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1. Dial one of the numbers listed below

2. When prompted, enter the meeting access code: 9226203#

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* Blackberry (Toll-Free Number): 8886752546x9226203#

* iPhone / Android (Toll-Free Number): 8886752546,,9226203#

* Windows Phone (Toll-Free Number): <tel:8886752546,,9226203#>,

* A number in your country or in a country close to you (may be toll free):

<https://www.teleconference.att.com/servlet/glbAccess?process=1&accessNumber=8886752546&accessCode=9226203>

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Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: A, Pradeep Kumar

Sent: Thursday, December 14, 2017 10:08 PM

To: Larry Jarrell <ljarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; Priyadarshi, Satya <sp2170@intl.att.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

Can we get on a call with our higher level team to get this resolved. Satya will share the call details shortly.

Regards,

Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+: 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]

Sent: Thursday, December 14, 2017 9:27 PM

To: Jarrell, Larry <larry.jarrell@intermedix.com>; A, Pradeep Kumar <pa203h@intl.att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

We are seeing lagging now on the rdp sessions.

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On Thu, Dec 14, 2017 at 10:42 AM -0500, "Jarrell, Larry" <Larry.Jarrell@intermedix.com> wrote:

Adding Srina to email.

Larry Jarrell II

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Thursday, December 14, 2017 9:45 AM
To: Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; 'Larry Jarrell'
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Can you confirm everything is working fine as expected?

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



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+ : 6th Floor, Wing "B", Salarpuna Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 7:58 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D

<bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have the Att network enabled. We are passing traffic through ATT

Sent from my iPhone

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-----Original Message-----

From: Richard Samson [rs862n@abs.att-mail.com]

Sent: Wednesday, December 13, 2017 03:46 PM Central Standard Time

To: Al Appel; 'Larry Jarrell'; 'A, Pradeep Kumar'; Jarrell, Larry

Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Mary Matthies; 'WOOD, BRADLEY D'; Christy Hayes

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm trying to get the same team on board so that we don't go through that again.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Wednesday, December 13, 2017 3:23 PM

To: Richard Samson <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: 'MSS INDIA RM' <rm-MSS_India@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hi Rick,

Will the technician who is reaching out to us Thursday ask us the same questions the technician asked us today, and every day prior to today? We continue to answer the same questions and providing the same answers and the results are the same every day.

Please tell me that your plan for Thursday is different than it was today.

Brad, what can you do for us?

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 13, 2017 3:13 PM
To: Larry Jarrell <ljarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>; Al Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Thanks for working with the GT2 & MIS teams today. I'm understanding that they are going to reach out again on Thursday to continue to work to resolve you issue. I will follow up with you after that testing.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]
Sent: Wednesday, December 13, 2017 12:44 PM
To: A, Pradeep Kumar <pa203h@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Users just got kicked out. I am going to switch back to Spectrum.

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Wednesday, December 13, 2017 11:05 AM
To: SAMSON, RICHARD; Al Appel; Larry.Jarrell@intermedix.com
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY; Larry Jarrell
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

We have engaged all the necessary stake holders for further investigation.

Will keep the ticket updated on the further proceedings as per our investigation.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: SAMSON, RICHARD
Sent: Wednesday, December 13, 2017 8:14 PM
To: Al Appel <aappel@associatesindermatology.com>; Larry.Jarrell@intermedix.com
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; ljjarrell@psr-cis.com
Subject: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

I'm sorry that I didn't get an update to you sooner. I have been working with the network firewall team and they are working to get a resolution. Currently I have Pradeep Kumar working to set up a call to you guys and explain next steps but, were needing what is found from the network team. I will keep reaching out to get resolution. Please let me know if you need anything else.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Tuesday, December 12, 2017 8:51 AM

To: Al Appel <aappel@associatesin dermatology.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; ljarell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

Regards,

Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <aappel@associatesin dermatology.com> wrote:

Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

Al Appel

Chief Administrative Officer

<[image001.jpg](#)>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Tuesday, December 12, 2017 8:41 AM
To: MSS INDIA RM <rm-MSS_India@intl.att.com>
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; WOOD, BRADLEY D <bw6258@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: MSS INDIA RM [mailto:rm-MSS_India@intl.att.com]
Sent: Monday, December 11, 2017 10:51 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Richard Samson <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi All,

We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

Ganeshan.C
MSS Operations - T2 Team

AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

From: PETERSEN, SCOTT
Sent: Friday, December 08, 2017 10:42 PM
To: WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljjarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Friday, December 08, 2017 8:15 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesin dermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,
Brad

From: MSS INDIA RM
Sent: Friday, December 08, 2017 4:07 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com; ljarrell@psr-cis.com; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hello,

As per update in ticket 239089927 from Scott Petersen including Larry Jarrell to the communication.

Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048) anytime for live testing.

Thank you in advance

Best Regards

Adam Duchovic

Sr. Associate, Work Center Tech Support
MSS Global Support

AT&T Services, Inc.

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic
MOBILIZING YOUR WORLD

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

From: MSS INDIA RM
Sent: Thursday, December 07, 2017 3:10 AM
To: WOOD, BRADLEY D <bw6258@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljarrrell@psr-cis.com
Subject: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi Brad,

MSS have a ticket raised for internet traffic is not working for some of the customer networks. Inorder to troubleshoot this we need the customer contact and the time window for live testing. Could you please check with customer and confirm us. Moreover you can directly call our center (+1 877 677 2881 followed with your PIN91048) anytime for live testing.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

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ENDRES, JAM (Legal)

From: Larry Jarrell <ljarrell@psr-cis.com>
Sent: Wednesday, December 27, 2017 10:45 AM
To: MATTHIES, MARY; Al Appel; PEPE JR., JAMES; WOOD, BRADLEY D; SAMSON, RICHARD; A, PRADEEP KUMAR; Jarrell, Larry; PRIYADARSHI, SATYA; SE TC-Cust Experience; BLACK, PAUL E
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; HAYES, CHRISTY; KABA, ARDIAN; PIERSON, ROGER
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

I am not sure of the call time. I am going to be setting up a laptop in the next hour and have wireshark ready to start.

From: Mary Matthies [mailto:mm216y@abs.att-mail.com]
Sent: Wednesday, December 27, 2017 10:44 AM
To: Al Appel; Larry Jarrell; 'PEPE JR., JAMES'; 'WOOD, BRADLEY D'; Richard Samson; 'A, PRADEEP KUMAR'; 'Jarrell, Larry'; 'PRIYADARSHI, SATYA'; 'SE TC-Cust Experience'; 'BLACK, PAUL E'
Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Christy Hayes; 'KABA, ARDIAN'; 'PIERSON, ROGER'
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning everyone,

Can you please tell me if the call is still on for today and what time the call is?

Thanks in advance,

Mary Matthies

Area Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)516-1455

Cell: (402) 318-5998

Email: mm216y@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance: Director: Christy Hayes, cl052e@att.com, 402-516-3301.

From: Al Appel [mailto:aappel@associatesindermatology.com]
Sent: Friday, December 22, 2017 11:27 AM
To: 'Larry Jarrell' <ljarrell@psr-cis.com>; 'PEPE JR., JAMES' <jp529r@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'A, PRADEEP KUMAR' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'PRIYADARSHI, SATYA' <sp2170@intl.att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'BLACK, PAUL E' <pb7183@att.com>
Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>;

'KABA, ARDIAN' <ak099c@att.com>; 'PIERSON, ROGER' <rp876c@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Sounds great, thank you for taking the time to schedule on the 27th.

AI

AI Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Larry Jarrell [mailto:ljjarrell@psr-cis.com]

Sent: Friday, December 22, 2017 12:13 PM

To: PEPE JR., JAMES <jp529r@att.com>; AI Appel <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <rp876c@att.com>

Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

27th afternoon would work for me.

Get [Outlook for iOS](#)

On Fri, Dec 22, 2017 at 12:10 PM -0500, "PEPE JR., JAMES" <JP529R@att.com> wrote:

I was waiting on Larry's return since he knows the site equipment the best. Circuit has tested clean, so we have the option to replace the Edgewater, but I'd like to get the Wireshark capture before that, and test with Hardware Acceleration enabled on the Edgewater also to see if that makes the difference. I am off on Dec 25 & 26. Larry, can we schedule for the 27th if you are available?

From: AI Appel [mailto:aappel@associatesin dermatology.com]

Sent: Friday, December 22, 2017 11:13 AM

To: WOOD, BRADLEY D <bw6258@att.com>; PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning,

Where are we?

I know we are still running on Spectrum and still paying for AT&T service.

AI

AI Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 20, 2017 1:06 PM
To: PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljarrell@psr-cis.com>; AI Appel <aappel@associatesindermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

James,

Any updates on this, it has been a few days and I have not seen any communication. Larry has wireshark installed per his email so we need to get some movement on this. What are next steps for this?

Thanks,
Brad

From: PEPE JR., JAMES

Sent: Friday, December 15, 2017 4:24 PM

To: WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Worked with Larry again today.

Larry provided a grounding link to the equipment rack and also reset the Edgewater and Ciena boxes

Issue still persists, lagging response and RDP disconnects

Larry disconnected the firewall and connected his PC directly to the Edgewater, still sees the lagging and disconnects: Ran Speedtest and saw 75M down and fluctuation 3 - 12M up. Removed COS profile and ran speedtest again and got 73M down and 71M up. Due to time constraints we could not validate the tests. Larry also still saw the lagging and RDP disconnect when COS was removed from the router, So I think that confirms COS is not an issue, also in bypassing the clients firewall we've ruled out an issue there also.

Attached PDF depicts the physical network connections

Requesting our Edgewater SME take a look at the config and for the circuit folks to intrusively test the circuit.

From: WOOD, BRADLEY D

Sent: Friday, December 15, 2017 8:56 AM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have also spoken to Larry this morning and he is going to call me after he makes the changes he spoke to the engineer about if it is not working properly.

Thanks,
Brad

From: SAMSON, RICHARD

Sent: Friday, December 15, 2017 8:49 AM

To: Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D

<bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Morning Al & Larry,

Just a quick update. Larry is going to New Albany this a.m. and verify that router is grounded and recycle another box at the location. Once this is done he will get ahold of Tier 2 & GT3 to test further.

The group yesterday were not seeing the drops when Larry was experiencing drops. More to come after Larry arrives on site this a.m. He thought he would be there by 10 a.m. EST.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]

Sent: Friday, December 15, 2017 7:27 AM

To: Al Appel <aappel@associatesin dermatology.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'Priyadarshi, Satya' <sp2170@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'PEPE JR., JAMES' <jp529r@att.com>

Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am going to NA as soon as I am done where I am at.

Get [Outlook for iOS](#)

On Fri, Dec 15, 2017 at 8:19 AM -0500, "Al Appel" <aappel@associatesin dermatology.com> wrote:

Updates please

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Thursday, December 14, 2017 1:24 PM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Priyadarshi, Satya <sp2170@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

This lagging issue we have checked our network but did not find any issues. We have engaged our higher resolver group to understand the issue. As we are only seeing traffic HTTPS (443) traffic going to 198.36.12.30. No RDP (3389) traffic has been found in our devices.

We will have joint troubleshooting call setup with higher resolver and MSS team to find the root cause of the issue.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



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+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Thursday, December 14, 2017 11:32 PM

To: Priyadarshi, Satya <sp2170@intl.att.com>; A, Pradeep Kumar <pa203h@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am still in a meeting. I need to know what you are going to need from me. This will determine if I need to be on site.

Sent from my iPhone

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-----Original Message-----

From: Priyadarshi, Satya [sp2170@intl.att.com]

Sent: Thursday, December 14, 2017 10:53 AM Central Standard Time

To: A, Pradeep Kumar; 'Larry Jarrell'; Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; PEPE JR., JAMES

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Customer was unable to join this call. Once he is available will open the bridge again.

Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: Priyadarshi, Satya

Sent: Thursday, December 14, 2017 10:10 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Larry Jarrell <ljarrell@psr-cis.com>; Jarrell, Larry

<larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel'

<aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN,

SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Conference details:-

You are invited to attend an AT&T Connect iMeeting .

To connect your COMPUTER to the Web conference:

=====

Click here: <https://connect2.uc.att.com/attinc/meet/?ExEventID=89226203>

To prepare in advance for the conference (for all devices): <https://connect2.uc.att.com/attinc/Prepare/>.

To view supported Operating Systems and devices: <http://www.corp.att.com/attconnectsupport/supporteddevices>

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<http://newcou.edc.cingular.net/groups/COU/index.cfm?module=appStore&step=3&appSet=1&appID=160&whereami=appStore> to download the software from the COU Appstore

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1. Dial one of the numbers listed below

2. When prompted, enter the meeting access code: 9226203#

* AT&T direct number (in INDIA): 1800-258-0288. When prompted dial the number: 888-675-2546

* Blackberry (Toll-Free Number): 8886752546x9226203#

* iPhone / Android (Toll-Free Number): 8886752546,,9226203#

* Windows Phone (Toll-Free Number): <tel:8886752546,,9226203#>,

* A number in your country or in a country close to you (may be toll free):

<https://www.teleconference.att.com/servlet/glbAccess?process=1&accessNumber=8886752546&accessCode=9226203>

Powered by AT&T Connect.

Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist

Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India

+91 80 43546366 | sp2170@att.com

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From: A, Pradeep Kumar

Sent: Thursday, December 14, 2017 10:08 PM

To: Larry Jarrell <ljarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; Priyadarshi, Satya <sp2170@intl.att.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

Can we get on a call with our higher level team to get this resolved. Satya will share the call details shortly.

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037, India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]

Sent: Thursday, December 14, 2017 9:27 PM

To: Jarrell, Larry <larry.jarrell@intermedix.com>; A, Pradeep Kumar <pa203h@intl.att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

We are seeing lagging now on the rdp sessions.

Get [Outlook for iOS](#)

On Thu, Dec 14, 2017 at 10:42 AM -0500, "Jarrell, Larry" <Larry.Jarrell@intermedix.com> wrote:

Adding Srina to email.

Larry Jarrell II

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Thursday, December 14, 2017 9:45 AM
To: Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; 'Larry Jarrell'
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Can you confirm everything is working fine as expected?

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



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+: 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 7:58 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have the Att network enabled. We are passing traffic through ATT

Sent from my iPhone

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-----Original Message-----

From: Richard Samson [rs862n@abs.att-mail.com]

Sent: Wednesday, December 13, 2017 03:46 PM Central Standard Time

To: Al Appel; 'Larry Jarrell'; 'A, Pradeep Kumar'; Jarrell, Larry

Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Mary Matthies; 'WOOD, BRADLEY D'; Christy Hayes

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm trying to get the same team on board so that we don't go through that again.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Wednesday, December 13, 2017 3:23 PM

To: Richard Samson <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: 'MSS INDIA RM' <rm-MSS_India@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hi Rick,

Will the technician who is reaching out to us Thursday ask us the same questions the technician asked us today, and every day prior to today? We continue to answer the same questions and providing the same answers and the results are the same every day.

Please tell me that your plan for Thursday is different than it was today.

Brad, what can you do for us?

Al

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 13, 2017 3:13 PM
To: Larry Jarrell <ljarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>; Al Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Thanks for working with the GT2 & MIS teams today. I'm understanding that they are going to reach out again on Thursday to continue to work to resolve you issue. I will follow up with you after that testing.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]
Sent: Wednesday, December 13, 2017 12:44 PM
To: A, Pradeep Kumar <pa203h@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Users just got kicked out. I am going to switch back to Spectrum.

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Wednesday, December 13, 2017 11:05 AM

To: SAMSON, RICHARD; Al Appel; Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY; Larry Jarrell

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

We have engaged all the necessary stake holders for further investigation.

Will keep the ticket updated on the further proceedings as per our investigation.

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



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+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: SAMSON, RICHARD

Sent: Wednesday, December 13, 2017 8:14 PM

To: Al Appel <aappel@associatesindermatology.com>; Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; ljjarrell@psr-cis.com

Subject: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

I'm sorry that I didn't get an update to you sooner. I have been working with the network firewall team and they are working to get a resolution. Currently I have Pradeep Kumar working to set up a call to you guys and explain next steps but, were needing what is found from the network team. I will keep reaching out to get resolution. Please let me know if you need anything else.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Tuesday, December 12, 2017 8:51 AM

To: Al Appel <aappel@associatesindermatology.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; ljarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

Regards,
Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <aappel@associatesindermatology.com> wrote:

Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Tuesday, December 12, 2017 8:41 AM

To: MSS INDIA RM <rm-MSS_India@intl.att.com>

Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; WOOD, BRADLEY D <bw6258@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

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After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: MSS INDIA RM [mailto:rm-MSS_India@intl.att.com]

Sent: Monday, December 11, 2017 10:51 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com

Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Richard Samson <rs862n@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi All,

We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team

AT&T Technology Operations

Global Delivery & Assurance

Security & Advanced Applications

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Sincerely,

The AT&T Managed Security Services Team

From: PETERSEN, SCOTT
Sent: Friday, December 08, 2017 10:42 PM
To: WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Friday, December 08, 2017 8:15 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,
Brad

From: MSS INDIA RM
Sent: Friday, December 08, 2017 4:07 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hello,

As per update in ticket 239089927 from Scott Petersen including Larry Jarrell to the communication.

Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048) anytime for live testing.

Thank you in advance

Best Regards

Adam Duchovic

Sr. Associate, Work Center Tech Support
MSS Global Support

AT&T Services, Inc.

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic
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Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

From: MSS INDIA RM

Sent: Thursday, December 07, 2017 3:10 AM

To: WOOD, BRADLEY D <bw6258@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com

Subject: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi Brad,

MSS have a ticket raised for internet traffic is not working for some of the customer networks. Inorder to troubleshoot this we need the customer contact and the time window for live testing. Could you please check with customer and confirm us. Moreover you can directly call our center (+1 877 677 2881 followed with your PIN91048) anytime for live testing.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

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ENDRES, JAM (Legal)

From: MATTHIES, MARY
Sent: Wednesday, December 27, 2017 10:44 AM
To: Al Appel; 'Larry Jarrell'; PEPE JR., JAMES; WOOD, BRADLEY D; SAMSON, RICHARD; A, PRADEEP KUMAR; 'Jarrell, Larry'; PRIYADARSHI, SATYA; SE TC-Cust Experience; BLACK, PAUL E
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; HAYES, CHRISTY; KABA, ARDIAN; PIERSON, ROGER
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

Good morning everyone,

Can you please tell me if the call is still on for today and what time the call is?

Thanks in advance,

Mary Matthies

Area Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)516-1455

Cell: (402) 318-5998

Email: mm216y@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance: Director: Christy Hayes, cl052e@att.com, 402-516-3301.

From: Al Appel [mailto:aappel@associatesindermatology.com]

Sent: Friday, December 22, 2017 11:27 AM

To: 'Larry Jarrell' <ljjarrell@psr-cis.com>; 'PEPE JR., JAMES' <jp529r@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'A, PRADEEP KUMAR' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'PRIYADARSHI, SATYA' <sp2170@intl.att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'BLACK, PAUL E' <pb7183@att.com>

Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'KABA, ARDIAN' <ak099c@att.com>; 'PIERSON, ROGER' <rp876c@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Sounds great, thank you for taking the time to schedule on the 27th.

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: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]
Sent: Friday, December 22, 2017 12:13 PM
To: PEPE JR., JAMES <jp529r@att.com>; Al Appel <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <rp876c@att.com>
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

27th afternoon would work for me.

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On Fri, Dec 22, 2017 at 12:10 PM -0500, "PEPE JR., JAMES" <JP529R@att.com> wrote:

I was waiting on Larrys return since he knows the site equipment the best.
Circuit has tested clean, so we have the option to replace the Edgewater, but I'd like to get the Wireshark capture before that , and test with Hardware Acceleration enabled on the Edgewater also to see if that make the difference.
I am off on Dec 25 &26.
Larry , can we schedule for the 27th if your available ?

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Friday, December 22, 2017 11:13 AM
To: WOOD, BRADLEY D <bw6258@att.com>; PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning,

Where are we?

I know we are still running on Spectrum and still paying for AT&T service.

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 20, 2017 1:06 PM
To: PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesindermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

James,

Any updates on this, it has been a few days and I have not seen any communication. Larry has wireshark installed per his email so we need to get some movement on this. What are next steps for this?

Thanks,
Brad

From: PEPE JR., JAMES
Sent: Friday, December 15, 2017 4:24 PM
To: WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesindermatology.com>; A, PRADEEP KUMAR

<pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Worked with Larry again today.

Larry provided a grounding link to the equipment rack and also reset the Edgewater and Ciena boxes

Issue still persists, lagging response and RDP disconnects

Larry disconnected the firewall and connected his PC directly to the Edgewater, still sees the lagging and disconnects: Ran Speedtest and saw 75M down and fluctuation 3 - 12M up. Removed COS profile and ran speedtest again and got 73M down and 71M up. Due to time constraints we could not validate the tests. Larry also still saw the lagging and RDP disconnect when COS was removed from the router, So I think that confirms COS is not an issue, also in bypassing the clients firewall we've ruled out an issue there also.

Attached PDF depicts the physical network connections

Requesting our Edgewater SME take a look at the config and for the circuit folks to intrusively test the circuit.

From: WOOD, BRADLEY D

Sent: Friday, December 15, 2017 8:56 AM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljarrrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have also spoken to Larry this morning and he is going to call me after he makes the changes he spoke to the engineer about if it is not working properly.

Thanks,
Brad

From: SAMSON, RICHARD

Sent: Friday, December 15, 2017 8:49 AM

To: Larry Jarrell <ljarrrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Morning Al & Larry,

Just a quick update. Larry is going to New Albany this a.m. and verify that router is grounded and recycle another box at the location. Once this is done he will get ahold of Tier 2 & GT3 to test further.

The group yesterday were not seeing the drops when Larry was experiencing drops. More to come after Larry arrives on site this a.m. He thought he would be there by 10 a.m. EST.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]

Sent: Friday, December 15, 2017 7:27 AM

To: Al Appel <aappel@associatesin dermatology.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'Priyadarshi, Satya' <sp2170@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'PEPE JR., JAMES' <jp529r@att.com>

Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am going to NA as soon as I am done where I am at.

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On Fri, Dec 15, 2017 at 8:19 AM -0500, "Al Appel" <aappel@associatesin dermatology.com> wrote:

Updates please

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Thursday, December 14, 2017 1:24 PM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Priyadarshi, Satya <sp2170@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

This lagging issue we have checked our network but did not find any issues. We have engaged our higher resolver group to understand the issue. As we are only seeing traffic HTTPS (443) traffic going to 198.36.12.30. No RDP (3389) traffic has been found in our devices.

We will have joint troubleshooting call setup with higher resolver and MSS team to find the root cause of the issue.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



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+: 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Thursday, December 14, 2017 11:32 PM

To: Priyadarshi, Satya <sp2170@intl.att.com>; A, Pradeep Kumar <pa203h@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am still in a meeting. I need to know what you are going to need from me. This will determine if I need to be on site.

Sent from my iPhone

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-----Original Message-----

From: Priyadarshi, Satya [sp2170@intl.att.com]

Sent: Thursday, December 14, 2017 10:53 AM Central Standard Time

To: A, Pradeep Kumar; 'Larry Jarrell'; Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; PEPE JR., JAMES

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Customer was unable to join this call. Once he is available will open the bridge again.

Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: Priyadarshi, Satya

Sent: Thursday, December 14, 2017 10:10 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Larry Jarrell <ljarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Conference details:-

You are invited to attend an AT&T Connect iMeeting .

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To view supported Operating Systems and devices: <http://www.corp.att.com/attconnectsupport/supporteddevices>

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<http://newcou.edc.cingular.net/groups/COU/index.cfm?module=appStore&step=3&appSet=1&applID=160&whereami=appStore> to download the software from the COU Appstore

For dialing-in only:

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2. When prompted, enter the meeting access code: 9226203#

* AT&T direct number (in INDIA): 1800-258-0288. When prompted dial the number: 888-675-2546

* Blackberry (Toll-Free Number): 8886752546x9226203#

* iPhone / Android (Toll-Free Number): 8886752546,,9226203#

* Windows Phone (Toll-Free Number): <tel:8886752546,,9226203#>,

* A number in your country or in a country close to you (may be toll free):

<https://www.teleconference.att.com/servlet/glbAccess?process=1&accessNumber=8886752546&accessCode=9226203>

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Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist

Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India

+91 80 43546366 | sp2170@att.com

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From: A, Pradeep Kumar

Sent: Thursday, December 14, 2017 10:08 PM

To: Larry Jarrell <ljarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; Priyadarshi, Satya <sp2170@intl.att.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN,

SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

Can we get on a call with our higher level team to get this resolved. Satya will share the call details shortly.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]
Sent: Thursday, December 14, 2017 9:27 PM
To: Jarrell, Larry <larry.jarrell@intermedix.com>; A, Pradeep Kumar <pa203h@intl.att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'AI Appel' <aappel@associatesindermatology.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

We are seeing lagging now on the rdp sessions.

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On Thu, Dec 14, 2017 at 10:42 AM -0500, "Jarrell, Larry" <Larry.Jarrell@intermedix.com> wrote:

Adding Srina to email.

Larry Jarrell II

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Thursday, December 14, 2017 9:45 AM
To: Jarrell, Larry; SAMSON, RICHARD; 'AI Appel'; 'Larry Jarrell'
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Can you confirm everything is working fine as expected?

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+: 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * :
pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 7:58 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have the Att network enabled. We are passing traffic through ATT

Sent from my iPhone

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-----Original Message-----

From: Richard Samson [rs862n@abs.att-mail.com]
Sent: Wednesday, December 13, 2017 03:46 PM Central Standard Time
To: Al Appel; 'Larry Jarrell'; 'A, Pradeep Kumar'; Jarrell, Larry
Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Mary Matthies; 'WOOD, BRADLEY D'; Christy Hayes
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm trying to get the same team on board so that we don't go through that again.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Wednesday, December 13, 2017 3:23 PM

To: Richard Samson <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: 'MSS INDIA RM' <rm-MSS_India@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hi Rick,

Will the technician who is reaching out to us Thursday ask us the same questions the technician asked us today, and every day prior to today? We continue to answer the same questions and providing the same answers and the results are the same every day.

Please tell me that your plan for Thursday is different than it was today.

Brad, what can you do for us?

Al

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Wednesday, December 13, 2017 3:13 PM

To: Larry Jarrell <ljjarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>; Al Appel <aappel@associatesin dermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Thanks for working with the GT2 & MIS teams today. I'm understanding that they are going to reach out again on Thursday to continue to work to resolve you issue. I will follow up with you after that testing.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]

Sent: Wednesday, December 13, 2017 12:44 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Users just got kicked out. I am going to switch back to Spectrum.

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Wednesday, December 13, 2017 11:05 AM

To: SAMSON, RICHARD; Al Appel; Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY; Larry Jarrell

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

We have engaged all the necessary stake holders for further investigation.

Will keep the ticket updated on the further proceedings as per our investigation.

Regards,

Pradeep Kumar A

Operations Manager

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: SAMSON, RICHARD
Sent: Wednesday, December 13, 2017 8:14 PM
To: Al Appel <aappel@associatesindermatology.com>; Larry.Jarrell@intermedix.com
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; ljjarrell@psr-cis.com
Subject: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

I'm sorry that I didn't get an update to you sooner. I have been working with the network firewall team and they are working to get a resolution. Currently I have Pradeep Kumar working to set up a call to you guys and explain next steps but, were needing what is found from the network team. I will keep reaching out to get resolution. Please let me know if you need anything else.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Tuesday, December 12, 2017 8:51 AM
To: Al Appel <aappel@associatesindermatology.com>
Cc: Richard Samson <rs862n@abs.att-mail.com>; MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

Regards,
Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <aappel@associatesin dermatology.com> wrote:

Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

Al Appel
Chief Administrative Officer
< >
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Tuesday, December 12, 2017 8:41 AM
To: MSS INDIA RM <rm-MSS_India@intl.att.com>
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; WOOD, BRADLEY D <bw6258@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T

Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: MSS INDIA RM [mailto:rm-MSS_India@intl.att.com]
Sent: Monday, December 11, 2017 10:51 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljjarrell@psr-cis.com; Richard Samson <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi All,

We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

From: PETERSEN, SCOTT
Sent: Friday, December 08, 2017 10:42 PM
To: WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljjarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

Scott Petersen
Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Friday, December 08, 2017 8:15 AM

To: MSS INDIA RM <rm-mss_india@intl.att.com>; Larry.Jarrell@intermedix.com

Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,
Brad

From: MSS INDIA RM

Sent: Friday, December 08, 2017 4:07 AM

To: MSS INDIA RM <rm-mss_india@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; Larry.Jarrell@intermedix.com

Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hello,

As per update in ticket 239089927 from Scott Petersen including Larry Jarrell to the communication.

Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048) anytime for live testing.

Thank you in advance

Best Regards

Adam Duchovic

Sr. Associate, Work Center Tech Support
MSS Global Support

AT&T Services, Inc.

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic
MOBILIZING YOUR WORLD

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*Sincerely,
The AT&T Managed Security Services Team*

From: MSS INDIA RM
Sent: Thursday, December 07, 2017 3:10 AM
To: WOOD, BRADLEY D <bw6258@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljarell@psr-cis.com
Subject: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi Brad,

MSS have a ticket raised for internet traffic is not working for some of the customer networks. Inorder to troubleshoot this we need the customer contact and the time window for live testing. Could you please check with customer and confirm us. Moreover you can directly call our center (+1 877 677 2881 followed with your PIN91048) anytime for live testing.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Friday, December 22, 2017 12:27 PM
To: 'Larry Jarrell'; PEPE JR., JAMES; WOOD, BRADLEY D; SAMSON, RICHARD; A, PRADEEP KUMAR; 'Jarrell, Larry'; PRIYADARSHI, SATYA; SE TC-Cust Experience; BLACK, PAUL E
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; HAYES, CHRISTY; KABA, ARDIAN; PIERSON, ROGER
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

Sounds great, thank you for taking the time to schedule on the 27th.

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: Larry Jarrell [mailto:ljarrell@psr-cis.com]
Sent: Friday, December 22, 2017 12:13 PM
To: PEPE JR., JAMES <jp529r@att.com>; Al Appel <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; KABA, ARDIAN <ak099c@att.com>; PIERSON, ROGER <rp876c@att.com>
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

27th afternoon would work for me.

Get [Outlook for iOS](#)

On Fri, Dec 22, 2017 at 12:10 PM -0500, "PEPE JR., JAMES" <JP529R@att.com> wrote:

I was waiting on Larry's return since he knows the site equipment the best. Circuit has tested clean, so we have the option to replace the Edgewater, but I'd like to get the Wireshark capture before that, and test with Hardware Acceleration enabled on the Edgewater also to see if that makes the difference. I am off on Dec 25 & 26.
Larry, can we schedule for the 27th if you're available?

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Friday, December 22, 2017 11:13 AM
To: WOOD, BRADLEY D <bw6258@att.com>; PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning,

Where are we?

I know we are still running on Spectrum and still paying for AT&T service.

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 20, 2017 1:06 PM
To: PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience

<g06861@att.com>; BLACK, PAUL E <pb7183@att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

James,

Any updates on this, it has been a few days and I have not seen any communication. Larry has wireshark installed per his email so we need to get some movement on this. What are next steps for this?

Thanks,
Brad

From: PEPE JR., JAMES

Sent: Friday, December 15, 2017 4:24 PM

To: WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesindermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Worked with Larry again today.

Larry provided a grounding link to the equipment rack and also reset the Edgewater and Ciena boxes

Issue still persists, lagging response and RDP disconnects

Larry disconnected the firewall and connected his PC directly to the Edgewater, still sees the lagging and disconnects: Ran Speedtest and saw 75M down and fluctuation 3 - 12M up. Removed COS profile and ran speedtest again and got 73M down and 71M up. Due to time constraints we could not validate the tests. Larry also still saw the lagging and RDP disconnect when COS was removed from the router, So I think that confirms COS is not an issue, also in bypassing the clients firewall we've ruled out an issue there also.

Attached PDF depicts the physical network connections

Requesting our Edgewater SME take a look at the config and for the circuit folks to intrusively test the circuit.

From: WOOD, BRADLEY D

Sent: Friday, December 15, 2017 8:56 AM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesindermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have also spoken to Larry this morning and he is going to call me after he makes the changes he spoke to the engineer about if it is not working properly.

Thanks,
Brad

From: SAMSON, RICHARD
Sent: Friday, December 15, 2017 8:49 AM
To: Larry Jarrell <ljarrell@psr-cis.com>; Al Appel <aappel@associatesindermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Morning Al & Larry,

Just a quick update. Larry is going to New Albany this a.m. and verify that router is grounded and recycle another box at the location. Once this is done he will get ahold of Tier 2 & GT3 to test further.

The group yesterday were not seeing the drops when Larry was experiencing drops. More to come after Larry arrives on site this a.m. He thought he would be there by 10 a.m. EST.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]

Sent: Friday, December 15, 2017 7:27 AM

To: Al Appel <aappel@associatesindermatology.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'Priyadarshi, Satya' <sp2170@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'PEPE JR., JAMES' <jp529r@att.com>

Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am going to NA as soon as I am done where I am at.

Get [Outlook for iOS](#)

On Fri, Dec 15, 2017 at 8:19 AM -0500, "Al Appel" <aappel@associatesindermatology.com> wrote:

Updates please

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Thursday, December 14, 2017 1:24 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Priyadarshi, Satya <sp2170@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

This lagging issue we have checked our network but did not find any issues. We have engaged our higher resolver group to understand the issue. As we are only seeing traffic HTTPS (443) traffic going to 198.36.12.30. No RDP (3389) traffic has been found in our devices.

We will have joint troubleshooting call setup with higher resolver and MSS team to find the root cause of the issue.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



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+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Thursday, December 14, 2017 11:32 PM

To: Priyadarshi, Satya <sp2170@intl.att.com>; A, Pradeep Kumar <pa203h@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am still in a meeting. I need to know what you are going to need from me. This will determine if I need to be on site.

Sent from my iPhone

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-----Original Message-----

From: Priyadarshi, Satya [sp2170@intl.att.com]

Sent: Thursday, December 14, 2017 10:53 AM Central Standard Time

To: A, Pradeep Kumar; 'Larry Jarrell'; Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; PEPE JR., JAMES

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Customer was unable to join this call. Once he is available will open the bridge again.

Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist

Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India

+91 80 43546366 | sp2170@att.com

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From: Priyadarshi, Satya

Sent: Thursday, December 14, 2017 10:10 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Larry Jarrell <ljarell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Conference details:-

You are invited to attend an AT&T Connect iMeeting .

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Click here: <https://connect2.uc.att.com/attinc/meet/?ExEventID=89226203>

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To view supported Operating Systems and devices: <http://www.corp.att.com/attconnectsupport/supporteddevices>

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* Blackberry (Toll-Free Number): 8886752546x9226203#

* iPhone / Android (Toll-Free Number): 8886752546,,9226203#

* Windows Phone (Toll-Free Number): [tel:8886752546,,9226203#](tel:8886752546,9226203),

* A number in your country or in a country close to you (may be toll free):

<https://www.teleconference.att.com/servlet/glbAccess?process=1&accessNumber=8886752546&accessCode=9226203>

Powered by AT&T Connect.

Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: A, Pradeep Kumar

Sent: Thursday, December 14, 2017 10:08 PM

To: Larry Jarrell <ljarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; Priyadarshi, Satya <sp2170@intl.att.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

Can we get on a call with our higher level team to get this resolved. Satya will share the call details shortly.

Regards,

Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



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+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]

Sent: Thursday, December 14, 2017 9:27 PM

To: Jarrell, Larry <larry.jarrell@intermedix.com>; A, Pradeep Kumar <pa203h@intl.att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

We are seeing lagging now on the rdp sessions.

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On Thu, Dec 14, 2017 at 10:42 AM -0500, "Jarrell, Larry" <Larry.Jarrell@intermedix.com> wrote:

Adding Srina to email.

Larry Jarrell II

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Thursday, December 14, 2017 9:45 AM
To: Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; 'Larry Jarrell'
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Can you confirm everything is working fine as expected?

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



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+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 7:58 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have the Att network enabled. We are passing traffic through ATT

Sent from my iPhone

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-----Original Message-----

From: Richard Samson [rs862n@abs.att-mail.com]
Sent: Wednesday, December 13, 2017 03:46 PM Central Standard Time
To: Al Appel; 'Larry Jarrell'; 'A, Pradeep Kumar'; Jarrell, Larry
Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Mary Matthies; 'WOOD, BRADLEY D'; Christy Hayes
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm trying to get the same team on board so that we don't go through that again.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 13, 2017 3:23 PM
To: Richard Samson <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Cc: 'MSS INDIA RM' <rm-MSS_India@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hi Rick,

Will the technician who is reaching out to us Thursday ask us the same questions the technician asked us today, and every day prior to today? We continue to answer the same questions and providing the same answers and the results are the same every day.

Please tell me that your plan for Thursday is different than it was today.

Brad, what can you do for us?

AI

AI Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 13, 2017 3:13 PM
To: Larry Jarrell <ljjarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>; AI Appel <aappel@associatesin dermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Thanks for working with the GT2 & MIS teams today. I'm understanding that they are going to reach out again on Thursday to continue to work to resolve you issue. I will follow up with you after that testing.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]

Sent: Wednesday, December 13, 2017 12:44 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Users just got kicked out. I am going to switch back to Spectrum.

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Wednesday, December 13, 2017 11:05 AM

To: SAMSON, RICHARD; Al Appel; Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY; Larry Jarrell

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

We have engaged all the necessary stake holders for further investigation.

Will keep the ticket updated on the further proceedings as per our investigation.

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA

918043546469 | pa203h@intl.att.com



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+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: SAMSON, RICHARD

Sent: Wednesday, December 13, 2017 8:14 PM

To: Al Appel <aappel@associatesin dermatology.com>; Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; ljjarrell@psr-cis.com

Subject: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

I'm sorry that I didn't get an update to you sooner. I have been working with the network firewall team and they are working to get a resolution. Currently I have Pradeep Kumar working to set up a call to you guys and explain next steps but, were needing what is found from the network team. I will keep reaching out to get resolution. Please let me know if you need anything else.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Tuesday, December 12, 2017 8:51 AM

To: Al Appel <aappel@associatesin dermatology.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; ljarell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

Regards,

Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <aappel@associatesin dermatology.com> wrote:

Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

Al Appel

Chief Administrative Officer

<<image001.jpg>>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Tuesday, December 12, 2017 8:41 AM

To: MSS INDIA RM <rm-MSS_India@intl.att.com>

Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; WOOD, BRADLEY D <bw6258@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

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After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: MSS INDIA RM [mailto:rm-MSS_India@intl.att.com]

Sent: Monday, December 11, 2017 10:51 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com

Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Richard Samson <rs862n@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi All,

We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team

AT&T Technology Operations

Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

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*Sincerely,
The AT&T Managed Security Services Team*

From: PETERSEN, SCOTT
Sent: Friday, December 08, 2017 10:42 PM
To: WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Friday, December 08, 2017 8:15 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,
Brad

From: MSS INDIA RM
Sent: Friday, December 08, 2017 4:07 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hello,

As per update in ticket 239089927 from Scott Petersen including Larry Jarrell to the communication.

Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048) anytime for live testing.

Thank you in advance

Best Regards

Adam Duchovic

Sr. Associate, Work Center Tech Support
MSS Global Support

AT&T Services, Inc.

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic
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*Sincerely,
The AT&T Managed Security Services Team*

From: MSS INDIA RM
Sent: Thursday, December 07, 2017 3:10 AM

To: WOOD, BRADLEY D <bw6258@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljarell@psr-cis.com

Subject: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi Brad,

MSS have a ticket raised for internet traffic is not working for some of the customer networks. Inorder to troubleshoot this we need the customer contact and the time window for live testing. Could you please check with customer and confirm us. Moreover you can directly call our center (+1 877 677 2881 followed with your PIN91048) anytime for live testing.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team

AT&T Technology Operations

Global Delivery & Assurance

Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

Sincerely,

The AT&T Managed Security Services Team

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ENDRES, JAM (Legal)

From: Larry Jarrell <ljarrell@psr-cis.com>
Sent: Friday, December 22, 2017 12:13 PM
To: PEPE JR., JAMES; Al Appel; WOOD, BRADLEY D; SAMSON, RICHARD; A, PRADEEP KUMAR; 'Jarrell, Larry'; PRIYADARSHI, SATYA; SE TC-Cust Experience; BLACK, PAUL E
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; HAYES, CHRISTY; KABA, ARDIAN; PIERSON, ROGER
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

27th afternoon would work for me.

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On Fri, Dec 22, 2017 at 12:10 PM -0500, "PEPE JR., JAMES" <JP529R@att.com> wrote:

I was waiting on Larrys return since he knows the site equipment the best.
Circuit has tested clean, so we have the option to replace the Edgewater, but I'd like to get the Wireshark capture before that , and test with Hardware Acceleration enabled on the Edgewater also to see if that make the difference.
I am off on Dec 25 &26.
Larry , can we schedule for the 27th if your available ?

From: Al Appel [mailto:aappel@associatesindermatology.com]
Sent: Friday, December 22, 2017 11:13 AM
To: WOOD, BRADLEY D <bw6258@att.com>; PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning,

Where are we?

I know we are still running on Spectrum and still paying for AT&T service.

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 20, 2017 1:06 PM
To: PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesindermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

James,

Any updates on this, it has been a few days and I have not seen any communication. Larry has wireshark installed per his email so we need to get some movement on this. What are next steps for this?

Thanks,
Brad

From: PEPE JR., JAMES
Sent: Friday, December 15, 2017 4:24 PM
To: WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesindermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Worked with Larry again today.

Larry provided a grounding link to the equipment rack and also reset the Edgewater and Ciena boxes
Issue still persists, lagging response and RDP disconnects

Larry disconnected the firewall and connected his PC directly to the Edgewater, still sees the lagging and disconnects:
Ran Speedtest and saw 75M down and fluctuation 3 - 12M up. Removed COS profile and ran speedtest again and got 73M down and 71M up. Due to time constraints we could not validate the tests. Larry also still saw the lagging and RDP

disconnect when COS was removed from the router, So I think that confirms COS is not an issue, also in bypassing the clients firewall we've ruled out an issue there also.

Attached PDF depicts the physical network connections

Requesting our Edgewater SME take a look at the config and for the circuit folks to intrusively test the circuit.

From: WOOD, BRADLEY D

Sent: Friday, December 15, 2017 8:56 AM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesindermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>
Cc: MISS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have also spoken to Larry this morning and he is going to call me after he makes the changes he spoke to the engineer about if it is not working properly.

Thanks,
Brad

From: SAMSON, RICHARD

Sent: Friday, December 15, 2017 8:49 AM

To: Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesindermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Morning Al & Larry,

Just a quick update. Larry is going to New Albany this a.m. and verify that router is grounded and recycle another box at the location. Once this is done he will get ahold of Tier 2 & GT3 to test further.

The group yesterday were not seeing the drops when Larry was experiencing drops. More to come after Larry arrives on site this a.m. He thought he would be there by 10 a.m. EST.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]

Sent: Friday, December 15, 2017 7:27 AM

To: Al Appel <aappel@associatesindermatology.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'Priyadarshi, Satya' <sp2170@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'PEPE JR., JAMES' <jp529r@att.com>

Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am going to NA as soon as I am done where I am at.

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On Fri, Dec 15, 2017 at 8:19 AM -0500, "Al Appel" <aappel@associatesindermatology.com> wrote:

Updates please

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Thursday, December 14, 2017 1:24 PM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Priyadarshi, Satya <sp2170@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

This lagging issue we have checked our network but did not find any issues. We have engaged our higher resolver group to understand the issue. As we are only seeing traffic HTTPS (443) traffic going to 198.36.12.30. No RDP (3389) traffic has been found in our devices.

We will have joint troubleshooting call setup with higher resolver and MSS team to find the root cause of the issue.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



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+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * :
pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 11:32 PM
To: Priyadarshi, Satya <sp2170@intl.att.com>; A, Pradeep Kumar <pa203h@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am still in a meeting. I need to know what you are going to need from me. This will determine if I need to be on site.

Sent from my iPhone

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-----Original Message-----

From: Priyadarshi, Satya [sp2170@intl.att.com]
Sent: Thursday, December 14, 2017 10:53 AM Central Standard Time
To: A, Pradeep Kumar; 'Larry Jarrell'; Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; PEPE JR., JAMES
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Customer was unable to join this call. Once he is available will open the bridge again.

Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: Priyadarshi, Satya

Sent: Thursday, December 14, 2017 10:10 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Conference details:-

You are invited to attend an AT&T Connect iMeeting .

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To view supported Operating Systems and devices: <http://www.corp.att.com/attconnectsupport/supporteddevices>

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<http://newcou.edc.cingular.net/groups/COU/index.cfm?module=appStore&step=3&appSet=1&appId=160&whereami=appStore> to download the software from the COU Appstore

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1. Dial one of the numbers listed below

2. When prompted, enter the meeting access code: 9226203#

* AT&T direct number (in INDIA): 1800-258-0288. When prompted dial the number: 888-675-2546

* Blackberry (Toll-Free Number): 8886752546x9226203#

* iPhone / Android (Toll-Free Number): 8886752546,,9226203#

* Windows Phone (Toll-Free Number): <tel:8886752546,,9226203#>,

* A number in your country or in a country close to you (may be toll free):

<https://www.teleconference.att.com/servlet/glbAccess?process=1&accessNumber=8886752546&accessCode=9226203>

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Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: A, Pradeep Kumar

Sent: Thursday, December 14, 2017 10:08 PM

To: Larry Jarrell <ljarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; Priyadarshi, Satya <sp2170@intl.att.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

Can we get on a call with our higher level team to get this resolved. Satya will share the call details shortly.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]
Sent: Thursday, December 14, 2017 9:27 PM
To: Jarrell, Larry <larry.jarrell@intermedix.com>; A, Pradeep Kumar <pa203h@intl.att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'AI Appel' <aappel@associatesindermatology.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

We are seeing lagging now on the rdp sessions.

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On Thu, Dec 14, 2017 at 10:42 AM -0500, "Jarrell, Larry" <Larry.Jarrell@intermedix.com> wrote:

Adding Srina to email.

Larry Jarrell II

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Thursday, December 14, 2017 9:45 AM
To: Jarrell, Larry; SAMSON, RICHARD; 'AI Appel'; 'Larry Jarrell'
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Can you confirm everything is working fine as expected?

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore - 560037. India. :: +91-80-43546469, * :
pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 7:58 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>
Cc: MSS INDIA RM <rm-MSS India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have the Att network enabled. We are passing traffic through ATT

Sent from my iPhone

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-----Original Message-----

From: Richard Samson [rs862n@abs.att-mail.com]
Sent: Wednesday, December 13, 2017 03:46 PM Central Standard Time
To: Al Appel; 'Larry Jarrell'; 'A, Pradeep Kumar'; Jarrell, Larry
Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Mary Matthies; 'WOOD, BRADLEY D'; Christy Hayes
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm trying to get the same team on board so that we don't go through that again.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Wednesday, December 13, 2017 3:23 PM

To: Richard Samson <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: 'MSS INDIA RM' <rm-MSS India@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hi Rick,

Will the technician who is reaching out to us Thursday ask us the same questions the technician asked us today, and every day prior to today? We continue to answer the same questions and providing the same answers and the results are the same every day.

Please tell me that your plan for Thursday is different than it was today.

Brad, what can you do for us?

Al

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Wednesday, December 13, 2017 3:13 PM

To: Larry Jarrell <ljarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>; Al Appel <aappel@associatesin dermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: MSS INDIA RM <rm-MSS India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott

Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Thanks for working with the GT2 & MIS teams today. I'm understanding that they are going to reach out again on Thursday to continue to work to resolve your issue. I will follow up with you after that testing.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]

Sent: Wednesday, December 13, 2017 12:44 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Users just got kicked out. I am going to switch back to Spectrum.

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Wednesday, December 13, 2017 11:05 AM

To: SAMSON, RICHARD; Al Appel; Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY; Larry Jarrell

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

We have engaged all the necessary stake holders for further investigation.

Will keep the ticket updated on the further proceedings as per our investigation.

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: SAMSON, RICHARD
Sent: Wednesday, December 13, 2017 8:14 PM
To: Al Appel <aappel@associatesin dermatology.com>; Larry.Jarrell@intermedix.com
Cc: MSS INDIA RM <rm-MSS_india@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; ljarrell@psr-cis.com
Subject: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

I'm sorry that I didn't get an update to you sooner. I have been working with the network firewall team and they are working to get a resolution. Currently I have Pradeep Kumar working to set up a call to you guys and explain next steps but, were needing what is found from the network team. I will keep reaching out to get resolution. Please let me know if you need anything else.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Tuesday, December 12, 2017 8:51 AM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: Richard Samson <rs862n@abs.att-mail.com>; MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; ljarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

Regards,
Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <aappel@associatesindermatology.com> wrote:

Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Tuesday, December 12, 2017 8:41 AM
To: MSS INDIA RM <rm-MSS_India@intl.att.com>
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; WOOD, BRADLEY D <bw6258@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

Thank you,

Rick Samson

Executive Escalation Manager
Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: MSS INDIA RM [mailto:rm-MSS_India@intl.att.com]

Sent: Monday, December 11, 2017 10:51 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com

Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Richard Samson <rs862n@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi All,

We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

Sincerely,

The AT&T Managed Security Services Team

From: PETERSEN, SCOTT

Sent: Friday, December 08, 2017 10:42 PM

To: WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com

Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Friday, December 08, 2017 8:15 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com;
ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,
Brad

From: MSS INDIA RM
Sent: Friday, December 08, 2017 4:07 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>;
Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com;
ljjarrell@psr-cis.com; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hello,

As per update in ticket 239089927 from Scott Petersen including Larry Jarrell to the communication.

Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048) anytime for live testing.

Thank you in advance

Best Regards

Adam Duchovic

Sr. Associate, Work Center Tech Support
MSS Global Support

AT&T Services, Inc.

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic
MOBILIZING YOUR WORLD

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*Sincerely,
The AT&T Managed Security Services Team*

From: MSS INDIA RM

Sent: Thursday, December 07, 2017 3:10 AM

To: WOOD, BRADLEY D <bw6258@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com

Subject: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi Brad,

MSS have a ticket raised for internet traffic is not working for some of the customer networks. Inorder to troubleshoot this we need the customer contact and the time window for live testing. Could you please check with customer and confirm us. Moreover you can directly call our center (+1 877 677 2881 followed with your PIN91048) anytime for live testing.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

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ENDRES, JAM (Legal)

From: PEPE JR., JAMES
Sent: Friday, December 22, 2017 12:10 PM
To: Al Appel; WOOD, BRADLEY D; SAMSON, RICHARD; 'Larry Jarrell'; A, PRADEEP KUMAR; 'Jarrell, Larry'; PRIYADARSHI, SATYA; SE TC-Cust Experience; BLACK, PAUL E
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; HAYES, CHRISTY; KABA, ARDIAN; PIERSON, ROGER
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

I was waiting on Larrys return since he knows the site equipment the best.
Circuit has tested clean, so we have the option to replace the Edgewater, but I'd like to get the Wireshark capture before that , and test with Hardware Acceleration enabled on the Edgewater also to see if that make the difference.
I am off on Dec 25 &26.
Larry , can we schedule for the 27th if your available ?

From: Al Appel [mailto:aappel@associatesin dermatology.com]
Sent: Friday, December 22, 2017 11:13 AM
To: WOOD, BRADLEY D <bw6258@att.com>; PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Good morning,

Where are we?

I know we are still running on Spectrum and still paying for AT&T service.

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599

<aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry'
<larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN,
SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY
<ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have also spoken to Larry this morning and he is going to call me after he makes the changes he spoke to the engineer about if it is not working properly.

Thanks,
Brad

From: SAMSON, RICHARD
Sent: Friday, December 15, 2017 8:49 AM
To: Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Morning Al & Larry,

Just a quick update. Larry is going to New Albany this a.m. and verify that router is grounded and recycle another box at the location. Once this is done he will get ahold of Tier 2 & GT3 to test further.

The group yesterday were not seeing the drops when Larry was experiencing drops. More to come after Larry arrives on site this a.m. He thought he would be there by 10 a.m. EST.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]
Sent: Friday, December 15, 2017 7:27 AM
To: Al Appel <aappel@associatesin dermatology.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'Priyadarshi, Satya' <sp2170@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'PEPE JR., JAMES' <jp529r@att.com>
Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am going to NA as soon as I am done where I am at.

Get [Outlook for iOS](#)

On Fri, Dec 15, 2017 at 8:19 AM -0500, "Al Appel" <aappel@associatesin dermatology.com> wrote:

Updates please

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Thursday, December 14, 2017 1:24 PM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Priyadarshi, Satya <sp2170@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

This lagging issue we have checked our network but did not find any issues. We have engaged our higher resolver group to understand the issue. As we are only seeing traffic HTTPS (443) traffic going to 198.36.12.30. No RDP (3389) traffic has been found in our devices.

We will have joint troubleshooting call setup with higher resolver and MSS team to find the root cause of the issue.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037, India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 11:32 PM
To: Priyadarshi, Satya <sp2170@intl.att.com>; A, Pradeep Kumar <pa203h@intl.att.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am still in a meeting. I need to know what you are going to need from me. This will determine if I need to be on site.

Sent from my iPhone

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-----Original Message-----

From: Priyadarshi, Satya [sp2170@intl.att.com]
Sent: Thursday, December 14, 2017 10:53 AM Central Standard Time
To: A, Pradeep Kumar; 'Larry Jarrell'; Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; PEPE JR., JAMES
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Customer was unable to join this call. Once he is available will open the bridge again.

Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: Priyadarshi, Satya

Sent: Thursday, December 14, 2017 10:10 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Larry Jarrell <ljarell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Conference details:-

You are invited to attend an AT&T Connect iMeeting .

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=====

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To view supported Operating Systems and devices: <http://www.corp.att.com/attconnectsupport/supporteddevices>

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<http://newcou.edc.cingular.net/groups/COU/index.cfm?module=appStore&step=3&appSet=1&appID=160&whereami=appStore> to download the software from the COU Appstore

For dialing-in only:

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2. When prompted, enter the meeting access code: 9226203#
 - * AT&T direct number (in INDIA): 1800-258-0288. When prompted dial the number: 888-675-2546
 - * Blackberry (Toll-Free Number): 8886752546x9226203#
 - * iPhone / Android (Toll-Free Number): 8886752546,,9226203#
 - * Windows Phone (Toll-Free Number): <tel:8886752546,,9226203#>,

* A number in your country or in a country close to you (may be toll free):

<https://www.teleconference.att.com/servlet/glbAccess?process=1&accessNumber=8886752546&accessCode=922620>

3

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Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: A, Pradeep Kumar

Sent: Thursday, December 14, 2017 10:08 PM

To: Larry Jarrell <ljjarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; Priyadarshi, Satya <sp2170@intl.att.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

Can we get on a call with our higher level team to get this resolved. Satya will share the call details shortly.

Regards,

Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



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+: 6th Floor, Wing "B", Salarpuria Softzone,Sarjapur Outer Ring Road,Bellandur Post,Bangalore – 560037. India. :: +91-80-43546469, * :
pa203h@intl.att.com

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]
Sent: Thursday, December 14, 2017 9:27 PM
To: Jarrell, Larry <larry.jarrell@intermedix.com>; A, Pradeep Kumar <pa203h@intl.att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

We are seeing lagging now on the rdp sessions.

Get [Outlook for iOS](#)

On Thu, Dec 14, 2017 at 10:42 AM -0500, "Jarrell, Larry" <Larry.Jarrell@intermedix.com> wrote:

Adding Srina to email.

Larry Jarrell II

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Thursday, December 14, 2017 9:45 AM
To: Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; 'Larry Jarrell'
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Can you confirm everything is working fine as expected?

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



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pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 7:58 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have the Att network enabled. We are passing traffic through ATT

Sent from my iPhone

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-----Original Message-----

From: Richard Samson [rs862n@abs.att-mail.com]
Sent: Wednesday, December 13, 2017 03:46 PM Central Standard Time
To: Al Appel; 'Larry Jarrell'; 'A, Pradeep Kumar'; Jarrell, Larry
Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Mary Matthies; 'WOOD, BRADLEY D'; Christy Hayes
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm trying to get the same team on board so that we don't go through that again.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 13, 2017 3:23 PM
To: Richard Samson <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: 'MSS INDIA RM' <rm-MSS_India@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hi Rick,

Will the technician who is reaching out to us Thursday ask us the same questions the technician asked us today, and every day prior to today? We continue to answer the same questions and providing the same answers and the results are the same every day.

Please tell me that your plan for Thursday is different than it was today.

Brad, what can you do for us?

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Wednesday, December 13, 2017 3:13 PM

To: Larry Jarrell <ljjarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>; Al Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Thanks for working with the GT2 & MIS teams today. I'm understanding that they are going to reach out again on Thursday to continue to work to resolve you issue. I will follow up with you after that testing.

Thank you,
Rick Samson

Executive Escalation Manager
Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]

Sent: Wednesday, December 13, 2017 12:44 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Users just got kicked out. I am going to switch back to Spectrum.

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Wednesday, December 13, 2017 11:05 AM

To: SAMSON, RICHARD; Al Appel; Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY; Larry Jarrell

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

We have engaged all the necessary stake holders for further investigation.

Will keep the ticket updated on the further proceedings as per our investigation.

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA

918043546469 | pa203h@intl.att.com



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+: 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: SAMSON, RICHARD

Sent: Wednesday, December 13, 2017 8:14 PM

To: Al Appel <aappel@associatesin dermatology.com>; Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; ljjarrell@psr-cis.com
Subject: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

I'm sorry that I didn't get an update to you sooner. I have been working with the network firewall team and they are working to get a resolution. Currently I have Pradeep Kumar working to set up a call to you guys and explain next steps but, were needing what is found from the network team. I will keep reaching out to get resolution. Please let me know if you need anything else.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Tuesday, December 12, 2017 8:51 AM

To: Al Appel <aappel@associatesin dermatology.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

Regards,

Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <aappel@associatesin dermatology.com> wrote:

Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Tuesday, December 12, 2017 8:41 AM
To: MSS INDIA RM <rm-MSS_India@intl.att.com>
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; WOOD, BRADLEY D <bw6258@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: MSS INDIA RM [mailto:rm-MSS_India@intl.att.com]
Sent: Monday, December 11, 2017 10:51 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljjarrell@psr-cis.com; Richard Samson <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi All,

We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

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*Sincerely,
The AT&T Managed Security Services Team*

From: PETERSEN, SCOTT
Sent: Friday, December 08, 2017 10:42 PM
To: WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Friday, December 08, 2017 8:15 AM

To: MSS INDIA RM <rm-mss_india@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesin dermatology.com;
ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,
Brad

From: MSS INDIA RM
Sent: Friday, December 08, 2017 4:07 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>;
Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesin dermatology.com;
ljjarrell@psr-cis.com; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hello,

As per update in ticket 239089927 from Scott Petersen including Larry Jarrell to the communication.

Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048) anytime for live testing.

Thank you in advance

Best Regards

Adam Duchovic

Sr. Associate, Work Center Tech Support
MSS Global Support

AT&T Services, Inc.

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic
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Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

From: MSS INDIA RM
Sent: Thursday, December 07, 2017 3:10 AM
To: WOOD, BRADLEY D <bw6258@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljarell@psr-cis.com
Subject: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi Brad,

MSS have a ticket raised for internet traffic is not working for some of the customer networks. In order to troubleshoot this we need the customer contact and the time window for live testing. Could you please check with customer and confirm us. Moreover you can directly call our center (+1 877 677 2881 followed with your PIN91048) anytime for live testing.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Friday, December 22, 2017 11:13 AM
To: WOOD, BRADLEY D; PEPE JR., JAMES; SAMSON, RICHARD; 'Larry Jarrell'; A, PRADEEP KUMAR; 'Jarrell, Larry'; PRIYADARSHI, SATYA; SE TC-Cust Experience; BLACK, PAUL E
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

Good morning,

Where are we?

I know we are still running on Spectrum and still paying for AT&T service.

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: WOOD, BRADLEY D [mailto:bw6258@att.com]
Sent: Wednesday, December 20, 2017 1:06 PM
To: PEPE JR., JAMES <JP529R@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

James,

Any updates on this, it has been a few days and I have not seen any communication. Larry has Wireshark installed per his email so we need to get some movement on this. What are the next steps for this?

Thanks,
Brad

From: PEPE JR., JAMES

Sent: Friday, December 15, 2017 4:24 PM

To: WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Worked with Larry again today.

Larry provided a grounding link to the equipment rack and also reset the Edgewater and Ciena boxes

Issue still persists, lagging response and RDP disconnects

Larry disconnected the firewall and connected his PC directly to the Edgewater, still sees the lagging and disconnects: Ran Speedtest and saw 75M down and fluctuation 3 - 12M up. Removed COS profile and ran speedtest again and got 73M down and 71M up. Due to time constraints we could not validate the tests. Larry also still saw the lagging and RDP disconnect when COS was removed from the router, so I think that confirms COS is not an issue, also in bypassing the client's firewall we've ruled out an issue there also.

Attached PDF depicts the physical network connections

Requesting our Edgewater SME take a look at the config and for the circuit folks to intrusively test the circuit.

From: WOOD, BRADLEY D

Sent: Friday, December 15, 2017 8:56 AM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have also spoken to Larry this morning and he is going to call me after he makes the changes he spoke to the engineer about if it is not working properly.

Thanks,
Brad

From: SAMSON, RICHARD

Sent: Friday, December 15, 2017 8:49 AM

To: Larry Jarrell <ljarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Morning Al & Larry,

Just a quick update. Larry is going to New Albany this a.m. and verify that router is grounded and recycle another box at the location. Once this is done he will get ahold of Tier 2 & GT3 to test further.

The group yesterday were not seeing the drops when Larry was experiencing drops. More to come after Larry arrives on site this a.m. He thought he would be there by 10 a.m. EST.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]

Sent: Friday, December 15, 2017 7:27 AM

To: Al Appel <aappel@associatesin dermatology.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'Priyadarshi, Satya' <sp2170@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'PEPE JR., JAMES' <jp529r@att.com>

Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am going to NA as soon as I am done where I am at.

Get [Outlook for iOS](#)

On Fri, Dec 15, 2017 at 8:19 AM -0500, "Al Appel" <aappel@associatesin dermatology.com> wrote:

Updates please

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Thursday, December 14, 2017 1:24 PM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Priyadarshi, Satya <sp2170@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

This lagging issue we have checked our network but did not find any issues. We have engaged our higher resolver group to understand the issue. As we are only seeing traffic HTTPS (443) traffic going to 198.36.12.30. No RDP (3389) traffic has been found in our devices.

We will have joint troubleshooting call setup with higher resolver and MSS team to find the root cause of the issue.

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



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+: 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Thursday, December 14, 2017 11:32 PM

To: Priyadarshi, Satya <sp2170@intl.att.com>; A, Pradeep Kumar <pa203h@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am still in a meeting. I need to know what you are going to need from me. This will determine if I need to be on site.

Sent from my iPhone

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-----Original Message-----

From: Priyadarshi, Satya [sp2170@intl.att.com]

Sent: Thursday, December 14, 2017 10:53 AM Central Standard Time

To: A, Pradeep Kumar; 'Larry Jarrell'; Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; PEPE JR., JAMES

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Customer was unable to join this call. Once he is available will open the bridge again.

Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: Priyadarshi, Satya

Sent: Thursday, December 14, 2017 10:10 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Larry Jarrell <ljarrell@psr-cis.com>; Jarrell, Larry

<larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel'
<aappel@associatesin dermatology.com>; PEPE JR., JAMES <jp529r@att.com>
Cc: MSS INDIA RM <rm-MSS India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN,
SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D
<bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

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* Blackberry (Toll-Free Number): 8886752546x9226203#

* iPhone / Android (Toll-Free Number): 8886752546,,9226203#

* Windows Phone (Toll-Free Number): <tel:8886752546,,9226203#>,

* A number in your country or in a country close to you (may be toll free):

<https://www.teleconference.att.com/servlet/glbAccess?process=1&accessNumber=8886752546&accessCode=9226203>

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Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist

Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India

+91 80 43546366 | sp2170@att.com

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From: A, Pradeep Kumar

Sent: Thursday, December 14, 2017 10:08 PM

To: Larry Jarrell <ljarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; Priyadarshi, Satya <sp2170@intl.att.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

Can we get on a call with our higher level team to get this resolved. Satya will share the call details shortly.

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]

Sent: Thursday, December 14, 2017 9:27 PM

To: Jarrell, Larry <larry.jarrell@intermedix.com>; A, Pradeep Kumar <pa203h@intl.att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

We are seeing lagging now on the rdp sessions.

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On Thu, Dec 14, 2017 at 10:42 AM -0500, "Jarrell, Larry" <Larry.Jarrell@intermedix.com> wrote:

Adding Srina to email.

Larry Jarrell II

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Thursday, December 14, 2017 9:45 AM

To: Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; 'Larry Jarrell'

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Can you confirm everything is working fine as expected?

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA

918043546469 | pa203h@intl.att.com



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+: 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Thursday, December 14, 2017 7:58 PM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have the Att network enabled. We are passing traffic through ATT

Sent from my iPhone

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-----Original Message-----

From: Richard Samson [rs862n@abs.att-mail.com]

Sent: Wednesday, December 13, 2017 03:46 PM Central Standard Time

To: Al Appel; 'Larry Jarrell'; 'A, Pradeep Kumar'; Jarrell, Larry

Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Mary Matthies; 'WOOD, BRADLEY D'; Christy Hayes

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm trying to get the same team on board so that we don't go through that again.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Wednesday, December 13, 2017 3:23 PM

To: Richard Samson <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: 'MSS INDIA RM' <rm-MSS_India@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hi Rick,

Will the technician who is reaching out to us Thursday ask us the same questions the technician asked us today, and every day prior to today? We continue to answer the same questions and providing the same answers and the results are the same every day.

Please tell me that your plan for Thursday is different than it was today.

Brad, what can you do for us?

Al

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 13, 2017 3:13 PM
To: Larry Jarrell <ljarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>; Al Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Thanks for working with the GT2 & MIS teams today. I'm understanding that they are going to reach out again on Thursday to continue to work to resolve you issue. I will follow up with you after that testing.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]
Sent: Wednesday, December 13, 2017 12:44 PM
To: A, Pradeep Kumar <pa203h@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Users just got kicked out. I am going to switch back to Spectrum.

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Wednesday, December 13, 2017 11:05 AM

To: SAMSON, RICHARD; Al Appel; Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY; Larry Jarrell

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

We have engaged all the necessary stake holders for further investigation.

Will keep the ticket updated on the further proceedings as per our investigation.

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

AT&T

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918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+: 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * :
pa203h@intl.att.com

From: SAMSON, RICHARD

Sent: Wednesday, December 13, 2017 8:14 PM

To: Al Appel <aappel@associatesindermatology.com>; Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; ljarrell@psr-cis.com

Subject: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

I'm sorry that I didn't get an update to you sooner. I have been working with the network firewall team and they are working to get a resolution. Currently I have Pradeep Kumar working to set up a call to you guys and explain next steps but, were needing what is found from the network team. I will keep reaching out to get resolution. Please let me know if you need anything else.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Tuesday, December 12, 2017 8:51 AM

To: Al Appel <aappel@associatesin dermatology.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

Regards,
Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <aappel@associatesin dermatology.com> wrote:

Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Tuesday, December 12, 2017 8:41 AM

To: MSS INDIA RM <rm-MSS_India@intl.att.com>

Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com;

ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com;
WOOD, BRADLEY D <bw6258@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes
<ch052e@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

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From: MSS INDIA RM [mailto:rm-MSS_India@intl.att.com]

Sent: Monday, December 11, 2017 10:51 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com

Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com;
ljjarrell@psr-cis.com; Richard Samson <rs862n@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi All,

We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team

AT&T Technology Operations

Global Delivery & Assurance

Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

Sincerely,

The AT&T Managed Security Services Team

From: PETERSEN, SCOTT
Sent: Friday, December 08, 2017 10:42 PM
To: WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>;
Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com;
ljjarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Friday, December 08, 2017 8:15 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesin dermatology.com;
ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,
Brad

From: MSS INDIA RM
Sent: Friday, December 08, 2017 4:07 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>;
Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesin dermatology.com;
ljjarrell@psr-cis.com; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hello,

As per update in ticket 239089927 from Scott Petersen including Larry Jarrell to the communication.

Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048) anytime for live testing.

Thank you in advance

Best Regards

Adam Duchovic

Sr. Associate, Work Center Tech Support
MSS Global Support

AT&T Services, Inc.

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic
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*Sincerely,
The AT&T Managed Security Services Team*

From: MSS INDIA RM
Sent: Thursday, December 07, 2017 3:10 AM
To: WOOD, BRADLEY D <bw6258@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljarrell@psr-cis.com
Subject: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi Brad,

MSS have a ticket raised for internet traffic is not working for some of the customer networks. Inorder to troubleshoot this we need the customer contact and the time window for live testing. Could you please check with customer and confirm us. Moreover you can directly call our center (+1 877 677 2881 followed with your PIN91048) anytime for live testing.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

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ENDRES, JAM (Legal)

From: Larry Jarrell <ljarrell@psr-cis.com>
Sent: Wednesday, December 20, 2017 1:13 PM
To: WOOD, BRADLEY D; PEPE JR., JAMES; SAMSON, RICHARD; Al Appel; A, PRADEEP KUMAR; 'Jarrell, Larry'; PRIYADARSHI, SATYA; SE TC-Cust Experience; BLACK, PAUL E
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; HAYES, CHRISTY
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

We haven't set a time yet. I am down with the FLU. We can get it on a desktop if needed.

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On Wed, Dec 20, 2017 at 1:06 PM -0500, "WOOD, BRADLEY D" <bw6258@att.com> wrote:

James,

Any updates on this, it has been a few days and I have not seen any communication. Larry has wireshark installed per his email so we need to get some movement on this. What are next steps for this?

Thanks,
Brad

From: PEPE JR., JAMES
Sent: Friday, December 15, 2017 4:24 PM
To: WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljarrell@psr-cis.com>; Al Appel <aappel@associatesindermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Worked with Larry again today.

Larry provided a grounding link to the equipment rack and also reset the Edgewater and Ciena boxes

Issue still persists, lagging response and RDP disconnects

Larry disconnected the firewall and connected his PC directly to the Edgewater, still sees the lagging and disconnects: Ran Speedtest and saw 75M down and fluctuation 3 - 12M up. Removed COS profile and ran speedtest again and got 73M down and 71M up. Due to time constraints we could not validate the tests. Larry also still saw the lagging and RDP disconnect when COS was removed from the router, So I think that confirms COS is not an issue, also in bypassing the clients firewall we've ruled out an issue there also.

Attached PDF depicts the physical network connections

Requesting our Edgewater SME take a look at the config and for the circuit folks to intrusively test the circuit.

From: WOOD, BRADLEY D

Sent: Friday, December 15, 2017 8:56 AM

To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have also spoken to Larry this morning and he is going to call me after he makes the changes he spoke to the engineer about if it is not working properly.

Thanks,
Brad

From: SAMSON, RICHARD

Sent: Friday, December 15, 2017 8:49 AM

To: Larry Jarrell <ljjarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Morning Al & Larry,

Just a quick update. Larry is going to New Albany this a.m. and verify that router is grounded and recycle another box at the location. Once this is done he will get ahold of Tier 2 & GT3 to test further.

The group yesterday were not seeing the drops when Larry was experiencing drops. More to come after Larry arrives on site this a.m. He thought he would be there by 10 a.m. EST.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]

Sent: Friday, December 15, 2017 7:27 AM

To: Al Appel <aappel@associatesin dermatology.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'Priyadarshi, Satya' <sp2170@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'PEPE JR., JAMES' <jp529r@att.com>

Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D'

<bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am going to NA as soon as I am done where I am at.

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On Fri, Dec 15, 2017 at 8:19 AM -0500, "Al Appel" <aappel@associatesin dermatology.com> wrote:

Updates please

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Thursday, December 14, 2017 1:24 PM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Priyadarshi, Satya <sp2170@intl.att.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

This lagging issue we have checked our network but did not find any issues. We have engaged our higher resolver group to understand the issue. As we are only seeing traffic HTTPS (443) traffic going to 198.36.12.30. No RDP (3389) traffic has been found in our devices.

We will have joint troubleshooting call setup with higher resolver and MSS team to find the root cause of the issue.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



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pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 11:32 PM
To: Priyadarshi, Satya <sp2170@intl.att.com>; A, Pradeep Kumar <pa203h@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am still in a meeting. I need to know what you are going to need from me. This will determine if I need to be on site.

Sent from my iPhone

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-----Original Message-----

From: Priyadarshi, Satya [sp2170@intl.att.com]
Sent: Thursday, December 14, 2017 10:53 AM Central Standard Time
To: A, Pradeep Kumar; 'Larry Jarrell'; Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; PEPE JR., JAMES
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Customer was unable to join this call. Once he is available will open the bridge again.

Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: Priyadarshi, Satya

Sent: Thursday, December 14, 2017 10:10 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

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<http://newcou.edc.cingular.net/groups/COU/index.cfm?module=appStore&step=3&appSet=1&appID=160&whereami=appStore> to download the software from the COU Appstore

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2. When prompted, enter the meeting access code: 9226203#

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- * Blackberry (Toll-Free Number): 8886752546x9226203#
- * iPhone / Android (Toll-Free Number): 8886752546,,9226203#
- * Windows Phone (Toll-Free Number): <tel:8886752546,,9226203#>,
- * A number in your country or in a country close to you (may be toll free):

<https://www.teleconference.att.com/servlet/glbAccess?process=1&accessNumber=8886752546&accessCode=9226203>

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Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
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Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: A, Pradeep Kumar

Sent: Thursday, December 14, 2017 10:08 PM

To: Larry Jarrell <ljarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; Priyadarshi, Satya <sp2170@intl.att.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

Can we get on a call with our higher level team to get this resolved. Satya will share the call details shortly.

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]
Sent: Thursday, December 14, 2017 9:27 PM
To: Jarrell, Larry <larry.jarrell@intermedix.com>; A, Pradeep Kumar <pa203h@intl.att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

We are seeing lagging now on the rdp sessions.

Get [Outlook for iOS](#)

On Thu, Dec 14, 2017 at 10:42 AM -0500, "Jarrell, Larry" <Larry.Jarrell@intermedix.com> wrote:

Adding Srina to email.

Larry Jarrell II

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Thursday, December 14, 2017 9:45 AM
To: Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; 'Larry Jarrell'
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Can you confirm everything is working fine as expected?

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 7:58 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have the Att network enabled. We are passing traffic through ATT

Sent from my iPhone

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-----Original Message-----

From: Richard Samson [rs862n@abs.att-mail.com]
Sent: Wednesday, December 13, 2017 03:46 PM Central Standard Time
To: Al Appel; 'Larry Jarrell'; 'A, Pradeep Kumar'; Jarrell, Larry
Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Mary Matthies; 'WOOD, BRADLEY D'; Christy Hayes
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm trying to get the same team on board so that we don't go through that again.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Wednesday, December 13, 2017 3:23 PM

To: Richard Samson <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: 'MSS INDIA RM' <rm-MSS_India@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hi Rick,

Will the technician who is reaching out to us Thursday ask us the same questions the technician asked us today, and every day prior to today? We continue to answer the same questions and providing the same answers and the results are the same every day.

Please tell me that your plan for Thursday is different than it was today.

Brad, what can you do for us?

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Wednesday, December 13, 2017 3:13 PM

To: Larry Jarrell <ljarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>; Al Appel <aappel@associatesin dermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Thanks for working with the GT2 & MIS teams today. I'm understanding that they are going to reach out again on Thursday to continue to work to resolve your issue. I will follow up with you after that testing.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]

Sent: Wednesday, December 13, 2017 12:44 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Users just got kicked out. I am going to switch back to Spectrum.

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]

Sent: Wednesday, December 13, 2017 11:05 AM

To: SAMSON, RICHARD; Al Appel; Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY; Larry Jarrell

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

We have engaged all the necessary stake holders for further investigation.

Will keep the ticket updated on the further proceedings as per our investigation.

Regards,

Pradeep Kumar A

Operations Manager

Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA

918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: SAMSON, RICHARD
Sent: Wednesday, December 13, 2017 8:14 PM
To: Al Appel <aappel@associatesin dermatology.com>; Larry.Jarrell@intermedix.com
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; ljjarrell@psr-cis.com
Subject: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

I'm sorry that I didn't get an update to you sooner. I have been working with the network firewall team and they are working to get a resolution. Currently I have Pradeep Kumar working to set up a call to you guys and explain next steps but, were needing what is found from the network team. I will keep reaching out to get resolution. Please let me know if you need anything else.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Tuesday, December 12, 2017 8:51 AM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: Richard Samson <rs862n@abs.att-mail.com>; MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

Regards,

Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <aappel@associatesin dermatology.com> wrote:

Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Tuesday, December 12, 2017 8:41 AM
To: MSS INDIA RM <rm-MSS_India@intl.att.com>
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com;
ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com;
WOOD, BRADLEY D <bw6258@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy
Hayes <ch052e@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: MSS INDIA RM [mailto:rm-MSS_India@intl.att.com]
Sent: Monday, December 11, 2017 10:51 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA
RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com;
ljjarrell@psr-cis.com; Richard Samson <rs862n@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi All,

We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

From: PETERSEN, SCOTT
Sent: Friday, December 08, 2017 10:42 PM
To: WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies

mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Friday, December 08, 2017 8:15 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesin dermatology.com;
ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,
Brad

From: MSS INDIA RM
Sent: Friday, December 08, 2017 4:07 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>;
Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesin dermatology.com;
ljjarrell@psr-cis.com; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hello,

As per update in ticket 239089927 from Scott Petersen including Larry Jarrell to the communication.

Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048) anytime for live testing.

Thank you in advance

Best Regards

Adam Duchovic

Sr. Associate, Work Center Tech Support
MSS Global Support

AT&T Services, Inc.

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic
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*Sincerely,
The AT&T Managed Security Services Team*

From: MSS INDIA RM
Sent: Thursday, December 07, 2017 3:10 AM
To: WOOD, BRADLEY D <bw6258@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljarell@psr-cis.com
Subject: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi Brad,

MSS have a ticket raised for internet traffic is not working for some of the customer networks. Inorder to troubleshoot this we need the customer contact and the time window for live testing. Could you please check with customer and confirm us. Moreover you can directly call our center (+1 877 677 2881 followed with your PIN91048) anytime for live testing.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

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ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Wednesday, December 20, 2017 1:06 PM
To: PEPE JR., JAMES; SAMSON, RICHARD; Larry Jarrell; Al Appel; A, PRADEEP KUMAR; 'Jarrell, Larry'; PRIYADARSHI, SATYA; SE TC-Cust Experience; BLACK, PAUL E
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

James,

Any updates on this, it has been a few days and I have not seen any communication. Larry has Wireshark installed per his email so we need to get some movement on this. What are next steps for this?

Thanks,
Brad

From: PEPE JR., JAMES
Sent: Friday, December 15, 2017 4:24 PM
To: WOOD, BRADLEY D <bw6258@att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Worked with Larry again today.

Larry provided a grounding link to the equipment rack and also reset the Edgewater and Ciena boxes

Issue still persists, lagging response and RDP disconnects

Larry disconnected the firewall and connected his PC directly to the Edgewater, still sees the lagging and disconnects: Ran Speedtest and saw 75M down and fluctuation 3 - 12M up. Removed COS profile and ran speedtest again and got 73M down and 71M up. Due to time constraints we could not validate the tests. Larry also still saw the lagging and RDP disconnect when COS was removed from the router, so I think that confirms COS is not an issue, also in bypassing the client's firewall we've ruled out an issue there also.

Attached PDF depicts the physical network connections

Requesting our Edgewater SME take a look at the config and for the circuit folks to intrusively test the circuit.

From: WOOD, BRADLEY D
Sent: Friday, December 15, 2017 8:56 AM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Larry Jarrell <ljarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have also spoken to Larry this morning and he is going to call me after he makes the changes he spoke to the engineer about if it is not working properly.

Thanks,
Brad

From: SAMSON, RICHARD
Sent: Friday, December 15, 2017 8:49 AM
To: Larry Jarrell <ljarrell@psr-cis.com>; Al Appel <aappel@associatesin dermatology.com>; A, PRADEEP KUMAR <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; PRIYADARSHI, SATYA <sp2170@intl.att.com>; PEPE JR., JAMES <JP529R@att.com>
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Morning Al & Larry,

Just a quick update. Larry is going to New Albany this a.m. and verify that router is grounded and recycle another box at the location. Once this is done he will get ahold of Tier 2 & GT3 to test further.

The group yesterday were not seeing the drops when Larry was experiencing drops. More to come after Larry arrives on site this a.m. He thought he would be there by 10 a.m. EST.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljarrell@psr-cis.com>]
Sent: Friday, December 15, 2017 7:27 AM
To: Al Appel <aappel@associatesin dermatology.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <larry.jarrell@intermedix.com>; 'Priyadarshi, Satya' <sp2170@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; 'PEPE JR., JAMES' <jp529r@att.com>
Cc: 'MSS INDIA RM' <rm-mss_india@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am going to NA as soon as I am done where I am at.

Get [Outlook for iOS](#)

On Fri, Dec 15, 2017 at 8:19 AM -0500, "Al Appel" <aappel@associatesin dermatology.com> wrote:

Updates please

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Thursday, December 14, 2017 1:24 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Priyadarshi, Satya <sp2170@intl.att.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; PEPE JR., JAMES <jp529r@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

This lagging issue we have checked our network but did not find any issues. We have engaged our higher resolver group to understand the issue. As we are only seeing traffic HTTPS (443) traffic going to 198.36.12.30. No RDP (3389) traffic has been found in our devices.

We will have joint troubleshooting call setup with higher resolver and MSS team to find the root cause of the issue.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 11:32 PM
To: Priyadarshi, Satya <sp2170@intl.att.com>; A, Pradeep Kumar <pa203h@intl.att.com>; 'Larry Jarrell' <ljjarrell@psr-cis.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I am still in a meeting. I need to know what you are going to need from me. This will determine if I need to be on site.

Sent from my iPhone

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-----Original Message-----

From: Priyadarshi, Satya [sp2170@intl.att.com]
Sent: Thursday, December 14, 2017 10:53 AM Central Standard Time
To: A, Pradeep Kumar; 'Larry Jarrell'; Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; PEPE JR., JAMES
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Customer was unable to join this call. Once he is available will open the bridge again.

Thanks & Regards,

Satya Priyadarshi
AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.
Salarpuria Softzone, Bangalore, India

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From: Priyadarshi, Satya

Sent: Thursday, December 14, 2017 10:10 PM

To: A, Pradeep Kumar <pa203h@intl.att.com>; Larry Jarrell <ljjarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello All,

Conference details:-

You are invited to attend an AT&T Connect iMeeting .

To connect your COMPUTER to the Web conference:

=====

Click here: <https://connect2.uc.att.com/attinc/meet/?ExEventID=89226203>

To prepare in advance for the conference (for all devices): <https://connect2.uc.att.com/attinc/Prepare/>.

To view supported Operating Systems and devices: <http://www.corp.att.com/attconnectsupport/supporteddevices>

If you are an AT&T Employee with a COU iPhone, please

<http://newcou.edc.cingular.net/groups/COU/index.cfm?module=appStore&step=3&appSet=1&appID=160&whereami=appStore> to download the software from the COU Appstore

For dialing-in only:

1. Dial one of the numbers listed below

2. When prompted, enter the meeting access code: 9226203#

* AT&T direct number (in INDIA): 1800-258-0288. When prompted dial the number: 888-675-2546

* Blackberry (Toll-Free Number): 8886752546x9226203#

* iPhone / Android (Toll-Free Number): 8886752546,,9226203#

* Windows Phone (Toll-Free Number): tel:8886752546,,9226203#

* A number in your country or in a country close to you (may be toll free):

<https://www.teleconference.att.com/servlet/glbAccess?process=1&accessNumber=8886752546&accessCode=9226203>

Powered by AT&T Connect.

Thanks & Regards,

Satya Priyadarshi

AP Team Lead | Global Technical Specialist
Global Delivery & Assurance.

AT&T Communication Services India PVT. LTD.

Salarpuria Softzone, Bangalore, India
+91 80 43546366 | sp2170@att.com

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From: A, Pradeep Kumar

Sent: Thursday, December 14, 2017 10:08 PM

To: Larry Jarrell <ljjarrell@psr-cis.com>; Jarrell, Larry <larry.jarrell@intermedix.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; Priyadarshi, Satya <sp2170@intl.att.com>; PEPE JR., JAMES <jp529r@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

Can we get on a call with our higher level team to get this resolved. Satya will share the call details shortly.

Regards,

Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



World Wide Customer Service , AT&T Communication Services India Pvt. Ltd.

+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]

Sent: Thursday, December 14, 2017 9:27 PM

To: Jarrell, Larry <larry.jarrell@intermedix.com>; A, Pradeep Kumar <pa203h@intl.att.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; standard@intn.att.com
Subject: Re: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

We are seeing lagging now on the rdp sessions.

Get [Outlook for iOS](#)

On Thu, Dec 14, 2017 at 10:42 AM -0500, "Jarrell, Larry" <Larry.Jarrell@intermedix.com> wrote:

Adding Srina to email.

Larry Jarrell II

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Thursday, December 14, 2017 9:45 AM
To: Jarrell, Larry; SAMSON, RICHARD; 'Al Appel'; 'Larry Jarrell'
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Can you confirm everything is working fine as expected?

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



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+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Thursday, December 14, 2017 7:58 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesin dermatology.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D

<bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I have the Att network enabled. We are passing traffic through ATT

Sent from my iPhone

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-----Original Message-----

From: Richard Samson [rs862n@abs.att-mail.com]

Sent: Wednesday, December 13, 2017 03:46 PM Central Standard Time

To: Al Appel; 'Larry Jarrell'; 'A, Pradeep Kumar'; Jarrell, Larry

Cc: 'MSS INDIA RM'; 'GCSC MSS Customer Inbox'; Scott Petersen; Mary Matthies; 'WOOD, BRADLEY D'; Christy Hayes

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al,

I'm trying to get the same team on board so that we don't go through that again.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Wednesday, December 13, 2017 3:23 PM

To: Richard Samson <rs862n@abs.att-mail.com>; 'Larry Jarrell' <ljarrell@psr-cis.com>; 'A, Pradeep Kumar' <pa203h@intl.att.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: 'MSS INDIA RM' <rm-MSS_India@intl.att.com>; 'GCSC MSS Customer Inbox' <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hi Rick,

Will the technician who is reaching out to us Thursday ask us the same questions the technician asked us today, and every day prior to today? We continue to answer the same questions and providing the same answers and the results are the same every day.

Please tell me that your plan for Thursday is different than it was today.

Brad, what can you do for us?

Al

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 13, 2017 3:13 PM
To: Larry Jarrell <ljarell@psr-cis.com>; A, Pradeep Kumar <pa203h@intl.att.com>; Al Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Larry,

Thanks for working with the GT2 & MIS teams today. I'm understanding that they are going to reach out again on Thursday to continue to work to resolve you issue. I will follow up with you after that testing.

Thank you,

Rick Samson

Executive Escalation Manager
Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Larry Jarrell [<mailto:ljjarrell@psr-cis.com>]
Sent: Wednesday, December 13, 2017 12:44 PM
To: A, Pradeep Kumar <pa203h@intl.att.com>; Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Users just got kicked out. I am going to switch back to Spectrum.

From: A, Pradeep Kumar [<mailto:pa203h@intl.att.com>]
Sent: Wednesday, December 13, 2017 11:05 AM
To: SAMSON, RICHARD; Al Appel; Larry.Jarrell@intermedix.com
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; WOOD, BRADLEY D; HAYES, CHRISTY; Larry Jarrell
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Team,

We have engaged all the necessary stake holders for further investigation.

Will keep the ticket updated on the further proceedings as per our investigation.

Regards,
Pradeep Kumar A
Operations Manager
Global Business Assurance

AT&T

Wing 'B' 6th Floor, Salarpuria Soft Zone, Bellandur Village, Bangalore, II 560037 INDIA
918043546469 | pa203h@intl.att.com



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+ : 6th Floor, Wing "B", Salarpuria Softzone, Sarjapur Outer Ring Road, Bellandur Post, Bangalore – 560037. India. :: +91-80-43546469, * : pa203h@intl.att.com

From: SAMSON, RICHARD
Sent: Wednesday, December 13, 2017 8:14 PM
To: Al Appel <aappel@associatesindermatology.com>; Larry.Jarrell@intermedix.com
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; ljjarrell@psr-cis.com
Subject: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

I'm sorry that I didn't get an update to you sooner. I have been working with the network firewall team and they are working to get a resolution. Currently I have Pradeep Kumar working to set up a call to you guys and explain next steps but, were needing what is found from the network team. I will keep reaching out to get resolution. Please let me know if you need anything else.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Tuesday, December 12, 2017 8:51 AM

To: Al Appel <aappel@associatesindermatology.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

Regards,

Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <aappel@associatesindermatology.com> wrote:

Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

Al Appel

Chief Administrative Officer

<[image001.jpg](#)>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Tuesday, December 12, 2017 8:41 AM
To: MSS INDIA RM <rm-MSS_India@intl.att.com>
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; WOOD, BRADLEY D <bw6258@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: MSS INDIA RM [mailto:rm-MSS_India@intl.att.com]
Sent: Monday, December 11, 2017 10:51 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljjarrell@psr-cis.com; Richard Samson <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi All,

We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

Ganeshan.C
MSS Operations - T2 Team

AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

+1 877 677 2881 followed with your PIN

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*Sincerely,
The AT&T Managed Security Services Team*

From: PETERSEN, SCOTT
Sent: Friday, December 08, 2017 10:42 PM
To: WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Friday, December 08, 2017 8:15 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,
Brad

From: MSS INDIA RM
Sent: Friday, December 08, 2017 4:07 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hello,

As per update in ticket 239089927 from Scott Petersen including Larry Jarrell to the communication.

Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048) anytime for live testing.

Thank you in advance

Best Regards

Adam Duchovic

Sr. Associate, Work Center Tech Support
MSS Global Support

AT&T Services, Inc.

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic
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*Sincerely,
The AT&T Managed Security Services Team*

From: MSS INDIA RM
Sent: Thursday, December 07, 2017 3:10 AM
To: WOOD, BRADLEY D <bw6258@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljarell@psr-cis.com
Subject: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi Brad,

MSS have a ticket raised for internet traffic is not working for some of the customer networks. In order to troubleshoot this we need the customer contact and the time window for live testing. Could you please check with customer and confirm us. Moreover you can directly call our center (+1 877 677 2881 followed with your PIN91048) anytime for live testing.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance
Security & Advanced Applications

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ENDRES, JAM (Legal)

From: Jarrell, Larry <Larry.Jarrell@intermedix.com>
Sent: Wednesday, December 13, 2017 10:04 AM
To: SAMSON, RICHARD; WOOD, BRADLEY D; Al Appel
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; HAYES, CHRISTY; ljarrell@psr-cis.com; SE TC-Cust Experience; BLACK, PAUL E
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

On phone now.

Larry Jarrell II

From: Richard Samson [mailto:rs862n@abs.att-mail.com]
Sent: Wednesday, December 13, 2017 10:02 AM
To: WOOD, BRADLEY D; Al Appel; Jarrell, Larry
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; Scott Petersen; Mary Matthies; Christy Hayes; ljarrell@psr-cis.com; SE TC-Cust Experience; BLACK, PAUL E
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Madhu, from GT2 is going to call Larry but it is hitting voice mail.

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: Wednesday, December 13, 2017 8:59 AM
To: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>; Larry.Jarrell@intermedix.com
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; ljarrell@psr-cis.com; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

I do not, maybe Larry can provide?

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Sent: Wednesday, December 13, 2017 9:57 AM
To: WOOD, BRADLEY D <bw6258@att.com>; Al Appel <aappel@associatesin dermatology.com>;

Larry.Jarrell@intermedix.com

Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; ljjarrell@psr-cis.com; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>

Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

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Subject: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Tuesday, December 12, 2017 8:51 AM
To: Al Appel <aappel@associatesindermatology.com>
Cc: Richard Samson <rs862n@abs.att-mail.com>; MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

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Regards,
Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <aappel@associatesindermatology.com> wrote:

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We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Tuesday, December 12, 2017 8:41 AM

To: MSS INDIA RM <rm-MSS_India@intl.att.com>

Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; WOOD, BRADLEY D <bw6258@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

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Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

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After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: MSS INDIA RM [mailto:rm-MSS_India@intl.att.com]

Sent: Monday, December 11, 2017 10:51 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com

Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljjarrell@psr-cis.com; Richard Samson <rs862n@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi All,

We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team

AT&T Technology Operations

Global Delivery & Assurance

Security & Advanced Applications

+1 877 677 2881 followed with your PIN

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*Sincerely,
The AT&T Managed Security Services Team*

From: PETERSEN, SCOTT
Sent: Friday, December 08, 2017 10:42 PM
To: WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljjarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Friday, December 08, 2017 8:15 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesin dermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,
Brad

From: MSS INDIA RM
Sent: Friday, December 08, 2017 4:07 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hello,

As per update in ticket 239089927 from Scott Petersen including Larry Jarrell to the communication.

Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048) anytime for live testing.

Thank you in advance

Best Regards

Adam Duchovic

Sr. Associate, Work Center Tech Support
MSS Global Support

AT&T Services, Inc.

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic
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Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; HAYES, CHRISTY; ljarrell@psr-cis.com; SE TC-Cust Experience; BLACK, PAUL E
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

Try his cell 502-599-3007

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Madhu, from GT2 is going to call Larry but it is hitting voice mail.

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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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ljarrrell@psr-cis.com; Richard Samson <rs862n@abs.att-mail.com>
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We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

Ganeshan.C
MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance

Security & Advanced Applications

+1 877 677 2881 followed with your PIN

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*Sincerely,
The AT&T Managed Security Services Team*

From: PETERSEN, SCOTT
Sent: Friday, December 08, 2017 10:42 PM
To: WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljjarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
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Thank you in advance

Best Regards

Adam Duchovic

Sr. Associate, Work Center Tech Support
MSS Global Support

AT&T Services, Inc.

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic
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From: MSS INDIA RM
Sent: Thursday, December 07, 2017 3:10 AM
To: WOOD, BRADLEY D <bw6258@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>;

aappel@associatesindermatology.com; ljjarrell@psr-cis.com

Subject: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

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ENDRES, JAM (Legal)

From: SAMSON, RICHARD
Sent: Wednesday, December 13, 2017 10:03 AM
To: WOOD, BRADLEY D; Al Appel; Larry.Jarrell@intermedix.com
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; HAYES, CHRISTY; ljarrell@psr-cis.com; SE TC-Cust Experience; BLACK, PAUL E
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

Madhu just said he is speaking with Larry.

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: Wednesday, December 13, 2017 8:59 AM
To: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Larry.Jarrell@intermedix.com
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; ljarrell@psr-cis.com; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>
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To: WOOD, BRADLEY D <bw6258@att.com>; Al Appel <aappel@associatesindermatology.com>; Larry.Jarrell@intermedix.com
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Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; ljjarrell@psr-cis.com; SE TC-Cust Experience <g06861@att.com>; BLACK, PAUL E <pb7183@att.com>

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Subject: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Tuesday, December 12, 2017 8:51 AM

To: Al Appel <aappel@associatesin dermatology.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al,

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

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Brad

Sent from my iPhone

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Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Tuesday, December 12, 2017 8:41 AM

To: MSS INDIA RM <rm-MSS_India@intl.att.com>

Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com;

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Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

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From: MSS INDIA RM [mailto:rm-MSS_India@intl.att.com]

Sent: Monday, December 11, 2017 10:51 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com

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Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>
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ENDRES, JAM (Legal)

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Sent: Wednesday, December 13, 2017 10:02 AM
To: WOOD, BRADLEY D; Al Appel; Larry.Jarrell@intermedix.com
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; HAYES, CHRISTY; ljarrell@psr-cis.com; SE TC-Cust Experience; BLACK, PAUL E
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

Madhu, from GT2 is going to call Larry but it is hitting voice mail.

Thank you,
[Rick Samson](#)
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
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Chief Administrative Officer

<[image001.jpg](#)>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Tuesday, December 12, 2017 8:41 AM

To: MSS INDIA RM <rm-MSS_India@intl.att.com>

Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com;

ljarell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com;

WOOD, BRADLEY D <bw6258@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes

<ch052e@abs.att-mail.com>

Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

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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

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Sent: Monday, December 11, 2017 10:51 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com

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Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

I do not, maybe Larry can provide?

Brad

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Sent: Wednesday, December 13, 2017 9:57 AM
To: WOOD, BRADLEY D <bw6258@att.com>; Al Appel <aappel@associatesindermatology.com>; Larry.Jarrell@intermedix.com
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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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<<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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We would like to follow up for the below issue. Can someone update the requested details if any troubleshooting is needed from MSS or else confirm us for the ticket closure.

Kind Regards

Ganeshan.C
MSS Operations - T2 Team
AT&T Technology Operations
Global Delivery & Assurance

Security & Advanced Applications

+1 877 677 2881 followed with your PIN

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

From: PETERSEN, SCOTT
Sent: Friday, December 08, 2017 10:42 PM
To: WOOD, BRADLEY D <bw6258@att.com>; MSS INDIA RM <rm-MSS_India@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; SAMSON, RICHARD <rs862n@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Looping in Rick

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Friday, December 08, 2017 8:15 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Adam,

Can you check the COS and see what traffic is hitting what COS bucket? I am thinking this may be one of the issues causing the problem.

Regards,
Brad

From: MSS INDIA RM
Sent: Friday, December 08, 2017 4:07 AM
To: MSS INDIA RM <rm-mss_india@intl.att.com>; WOOD, BRADLEY D <bw6258@att.com>; Larry.Jarrell@intermedix.com
Cc: GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; aappel@associatesindermatology.com; ljjarrell@psr-cis.com; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hello,

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Could you please provide us more details in order to troubleshoot your issue? If the internet traffic is not working for some of the customer networks details such source IPs , destination that they cannot reach (if not all) and ports that they are using to connect would help.

As mentioned below by Ganeshan you can call directly MSS center (+1 877 677 2881 followed with your PIN 91048) anytime for live testing.

Thank you in advance

Best Regards

Adam Duchovic

Sr. Associate, Work Center Tech Support
MSS Global Support

AT&T Services, Inc.

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic
MOBILIZING YOUR WORLD

Your message has been received by an unmonitored mailbox. To ensure your inquiry is addressed accordingly, please contact us at 1-877-677-2881 and enter your PIN to resolve critical situations. Alternatively, you can create or update your ticket via the MACD portal or AOTS Ticket number, in Business Direct. Thank you for your continued cooperation and partnership as a valued AT&T customer.

*Sincerely,
The AT&T Managed Security Services Team*

From: MSS INDIA RM
Sent: Thursday, December 07, 2017 3:10 AM
To: WOOD, BRADLEY D <bw6258@att.com>
Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>;

aappel@associatesindermatology.com; ljarrrell@psr-cis.com

Subject: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Hi Brad,

MSS have a ticket raised for internet traffic is not working for some of the customer networks. In order to troubleshoot this we need the customer contact and the time window for live testing. Could you please check with customer and confirm us. Moreover you can directly call our center (+1 877 677 2881 followed with your PIN 91048) anytime for live testing.

Kind Regards

Ganeshan.C

MSS Operations - T2 Team
AT&T Technology Operations
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*Sincerely,
The AT&T Managed Security Services Team*

ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Wednesday, December 13, 2017 9:53 AM
To: SAMSON, RICHARD; Al Appel; Larry.Jarrell@intermedix.com
Cc: MSS INDIA RM; GCSC MSS Customer Inbox; PETERSEN, SCOTT; MATTHIES, MARY; HAYES, CHRISTY; ljarrell@psr-cis.com; SE TC-Cust Experience; BLACK, PAUL E
Subject: RE: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT# 239089927

Rick,

Can we check to see if ingress and egress match for the COS bucket 2? Please advise on next steps.

Regards,
Brad

From: SAMSON, RICHARD
Sent: Wednesday, December 13, 2017 9:44 AM
To: Al Appel <aappel@associatesindermatology.com>; Larry.Jarrell@intermedix.com
Cc: MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; ljarrell@psr-cis.com
Subject: ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Latency | 239172542 | MSS TT#239089927

Hello Al & Larry,

I'm sorry that I didn't get an update to you sooner. I have been working with the network firewall team and they are working to get a resolution. Currently I have Pradeep Kumar working to set up a call to you guys and explain next steps but, were needing what is found from the network team. I will keep reaching out to get resolution. Please let me know if you need anything else.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Tuesday, December 12, 2017 8:51 AM
To: Al Appel <aappel@associatesindermatology.com>
Cc: Richard Samson <rs862n@abs.att-mail.com>; MSS INDIA RM <rm-mss_india@intl.att.com>; GCSC MSS Customer Inbox <RM-GCSC_MSS@att.com>; ljarrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: Re: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Al, .

I will get all of that sorted out once we get this resolved and fixed but we will make it right.

Regards,
Brad

Sent from my iPhone

On Dec 12, 2017, at 9:37 AM, Al Appel <aappel@associatesin dermatology.com> wrote:

Rick,

We had so many issues with latency, and drops yesterday we had to switch to Spectrum to run our business.

What is our next step?

Brad,

Do we have to pay ATT for our services when we are not able to use the services?

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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: Tuesday, December 12, 2017 8:41 AM
To: MSS INDIA RM <rm-MSS_India@intl.att.com>
Cc: GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesin dermatology.com; ljarrrell@psr-cis.com; Scott Petersen <sp3846@abs.att-mail.com>; Larry.Jarrell@intermedix.com; WOOD, BRADLEY D <bw6258@att.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

Yes, we need additional testing as the customer informed us the service at the New Albany site continued to get worst throughout the day. Please provide next steps that ATT will take to resolve.

Thank you,
Rick Samson

Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
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AT&T Technology Operations
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Security & Advanced Applications

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Client Solutions & Operations

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Thank you in advance

Best Regards

Adam Duchovic

Sr. Associate, Work Center Tech Support
MSS Global Support

AT&T Services, Inc.

Palachovo náměstí 726/2, 625 00 Brno-Starý Lískovec, Czech Republic
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Sent: Thursday, December 07, 2017 3:10 AM

To: WOOD, BRADLEY D <bw6258@att.com>

Cc: MSS INDIA RM <rm-MSS_India@intl.att.com>; GCSC MSS Customer Inbox <rm-gcsc_mss@att.com>; aappel@associatesindermatology.com; ljarell@psr-cis.com

Subject: MSS TT#239089927 - ASSOCIATES IN DERMATOLOGY - NBFAIDE01F - Internet sites not working

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Sincerely,

ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesindermatology.com>
Sent: Friday, December 15, 2017 8:20 AM
To: SAMSON, RICHARD; 'Jarrell, Larry'
Cc: MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience; WOOD, BRADLEY D
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Any updates?

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [mailto:rs862n@abs.att-mail.com]
Sent: Thursday, December 14, 2017 11:50 AM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Larry & Al,

I understand that you are seeing the issue on the RDP again. Our team would like to set up a conference call ASAP while you're still on the ATT circuit.

Please let me know when you will be available so we can continue to resolve this issue.

Also is there someone at the site that can help us?

Thank you,
Rick Samson

Executive Escalation Manager
Client Solutions & Operations
[AT&T](#)
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Tuesday, December 12, 2017 8:20 AM
To: Richard Samson <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

The IP address we are going to for our RDP connection is 198.36.12.30
Cse-gateway00.intermedix.com

[Larry Jarrell II](#)

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Monday, December 11, 2017 12:14 PM
To: Jarrell, Larry; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; 'BLACK, PAUL E'; 'GUADAGNO, KEITH'; 'JEFFRIES, DERRICK A'; 'SE TC-PostSales'; 'SE TC-Cust Experience'; 'WOOD, BRADLEY D'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

thanks

Thank you,
[Rick Samson](#)
Executive Escalation Manager
Client Solutions & Operations
[AT&T](#)
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Monday, December 11, 2017 11:05 AM
To: Richard Samson <rs862n@abs.att-mail.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

We will need to get that give me some time.

Sent from my iPhone

The information contained in this message is confidential and may be privileged and/or protected under law. If you received this message in error, please notify us immediately by forwarding a copy to compliance@intermedix.com and then deleting the original message and any attachments.

-----Original Message-----

From: Richard Samson [rs862n@abs.att-mail.com]

Sent: Monday, December 11, 2017 11:02 AM Central Standard Time

To: Jarrell, Larry; Al Appel

Cc: Mary Matthies; Christy Hayes; MARROQUIN, JOSE; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience; WOOD, BRADLEY D

Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New Albany, IN | #190481

Hello Larry & Al,

I see that GT3 is asking for the source IP and destination IP. Could you please provide this to me?

Below are their comments:

Looks like to access to the internet, they go through NBFW in DC.. Please provide source IP and destination IP

```
[root @ USASIGNEWIN02R/]# traceroute 4.2.2.2
traceroute to 4.2.2.2 (4.2.2.2), 30 hops max, 60 byte packets
 1  32.6.140.229 (32.6.140.229)  7.733 ms  7.666 ms  7.628 ms
 2  32.6.175.73 (32.6.175.73)  30.032 ms  30.051 ms  30.022 ms
 3  32.6.175.74 (32.6.175.74)  43.830 ms  43.800 ms  43.768 ms  --] NBFW (DC)
 4  * * *
 5  * * *
```

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

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From: Richard Samson

Sent: Monday, December 11, 2017 8:22 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good Morning Al & Larry,

I have provided your feed back to GT3. They are engaging and should be reaching out shortly. I will stay engaged and help get this issue resolved.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Monday, December 11, 2017 8:14 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; Richard Samson <rs862n@abs.att-mail.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Glad to hear things are a little better but we still need to find out the reason for the Latency when using RDP.

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Monday, December 11, 2017 9:00 AM

To: Al Appel <aappel@associatesindermatology.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; WOOD, BRADLEY D <bw6258@att.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

We have good speed and only a couple complaints about getting disconnected. The issue we are seeing is that when we use RDP we are getting some latency when switching between the screens. We are not seeing this when we are on our other connection with Spectrum or the old MPLS circuit.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Monday, December 11, 2017 8:32 AM

To: 'Richard Samson'; 'WOOD, BRADLEY D'

Cc: Jarrell, Larry; 'Mary Matthies'; 'Christy Hayes'; 'MARROQUIN, JOSE'; 'David Kring'; 'BLACK, PAUL E'; 'GUADAGNO, KEITH'; 'JEFFRIES, DERRICK A'; 'SE TC-PostSales'; 'SE TC-Cust Experience'

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning,

We are now connected this morning and experiencing latency issues.

Larry, what are you seeing when you remoted in?

Al

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Friday, December 8, 2017 4:36 PM

To: Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

Thank you for taking my call. As we discussed we were able to get the class of service moved from 4 to 2. Now on Monday you indicated that you would work with Larry to get staff move bad to the circuit to see if the issue with completely resolved. Appreciate your time and patience.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Richard Samson

Sent: Friday, December 08, 2017 9:47 AM

To: 'Al Appel' <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Al,

I see that they are starting to work your ticket. I haven't received a call yet, but I wanted to see if you have before I escalate. Please let me know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Friday, December 08, 2017 6:18 AM

To: 'WOOD, BRADLEY D' <bw6258@att.com>; Richard Samson <rs862n@abs.att-mail.com>

Cc: 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'BLACK, PAUL E' <pb7183@att.com>; 'GUADAGNO, KEITH' <kg7420@att.com>; 'JEFFRIES, DERRICK A' <dj8959@att.com>; 'SE TC-PostSales' <g06860@att.com>; 'SE TC-Cust Experience' <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Importance: High

Brad,

I did not receive any calls.

My cell is 812-725-2434

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, December 7, 2017 11:00 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Al/Rick,

Did this call happen, I did not see any communication from anyone since this email. Please keep me in the loop so I can ensure this is being taken care of as quickly as possible. Let me know if there is anything I can do to assist.

Regards,
Brad

From: SAMSON, RICHARD
Sent: Thursday, December 07, 2017 2:46 PM
To: Al Appel <aappel@associatesindermatology.com>
Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I just got off the phone with our Enco west group and Gina is setting up a tech to call you concerning your issue. I told them that you had taken traffic off the circuit so that they wouldn't see any issues like they are reporting now.

When they do call and start testing please ask them to get me on the phone also so that we can make sure that we don't let them off the phone without getting resolution or steps to get resolution.

My contact infor:

Rick
402-516-1630
rs862n@att.com

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, December 07, 2017 1:27 PM
To: Richard Samson <rs862n@abs.att-mail.com>; SE TC-Cust Experience <g06861@att.com>
Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>
Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Team,

It is almost 2:30 and I have not seen any communication on this. Do we have an update on this? Have we checked the COS? I would like hourly updates going forward until this is resolved please? Please advise.

Brad

Sent from my iPhone

On Dec 7, 2017, at 9:36 AM, WOOD, BRADLEY D <bw6258@att.com> wrote:

Looping in SE Customer Experience Team. Please reply all going forward.

Sent from my iPhone

On Dec 7, 2017, at 9:02 AM, SAMSON, RICHARD <rs862n@abs.att-mail.com> wrote:

Good Morning Brad,

I have already reached out to the group this a.m. and am requesting that they check this out. I will let you know what they find.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE

Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, December 07, 2017 7:58 AM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>
Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>
Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

Any updates or thoughts based on what Larry and myself replied with last night? Can you look at COS and see if that could be the culprit?

Regards
Brad

Sent from my iPhone

On Dec 6, 2017, at 10:02 PM, Jarrell, Larry <Larry.Jarrell@intermedix.com> wrote:

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good due to the fact we are using cloud based EMR and EHR products. If there is a loss of connection we will drop the RDP connection or get a timeout when trying to process credit cards. I currently still have the AT&T circuit connected to my firewall but we are not routing traffic through it. I may be able to setup a few desktops to route through that connection and we can test.

Larry Jarrell II

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 06, 2017 6:57 PM
To: Al Appel
Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; David Kring; 'WOOD, BRADLEY D'; Jarrell, Larry; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I worked with the team tonight and they ran test for the bandwidth and it was successful. Circuit or server are not showing any drops or issues. I'm providing a copy of the results. Please see attached. When I come in on Thursday I will call you so we can discuss.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@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 | CNMB2 | 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@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 | CNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 |

aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela
Sent: Monday, December 04, 2017 11:59 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio (<gr662w@abs.att-mail.com>) <gr662w@abs.att-mail.com>; 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring (<dk741r@abs.att-mail.com>) <dk741r@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX

o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcAfhtrs'; 'Enrique E barguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique E barguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique Ebarguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 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 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 | 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 ATI, so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

Brad has now opened **AOTS# 239089927** and Escalate to Tier 2 to check IDC config, look for traffic drops. I will be following up and sending an update early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]
Sent: Thursday, November 30, 2017 4:11 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteel@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 12:57 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; 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@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 S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resotred. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting
business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My
supervisor's information is below should you require additional
assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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receive this message in error or you otherwise are not an authorized recipient, please immediately
delete the message and any attachments and notify the sender.*

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcSvcsAfthrs; Enrique Ebarquen;
Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany,
IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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unauthorized use, dissemination, or duplication is strictly prohibited and may be unlawful. If you receive this message in error or you otherwise are not an authorized recipient, please immediately delete the message and any attachments and notify the sender.

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 4:33 PM
To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
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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

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas

**Service Assurance Manager
Client Solutions & Operations**

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

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From: Scott Petersen

Sent: Wednesday, November 29, 2017 2:24 PM

To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'

Cc: Mary Matthies; Christy Hayes; SharesSvcAftHrs; Scott Petersen

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 |
New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Wednesday, November 29, 2017 2:43 PM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@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@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

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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: Friday, December 8, 2017 9:11 AM
To: SAMSON, RICHARD; BLACK, PAUL E; HAYES, CHRISTY
Cc: MATTHIES, MARY; MARROQUIN, JOSE; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Rick,

What can be done to expedite this process, the customer is beyond frustrated and we need to find the issue and correct it?

Thanks,
Brad

From: SAMSON, RICHARD
Sent: Friday, December 08, 2017 8:57 AM
To: BLACK, PAUL E <pb7183@att.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Morning Paul,

The call did not happen. I just checked the notes. I explained in depth yesterday to T1 to get T2 to call AI or myself and what was needed and why they are not seeing any issues right now.

I put in the notes to call us again today so that we can explain what is going on and get the testing set up. I will escalate to the DOA process now.

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: BLACK, PAUL E [<mailto:pb7183@att.com>]
Sent: Friday, December 08, 2017 7:48 AM
To: Richard Samson <rs862n@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Customer reports that this call did not occur. Can someone provide the latest update on this issue and communicate with the customer on when they can expect a call?

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: SAMSON, RICHARD

Sent: Thursday, December 07, 2017 2:46 PM

To: Al Appel <aappel@associatesindermatology.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I just got off the phone with our Enco west group and Gina is setting up a tech to call you concerning your issue. I told them that you had taken traffic off the circuit so that they wouldn't see any issues like they are reporting now.

When they do call and start testing please ask them to get me on the phone also so that we can make sure that we don't let them off the phone without getting resolution or steps to get resolution.

My contact 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,

It is almost 2:30 and I have not seen any communication on this. Do we have an update on this? Have we checked the COS? I would like hourly updates going forward until this is resolved please? Please advise.

Brad

Sent from my iPhone

On Dec 7, 2017, at 9:36 AM, WOOD, BRADLEY D <bw6258@att.com> wrote:

Looping in SE Customer Experience Team. Please reply all going forward.

Sent from my iPhone

On Dec 7, 2017, at 9:02 AM, SAMSON, RICHARD <rs862n@abs.att-mail.com> wrote:

Good Morning Brad,

I have already reached out to the group this a.m. and am requesting that they check this out. I will let you know what they find.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 7:58 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel

<aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>
Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

Any updates or thoughts based on what Larry and myself replied with last night? Can you look at COS and see if that could be the culprit?

Regards
Brad

Sent from my iPhone

On Dec 6, 2017, at 10:02 PM, Jarrell, Larry <Larry.Jarrell@intermedix.com> wrote:

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good due to the fact we are using cloud based EMR and EHR products. If there is a loss of connection we will drop the RDP connection or get a timeout when trying to process credit cards. I currently still have the AT&T circuit connected to my firewall but we are not routing traffic through it. I may be able to setup a few desktops to route through that connection and we can test.

Larry Jarrell II

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 06, 2017 6:57 PM
To: Al Appel
Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; David Kring; 'WOOD, BRADLEY D'; Jarrell, Larry; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I worked with the team tonight and they ran test for the bandwidth and it was successful. Circuit or server are not showing any drops or issues. I'm providing a copy of the results. Please see attached. When I come in on Thursday I will call you so we can discuss.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T

Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, December 06, 2017 3:17 PM
To: Richard Samson <rs862n@abs.att-mail.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hi Richard,

Thank you

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 4:08 PM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST.

This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Wednesday, December 06, 2017 3:01 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D'

<bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>;

'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas

<cr243w@abs.att-mail.com>; 'Jarrell, Larry'

<Larry.Jarrell@intermedix.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes

<ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen

<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>;

'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE'

<jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>;

Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>;

Richard Samson <rs862n@abs.att-mail.com>;

SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New

Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

Al

Al Appel

Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 12:40 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@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>; 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 | 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@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela
Sent: Monday, December 04, 2017 11:59 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry'

<Larry.Jarrell@intermedix.com>; 'Al Appel'
<aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes
<ch052e@abs.att-mail.com>; SharesSvcAfhtrs
<SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE'
<jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>;
Gloria Rubio (gr662w@abs.att-mail.com) <gr662w@abs.att-mail.com>;
'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)'
<SharedSvcAfhtrs@abs.att-mail.com>; David Kring (dk741r@abs.att-mail.com) <dk741r@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New
Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcAfhtrs'; 'Enrique 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 Ebarguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com

(402) 516-1455

From: Scott Petersen
Sent: Friday, December 01, 2017 12:26 PM
To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket ~~7N2901742~~ came back clear indicating that they did not find any issues on the actual circuit: [IUEC732467 ATI](#), so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

Brad has now opened **AOTS# 239089927** and Escalate to Tier 2 to check IDC config, look for traffic drops. I will be following up and sending an update early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
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AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]
Sent: Thursday, November 30, 2017 4:11 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>

mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteale@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 12:57 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE

<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems to be the most unstable.
- *Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, November 30, 2017 10:10 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique 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

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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@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 E barguen <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 Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been

resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 4:33 PM
To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'

Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Enrique Ebarquen; Gloria Rubio

Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 |

aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; 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 Geneva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.

IUEC.732467..ATI

Reg internet is not as noticeable.

Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)

should be 80up/80down. speed test range from 1 to 70s.

Uploads seems most unstable.

Pings drop packets.

Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 |

aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Wednesday, November 29, 2017 2:34 PM
To: Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, November 29, 2017 3:32 PM
To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'
Cc: Jarrell, Larry
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: SAMSON, RICHARD
Sent: Friday, December 8, 2017 8:57 AM
To: BLACK, PAUL E; HAYES, CHRISTY
Cc: MATTHIES, MARY; MARROQUIN, JOSE; 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

Morning Paul,

The call did not happen. I just checked the notes. I explained in depth yesterday to T1 to get T2 to call AI or myself and what was needed and why they are not seeing any issues right now.

I put in the notes to call us again today so that we can explain what is going on and get the testing set up. I will escalate to the DOA process now.

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: BLACK, PAUL E [mailto:pb7183@att.com]

Sent: Friday, December 08, 2017 7:48 AM

To: Richard Samson <rs862n@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Customer reports that this call did not occur. Can someone provide the latest update on this issue and communicate with the customer on when they can expect a call?

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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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: SAMSON, RICHARD

Sent: Thursday, December 07, 2017 2:46 PM

To: Al Appel <aappel@associatesin dermatology.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I just got off the phone with our Enco west group and Gina is setting up a tech to call you concerning your issue. I told them that you had taken traffic off the circuit so that they wouldn't see any issues like they are reporting now.

When they do call and start testing please ask them to get me on the phone also so that we can make sure that we don't let them off the phone without getting resolution or steps to get resolution.

My contact info:

Rick
402-516-1630
rs862n@att.com

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 1:27 PM

To: Richard Samson <rs862n@abs.att-mail.com>; SE TC-Cust Experience <g06861@att.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Team,

It is almost 2:30 and I have not seen any communication on this. Do we have an update on this? Have we checked the COS? I would like hourly updates going forward until this is resolved please? Please advise.

Brad

Sent from my iPhone

On Dec 7, 2017, at 9:36 AM, WOOD, BRADLEY D <bw6258@att.com> wrote:

Looping in SE Customer Experience Team. Please reply all going forward.

Sent from my iPhone

On Dec 7, 2017, at 9:02 AM, SAMSON, RICHARD <rs862n@abs.att-mail.com> wrote:

Good Morning Brad,

I have already reached out to the group this a.m. and am requesting that they check this out. I will let you know what they find.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 7:58 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | 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@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, December 06, 2017 3:01 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

Al

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 12:40 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 06, 2017 9:42 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT
Sent: Tuesday, December 05, 2017 5:45 PM
To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela
Sent: Monday, December 04, 2017 11:59 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio (<gr662w@abs.att-mail.com> <gr662w@abs.att-mail.com>); 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring (<dk741r@abs.att-mail.com> <dk741r@abs.att-mail.com>)
Subject: RE: OWENLG | NB-SBS S | 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](mailto:ENRIQUE_EBARGUEN@abs.att-mail.com)

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcsAfthrs'; 'Enrique Ebarquen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique Ebarquen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcsAfthrs' (SharedSvcsAfthrs@abs.att-mail.com); David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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prohibited and may be unlawful. If you receive this message in error or you otherwise are not an authorized recipient, please immediately delete the message and any attachments and notify the sender.

From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique Ebarguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com

(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Friday, December 01, 2017 12:26 PM
To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I'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@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 | dustinsteel@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 12:57 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems to be the most unstable.
- *Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen
[Critical Incident Resolution Manager](#)
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, November 30, 2017 10:10 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@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>
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; SharesSvcSfthrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 4:33 PM
To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as

escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM

To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 |
New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 |
New Albany, IN | #189626

We conferenced a call with Geneva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.
IUEC.732467..ATI

Reg internet is not as noticeable.
Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
should be 80up/80down. speed test range from 1 to 70s.
Uploads seems most unstable.
Pings drop packets.
Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
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: Al Appel <aappel@associatesin dermatology.com>
Sent: Friday, December 8, 2017 7:18 AM
To: WOOD, BRADLEY D; SAMSON, RICHARD
Cc: 'Jarrell, Larry'; MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481
Importance: High

Brad,

I did not receive any calls.

My cell is 812-725-2434

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: WOOD, BRADLEY D [mailto:bw6258@att.com]
Sent: Thursday, December 7, 2017 11:00 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Al/Rick,

Did this call happen, I did not see any communication from anyone since this email. Please keep me in the loop so I can ensure this is being taken care of as quickly as possible. Let me know if there is anything I can do to assist.

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 | CNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 06, 2017 3:01 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry'

<Larry.Jarrell@intermedix.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | 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 Ebarquen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE
<jm6891@att.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>;
Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs
<SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>;
Richard Samson <rs862n@abs.att-mail.com>;
SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New
Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 06, 2017 9:42 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela
<kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>;
Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry
<Larry.Jarrell@intermedix.com>; Al Appel
<aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes
<ch052e@abs.att-mail.com>; SharesSvcsAfthrs
<SharedSvcsAfthrs@abs.att-mail.com>; Enrique 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>

mail.com>; Richard Samson <rs862n@abs.att-mail.com>;
SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New
Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT
Sent: Tuesday, December 05, 2017 5:45 PM
To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 |
aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela
Sent: Monday, December 04, 2017 11:59 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio (<gr662w@abs.att-mail.com>) <gr662w@abs.att-mail.com>; 'SharesSvcAfhtrs (<SharedSvcAfhtrs@abs.att-mail.com>)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring (<dk741r@abs.att-mail.com>) <dk741r@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | 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; SharesSvcsAfthrs; Enrique Ebarguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D'

<bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>;
'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel'
<aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes
<ch052e@abs.att-mail.com>; SharesSvcsAfthrs
<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE'
<jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New
Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Friday, December 01, 2017 12:26 PM
To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D
<bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>;
Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel
<aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes
<ch052e@abs.att-mail.com>; SharesSvcsAfthrs
<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE'
<jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New
Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket **7N2901742** came back clear indicating that they did not find any issues on the actual circuit: [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

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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@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 | 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@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 12:57 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

*Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)

*should be 80up/80down. speed test range from 1 to 70s.

*Uploads seems to be the most unstable.

*Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, November 30, 2017 10:10 AM

To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas

<cr243w@abs.att-mail.com>; Jarrell, Larry

<Larry.Jarrell@intermedix.com>; Al Appel

<aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes

<ch052e@abs.att-mail.com>; SharesSvcAfhtrs

<SharedSvcAfhtrs@abs.att-mail.com>; Enrique 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@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 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 E barguen;
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

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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
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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
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AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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unauthorized use, dissemination, or duplication is strictly prohibited and may be unlawful. If you
receive this message in error or you otherwise are not an authorized recipient, please immediately
delete the message and any attachments and notify the sender.*

From: 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 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
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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 11:00 PM
To: SAMSON, RICHARD; Al Appel
Cc: Jarrell, Larry; MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Al/Rick,

Did this call happen, I did not see any communication from anyone since this email. Please keep me in the loop so I can ensure this is being taken care of as quickly as possible. Let me know if there is anything I can do to assist.

Regards,
Brad

From: SAMSON, RICHARD
Sent: Thursday, December 07, 2017 2:46 PM
To: Al Appel <aappel@associatesindermatology.com>
Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I just got off the phone with our Enco west group and Gina is setting up a tech to call you concerning your issue. I told them that you had taken traffic off the circuit so that they wouldn't see any issues like they are reporting now.

When they do call and start testing please ask them to get me on the phone also so that we can make sure that we don't let them off the phone without getting resolution or steps to get resolution.

My contact 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 | CNMB2 | 239172542 | New Albany, IN | #190481

Team,

It is almost 2:30 and I have not seen any communication on this. Do we have an update on this? Have we checked the COS? I would like hourly updates going forward until this is resolved please? Please advise.

Brad

Sent from my iPhone

On Dec 7, 2017, at 9:36 AM, WOOD, BRADLEY D <bw6258@att.com> wrote:

Looping in SE Customer Experience Team. Please reply all going forward.

Sent from my iPhone

On Dec 7, 2017, at 9:02 AM, SAMSON, RICHARD <rs862n@abs.att-mail.com> wrote:

Good Morning Brad,

I have already reached out to the group this a.m. and am requesting that they check this out. I will let you know what they find.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 7:58 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A

<dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

Any updates or thoughts based on what Larry and myself replied with last night? Can you look at COS and see if that could be the culprit?

Regards

Brad

Sent from my iPhone

On Dec 6, 2017, at 10:02 PM, Jarrell, Larry <Larry.Jarrell@intermedix.com> wrote:

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good due to the fact we are using cloud based EMR and EHR products. If there is a loss of connection we will drop the RDP connection or get a timeout when trying to process credit cards. I currently still have the AT&T circuit connected to my firewall but we are not routing traffic through it. I may be able to setup a few desktops to route through that connection and we can test.

[Larry Jarrell II](#)

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Wednesday, December 06, 2017 6:57 PM

To: Al Appel

Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; David Kring; 'WOOD, BRADLEY D'; Jarrell, Larry; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I worked with the team tonight and they ran test for the bandwidth and it was successful. Circuit or server are not showing any drops or issues. I'm providing a copy of the results. Please see attached. When I come in on Thursday I will call you so we can discuss.

Thank you,

[Rick Samson](#)

Executive Escalation Manager

Client Solutions & Operations

[AT&T](#)

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 06, 2017 3:17 PM
To: Richard Samson <rs862n@abs.att-mail.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hi Richard,

Thank you

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 4:08 PM
To: Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 06, 2017 3:01 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

Al

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]

Sent: Wednesday, December 6, 2017 12:40 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique 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@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 Ebaguen

<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio (gr662w@abs.att-mail.com) <gr662w@abs.att-mail.com>; 'SharesSvc sAfthrs (SharedSvc sAfthrs@abs.att-mail.com)' <SharedSvc sAfthrs@abs.att-mail.com>; David Kring (dk741r@abs.att-mail.com) <dk741r@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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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 E barguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique E barguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
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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@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>

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>; SharesSvcsAfhtrs <SharedSvcsAfhtrs@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
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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>; SharesSvcsAfhtrs

<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

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, November 30, 2017 10:10 AM

To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel

<aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,

Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,

Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,
Brad

From: PETERSEN, SCOTT

Sent: Thursday, November 30, 2017 9:04 AM

To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems most unstable.
- *Pings drop packets.

***I spoke with Al and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 9:14 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@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 E barguen <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 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
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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; SharesSvcSfthrs; 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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CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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receive this message in error or you otherwise are not an authorized recipient, please immediately delete the message and any attachments and notify the sender.

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with Geneva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I

will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.

IUEC.732467..ATI

Reg internet is not as noticeable.

Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)

should be 80up/80down. speed test range from 1 to 70s.

Uploads seems most unstable.

Pings drop packets.

Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 |

aappel@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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The information contained in this message is confidential and may be privileged and/or protected under law. If you receive this message in error, please notify us immediately by forwarding a copy to compliance@intermedix.com and delete the original message and any attachments.

ENDRES, JAM (Legal)

From: WOOD, BRADLEY D
Sent: Wednesday, December 6, 2017 10:30 PM
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

I am betting this is class of service issue, is there a way to track COs traffic is being routed to? Larry told me today he is not tagging any traffic with COS so maybe it's being routed to the wrong bucket? Who can test or check that?

Brad

Sent from my iPhone

On Dec 6, 2017, at 10:02 PM, Jarrell, Larry <Larry.Jarrell@intermedix.com> wrote:

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good due to the fact we are using cloud based EMR and EHR products. If there is a loss of connection we will drop the RDP connection or get a timeout when trying to process credit cards. I currently still have the AT&T circuit connected to my firewall but we are not routing traffic through it. I may be able to setup a few desktops to route through that connection and we can test.

[Larry Jarrell II](#)

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 06, 2017 6:57 PM
To: Al Appel
Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; David Kring; 'WOOD, BRADLEY D'; Jarrell, Larry; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I worked with the team tonight and they ran test for the bandwidth and it was successful. Circuit or server are not showing any drops or issues. I'm providing a copy of the results. Please see attached. When I come in on Thursday I will call you so we can discuss.

Thank you,

[Rick Samson](#)

Executive Escalation Manager
Client Solutions & Operations

[AT&T](#)

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Wednesday, December 06, 2017 3:17 PM

To: Richard Samson <rs862n@abs.att-mail.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hi Richard,

Thank you

Al Appel

Chief Administrative Officer

<[image001.jpg](#)>

3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Wednesday, December 6, 2017 4:08 PM

To: Al Appel <aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Wednesday, December 06, 2017 3:01 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 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
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]

Sent: Wednesday, December 6, 2017 12:40 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>;

SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Wednesday, December 06, 2017 9:42 AM

To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@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 | CNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 | aappel@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

From: Karen Varela

Sent: Monday, December 04, 2017 11:59 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com> <gr662w@abs.att-mail.com>; 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com> <dk741r@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela

Service Assurance Service Manager

Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2617 | kv278b@abs.att-mail.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcsAfthrs'; 'Enrique Ebarguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique Ebarguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcsAfthrs' (SharedSvcsAfthrs@abs.att-mail.com); David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | 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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are not an authorized recipient, please immediately delete the message and any attachments and notify the sender.

From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique E barguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(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>](mailto: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>

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>; 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>

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@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele
Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.
m 813.760.2149 | dustinsteale@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; 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@associatesindermatology.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@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,

Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,

Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,
Brad

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 9:04 AM
To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems most unstable.
- *Pings drop packets.

***I spoke with Al and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 9:14 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: OWENLG | NB-SBS S | CNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resotred. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; 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; SharesSvcAfhtrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>;

'WOOD, BRADLEY D' <bw6258@att.com>

Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with Geneiva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneiva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.

IUEC.732467..ATI

Reg internet is not as noticeable.

Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing) should be 80up/80down. speed test range from 1 to 70s.

Uploads seems most unstable.

Pings drop packets.

Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

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Access Hours: 08:00 - 17:00 M-F

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CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Wednesday, November 29, 2017 2:34 PM
To: Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, November 29, 2017 3:32 PM
To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'
Cc: Jarrell, Larry
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: SAMSON, RICHARD
Sent: Wednesday, December 6, 2017 6:57 PM
To: Al Appel
Cc: MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; 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
Attachments: USASIGNEWIN02R_QSCOPE.PDF

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



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

▪ Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Wednesday, December 6, 2017 4:08 PM

To: Al Appel <aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]

Sent: Wednesday, December 06, 2017 3:01 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 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

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

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>; 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

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>; 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 | CNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

- CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Karen Varela

Sent: Monday, December 04, 2017 11:59 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio (gr662w@abs.att-mail.com) <gr662w@abs.att-mail.com>; 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring (dk741r@abs.att-mail.com) <dk741r@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

- Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcsAfthrs'; 'Enrique 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; SharesSvcsAfhtrs; 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 | CNMNB2 | 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 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 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>; 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 | 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 | CNMB2 | 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 | 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@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

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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@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 Earguen <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

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 | aappel@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
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CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen

Sent: Wednesday, November 29, 2017 2:24 PM

To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'

Cc: Mary Matthies; Christy Hayes; 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@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with Geneva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.
IUEC.732467..ATI
Reg internet is not as noticeable.
Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing) should be 80up/80down. speed test range from 1 to 70s.
Uploads seems most unstable.
Pings drop packets.
Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
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TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesin dermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]

Sent: Wednesday, November 29, 2017 2:34 PM

To: Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesindermatology.com>]

Sent: Wednesday, November 29, 2017 3:32 PM

To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'

Cc: Jarrell, Larry

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel

Chief Administrative Officer



3810 Springhurst Blvd, Suite 200

Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

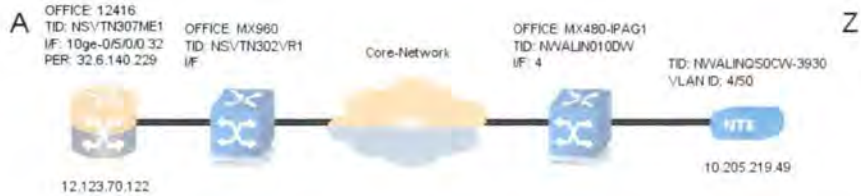
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13092732

Dec 6, 2017 5:26:24 PM

Segment ID: IUEC.732467..ATI

Segment ID: /KQGN/109011/NB



Loaded Service = 13092732A Endpoint = IUEC.732467..ATIZ Endpoint = /KQGN/109011/NB

1. NSVTN302VR1 - ESwitch Initial Access (5:28:47 PM)

Processing Request...

Input Parameters

Parameter Name	Parameter Value
Network Element Name (TID)	NSVTN302VR1
Logical Interface	xe-1/1/2.32
Instance Name	VPWS:733062

Accessing Device

Network Element: NSVTN302VR1
Version: 12.3R3-S4.9
Access: xe-1/1/2.32
Service Type: VPWS
Routing Instance: VPWS:733062
Logical Interface: xe-1/1/2.32
Cleanup Indicator: No
Outer Vlan: 4070
Inner Vlan: 50
Ingress Filter: vpws_classifier_0:100:0:0:0:0_in
Egress Filter: vpws_classifier_0:100:0:0:0:0_out
MONITOR
...Request Completed

2. NSVTN302VR1 - STC Live Device Active Access (5:29:24 PM)

Processing Request...
Input Parameters

Parameter Name	Parameter Value
Outer VLAN ID	4070
Outer Priority	0
Inner VLAN ID	50
Inner Priority	0
Committed Information Rate(Mbps)	100.000
Direction	Network
Source IP Address	32.6.140.229
Source Gateway Address	32.6.140.230
Source Mask	255.255.255.252
Destination Address	32.6.140.230
EIR(Percent of CIR)	null

The STCLive Probe version does not match the version stored in the resource manager.
The access was released in order to update the resource manager.
STCLive Probe version successfully updated.
Please retry access.
...Request Completed

3. NSVTN302VR1 - Release Initial Access (5:29:24 PM)

Processing Request...
Released Resource
...Request Completed

4. NSVTN302VR1 - ESwitch Initial Access (5:30:49 PM)

Processing Request...
Input Parameters

Parameter Name	Parameter Value
Network Element Name (TID)	NSVTN302VR1
Logical Interface	xe-1/1/2.32
Instance Name	VPWS:733062

Accessing Device

```

Network Element: NSVTN302VR1
Version: 12.3R3-S4.9
Access: xe-1/1/2.32
Service Type: VPWS
Routing Instance: VPWS:733062
Logical Interface: xe-1/1/2.32
Cleanup Indicator: No
Outer Vlan: 4070
Inner Vlan: 50
Ingress Filter: vpws_classifier_0:100:0:0:0:0_in
Egress Filter: vpws_classifier_0:100:0:0:0:0_out
MONITOR
...Request Completed

```

5. NSVTN302VR1 - STC Live Device Active Access (5:31:43 PM)

Processing Request...

Input Parameters

Parameter Name	Parameter Value
Outer VLAN ID	4070
Outer Priority	0
Inner VLAN ID	50
Inner Priority	0
Committed Information Rate(Mbps)	100.000
Direction	Network
Source IP Address	32.6.140.229
Source Gateway Address	32.6.140.230
Source Mask	255.255.255.252
Destination Address	32.6.140.230
EIR(Percent of CIR)	null

```

Connected
Device Type          = STCLive Probe 7500
Device Revision      = RA11.50.17
IP address           = 32.6.140.229
Net Mask             = 255.255.255.252
Gateway Address      = 32.6.140.230
Outer VLAN ID        = 4070
Inner VLAN ID        = 50
Assigned MAC Addr    = 00105E00CB49
Cleanup Indicator    = No

```

...Request Completed

6. NSVTN302VR1 - STC Live Device Ping to 32.6.140.230 (5:32:28 PM)

Processing Request...

Input Parameters

Parameter Name	Parameter Value
Target Address	32.6.140.230
Priority	0
Inner Priority	0
No. of iterations	5
Timeout	1.0 secs
Inter-ping Gap	1.0 secs
Time to live	32 Hops
Packet size	32 Bytes
IP QoS Setting (DSCP)	0

PINGING 32.6.140.230 WITH 32 BYTES OF DATA:

```
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 6.2 MS TTL = 64
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 6.2 MS TTL = 64
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 6.2 MS TTL = 64
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 6.2 MS TTL = 64
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 6.2 MS TTL = 64
```

PING STATISTICS FOR 32.6.140.230	
PACKETS	
SENT	5
RECEIVED	5
LOST	0
% LOST	0.0
APPROXIMATE ROUND TRIP TIMES (MS)	
MINIMUM	6.2
MAXIMUM	6.2
AVERAGE	6.2

...Request Completed

7. NSVTN302VR1 - STC Live RFC 2544 Test (5:33:01 PM)

Processing Request...

Input Parameters

Parameter Name	Parameter Value
Target Address Type	IP Loopback
Target Address	IPLPBK,5439680EF78E
Priority	0
Inner Priority	0
Rate	99.000 Mbps
Ethernet Protocol Type	Standard
Algorithm	Normal
Stage Duration	15 secs
Stage Attempts	1
Loss Threshold	0.02%
Frame Sizes	64,128,256,512,768,1024,1280,1518
Overhead Bytes Added By Network	0
IP QoS Setting (DSCP)	0

Target Address: 5439680EF78E								Loss Threshold: 0.02%				Rate: 99.000 Mbps	
Frame Size (bytes)	Load (%)	L1 Rcvd Rate (Mbps)	L2 Rcvd Rate (Mbps)	L1 Overhead Rate (Mbps)	L2 Overhead Rate (Mbps)	Jitter (ms)	Latency (ms)	Frames Lost	Frame Loss Rate (%)	Frames Sent	Frames Rcvd	Frame Rate (frms/sec)	Elapsed Time (hh:mm:ss)
64	100.0	0.0	0.0	0.0	0.0	NA	NA	2016567	100.0	2016567	0	0.0	00:00:17
64	90.0	0.0	0.0	0.0	0.0	NA	NA	1815009	100.0	1815009	0	0.0	00:00:34

Stop Button clicked

...Request Completed

8. NSVTN302VR1 - Release STC Live Device Access (5:34:15 PM)

Processing Request...

Released Resource

...Request Completed

9. NSVTN302VR1 - ESwitch Initial Access (5:37:40 PM)

Processing Request...

Input Parameters

Parameter Name	Parameter Value
Network Element Name (TID)	NSVTN302VR1
Logical Interface	xe-1/1/2.32
Instance Name	VPWS:733062

Accessing Device

Network Element: NSVTN302VR1
Version: 12.3R3-S4.9
Access: xe-1/1/2.32
Service Type: VPWS
Routing Instance: VPWS:733062
Logical Interface: xe-1/1/2.32
Cleanup Indicator: No
Outer Vlan: 4070
Inner Vlan: 50
Ingress Filter: vpws_classifier_0:100:0:0:0:0_in
Egress Filter: vpws_classifier_0:100:0:0:0:0_out
MONITOR

...Request Completed

10. NSVTN302VR1 - STC Live Device Active Access (5:38:22 PM)

Processing Request...

Input Parameters

Parameter Name	Parameter Value
Outer VLAN ID	4070
Outer Priority	0
Inner VLAN ID	50
Inner Priority	0
Committed Information Rate(Mbps)	100.000
Direction	Network
Source IP Address	32.6.140.229
Source Gateway Address	32.6.140.230
Source Mask	255.255.255.252
Destination Address	32.6.140.230

EIR(Percent of CIR)	null
---------------------	------

```

Connected
Device Type      = STCLive Probe 7500
Device Revision  = RA11.50.17
IP address       = 32.6.140.229
Net Mask         = 255.255.255.252
Gateway Address  = 32.6.140.230
Outer VLAN ID    = 4070
Inner VLAN ID    = 50
Assigned MAC Addr = 00105E00CB49
Cleanup Indicator = No

```

...Request Completed

11. NSVTN302VR1 - STC Live Device Ping to 32.6.140.230 (5:38:58 PM)

Processing Request...

Input Parameters

Parameter Name	Parameter Value
Target Address	32.6.140.230
Priority	0
Inner Priority	0
No. of iterations	5
Timeout	1.0 secs
Inter-ping Gap	1.0 secs
Time to live	32 Hops
Packet size	32 Bytes
IP QoS Setting (DSCP)	0

PINGING 32.6.140.230 WITH 32 BYTES OF DATA:

```

REPLY FROM 32.6.140.230: BYTES = 32 TIME < 5.9 MS TTL = 64
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 5.9 MS TTL = 64
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 5.9 MS TTL = 64
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 5.9 MS TTL = 64
REPLY FROM 32.6.140.230: BYTES = 32 TIME < 5.9 MS TTL = 64

```

PING STATISTICS FOR 32.6.140.230	
PACKETS	
SENT	5

RECEIVED	5
LOST	0
% LOST	0.0
APPROXIMATE ROUND TRIP TIMES (MS)	
MINIMUM	5.9
MAXIMUM	5.9
AVERAGE	5.9

...Request Completed

12. NSVTN302VR1 - STC Live RFC 2544 Test (5:39:34 PM)

Processing Request...

Input Parameters

Parameter Name	Parameter Value
Target Address Type	IP Loopback
Target Address	IPLPBK, 5439680EF78E
Priority	0
Inner Priority	0
Rate	99.000 Mbps
Ethernet Protocol Type	Standard
Algorithm	Normal
Stage Duration	15 secs
Stage Attempts	1
Loss Threshold	0.02%
Frame Sizes	64,128,256,512,768,1024,1280,1518
Overhead Bytes Added By Network	0
IP QoS Setting (DSCP)	0

Target Address: 5439680EF78E								Loss Threshold: 0.02%			Rate: 99.000 Mbps			
Frame Size (bytes)	Load (%)	L1 Rcvd Rate (Mbps)	L2 Rcvd Rate (Mbps)	L1 Overhead Rate (Mbps)	L2 Overhead Rate (Mbps)	Jitter (ms)	Latency (ms)	Frames Lost	Frame Loss Rate (%)	Frames Sent	Frames Rcvd	Frame Rate (frms/sec)	Elapsed Time (hh:mm:ss)	
64	100.0	98.992	77.472	98.992	77.472	0.1	5.9	3	0.000149	2016693	2016690	134500.275	00:00:17	

128	100.0	98.996	86.304	98.996	86.304	0.1	5.9	0	0.0	118934 4	118934 4	79323. 947	00:00 :34
256	100.0	98.996	92.024	98.996	92.024	0.1	5.9	0	0.0	653259	653259	43572. 133	00:00 :51
512	100.0	98.994	95.328	98.994	95.328	0.0	5.9	0	0.0	343592	343592	22915. 292	00:01 :08
768	100.0	98.997	96.51	98.997	96.51	0.0	6.0	0	0.0	233092	233092	15546. 015	00:01 :25
1024	100.0	98.995	97.113	98.995	97.113	0.0	6.0	0	0.0	176361	176361	11762. 732	00:01 :42
1280	100.0	98.995	97.482	98.995	97.482	0.0	6.1	0	0.0	141844	141844	9460.6 1	00:01 :59
1518	100.0	98.997	97.717	98.997	97.717	0.0	6.1	0	0.0	120015	120015	8004.3 35	00:02 :16

...Request Completed

13. NSVTN302VR1 - Release STC Live Device Access (5:41:57 PM)

Processing Request...
Released Resource
...Request Completed

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@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>; 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
<[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 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@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>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela

Sent: Monday, December 04, 2017 11:59 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com> <gr662w@abs.att-mail.com>; 'SharesSvcAfhtrs (SharedSvcAfhtrs@abs.att-mail.com)' <SharedSvcAfhtrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com> <dk741r@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNMNB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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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'; '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; SharesSvcAfhtrs; Enrique Ebarguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas

<cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Friday, December 01, 2017 12:26 PM

To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique 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 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>; 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>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT

Sent: Thursday, November 30, 2017 12:57 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems to be the most unstable.
- *Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, November 30, 2017 10:10 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 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@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems most unstable.
- *Pings drop packets.

***I spoke with Al and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 9:14 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resotred. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesin dermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen |424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

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Chris Ruedas

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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

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Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

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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...

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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

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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
<[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@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>; 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?

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 | 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>; 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

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>; 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.

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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

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: 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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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcsAfthrs'; 'Enrique E barguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique E barguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcsAfthrs' (SharedSvcsAfthrs@abs.att-mail.com); David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | 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; SharesSvcAfthrs; Enrique Ebarguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another

escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Monday, December 04, 2017 8:45 AM

To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique 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>; 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 | 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

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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@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>

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 7N2901742 | New Albany, IN | #189626

Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteale@att.com

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From: WOOD, BRADLEY D

Sent: Thursday, November 30, 2017 2:04 PM

To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNMB2 | 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 | 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>; 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

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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>; 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; SharesSvcAfthrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@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 | CNMB2 | 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
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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; 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 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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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: 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@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?

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 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@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 | 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@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 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>; '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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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 E barguen; Gloria Rubio (gr662w@abs.att-mail.com);
'SharesSvcsAfthrs (SharedSvcsAfthrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique Ebarguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen**Sent:** Friday, December 01, 2017 12:26 PM**To:** 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>**Cc:** Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 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

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@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>;

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@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resotred. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen |424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas

Sent: Wednesday, November 29, 2017 6:39 PM

To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'

Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@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; SharesSvcAfthrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAftHrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with 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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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 | CNMNB2 | 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@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 | CNMNB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 06, 2017 3:01 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>

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 E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 06, 2017 9:42 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 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

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@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 | 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'; 'SharesSvcAftHrs'; 'Enrique E barguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique E barguen; 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 E barguen; 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>; 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>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Friday, December 01, 2017 12:26 PM
To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; Enrique 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

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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@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcSfthrs <SharedSvcSfthrs@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>; 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@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>; 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 Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,

Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,

Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,

Brad

From: PETERSEN, SCOTT

Sent: Thursday, November 30, 2017 9:04 AM

To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcAftHrs <SharedSvcAftHrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

*Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
*should be 80up/80down. speed test range from 1 to 70s.
*Uploads seems most unstable.
*Pings drop packets.

***I spoke with AI and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 9:14 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfthrs <SharedSvcAfthrs@abs.att-mail.com>; Enrique Earguen <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 | 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

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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

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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
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TYPE OF SERVICE: ETH
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CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
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CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

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 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 Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

Al

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]

Sent: Wednesday, December 6, 2017 12:40 PM

To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique 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 | CNMNB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 06, 2017 9:42 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT
Sent: Tuesday, December 05, 2017 5:45 PM
To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela
Sent: Monday, December 04, 2017 11:59 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 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) <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'; '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](tel:424-233-2538)|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique Ebarguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
[Critical Incident Resolution Manager](#)
Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Monday, December 04, 2017 8:45 AM

To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 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>

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 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 | 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 ATI, so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

Brad has now opened **AOTS# 239089927** and Escalate to Tier 2 to check IDC config, look for traffic drops. I will be following up and sending an update early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]
Sent: Thursday, November 30, 2017 4:11 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New
Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteele@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New
Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 12:57 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@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

mn216y@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@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 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 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; 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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receive this message in error or you otherwise are not an authorized recipient, please immediately delete the message and any attachments and notify the sender.

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcAfthrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with Geneva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I

will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.

IUEC.732467..ATI

Reg internet is not as noticeable.

Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)

should be 80up/80down. speed test range from 1 to 70s.

Uploads seems most unstable.

Pings drop packets.

Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 |

aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Wednesday, November 29, 2017 2:34 PM
To: Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, November 29, 2017 3:32 PM
To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'
Cc: Jarrell, Larry
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: SAMSON, RICHARD
Sent: Thursday, December 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,

It is almost 2:30 and I have not seen any communication on this. Do we have an update on this? Have we checked the COS? I would like hourly updates going forward until this is resolved please? Please advise.

Brad

Sent from my iPhone

On Dec 7, 2017, at 9:36 AM, WOOD, BRADLEY D <bw6258@att.com> wrote:

Looping in SE Customer Experience Team. Please reply all going forward.

Sent from my iPhone

On Dec 7, 2017, at 9:02 AM, SAMSON, RICHARD <rs862n@abs.att-mail.com> wrote:

Good Morning Brad,

I have already reached out to the group this a.m. and am requesting that they check this out. I will let you know what they find.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 7:58 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | 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@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 06, 2017 3:01 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

Al

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 12:40 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes

<ch052e@abs.att-mail.com>; SharesSvcsAfthrs
<SharedSvcsAfthrs@abs.att-mail.com>; Enrique 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@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 | CNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I have reached out to my service partners and have been advised that provisioning team will continue to isolate and test your issue throughout the night and will provide you the results in the morning. At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow. If you have any questions or concerns regarding

this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Karen Varela
Sent: Monday, December 04, 2017 7:16 PM
To: Scott Petersen; 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; 'Christoban Ruedas'; 'Jarrell, Larry'; 'Al Appel'
Cc: 'Mary Matthies'; 'Christy Hayes'; 'SharesSvcsAfthrs'; 'Enrique Ebarguen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique Ebarguen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcsAfthrs (SharedSvcsAfthrs@abs.att-mail.com)'; David Kring (dk741r@abs.att-mail.com)

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: [ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com](mailto:ENRIQUE_EBARGUEN|424-233-2538|ee248a@abs.att-mail.com)

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcAftHrs; Enrique E barguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Friday, December 01, 2017 12:26 PM
To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I've gone over parts with some of you, but want to be sure we are on the same page. Ticket **7N2901742** came back clear indicating that they did not find any issues on the actual circuit: [IU732467 AT](#), 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 Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele
Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.
m 813.760.2149 | dustinsteale@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

[Adding Dustin Steele and Jose Marroquin](#)

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 12:57 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems to be the most unstable.
- *Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Thursday, November 30, 2017 10:10 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNMB2 | 7N2901742 | New Albany, IN | #189626

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@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; SharesSvcAfhtrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen |424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 |cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 4:33 PM
To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; 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

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AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Wednesday, November 29, 2017 2:43 PM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>

Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with 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@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 11:00 PM
To: SAMSON, RICHARD; Al Appel
Cc: Jarrell, Larry; MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Al/Rick,

Did this call happen, I did not see any communication from anyone since this email. Please keep me in the loop so I can ensure this is being taken care of as quickly as possible. Let me know if there is anything I can do to assist.

Regards,
Brad

From: SAMSON, RICHARD
Sent: Thursday, December 07, 2017 2:46 PM
To: Al Appel <aappel@associatesindermatology.com>
Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I just got off the phone with our Enco west group and Gina is setting up a tech to call you concerning your issue. I told them that you had taken traffic off the circuit so that they wouldn't see any issues like they are reporting now.

When they do call and start testing please ask them to get me on the phone also so that we can make sure that we don't let them off the phone without getting resolution or steps to get resolution.

My contact infor:

Rick
402-516-1630
rs862n@att.com

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 1:27 PM

To: Richard Samson <rs862n@abs.att-mail.com>; SE TC-Cust Experience <g06861@att.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS 5 | CNNMB2 | 239172542 | New Albany, IN | #190481

Team,

It is almost 2:30 and I have not seen any communication on this. Do we have an update on this? Have we checked the COS? I would like hourly updates going forward until this is resolved please? Please advise.

Brad

Sent from my iPhone

On Dec 7, 2017, at 9:36 AM, WOOD, BRADLEY D <bw6258@att.com> wrote:

Looping in SE Customer Experience Team. Please reply all going forward.

Sent from my iPhone

On Dec 7, 2017, at 9:02 AM, SAMSON, RICHARD <rs862n@abs.att-mail.com> wrote:

Good Morning Brad,

I have already reached out to the group this a.m. and am requesting that they check this out. I will let you know what they find.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 7:58 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A

<dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

Any updates or thoughts based on what Larry and myself replied with last night? Can you look at COS and see if that could be the culprit?

Regards

Brad

Sent from my iPhone

On Dec 6, 2017, at 10:02 PM, Jarrell, Larry <Larry.Jarrell@intermedix.com> wrote:

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good due to the fact we are using cloud based EMR and EHR products. If there is a loss of connection we will drop the RDP connection or get a timeout when trying to process credit cards. I currently still have the AT&T circuit connected to my firewall but we are not routing traffic through it. I may be able to setup a few desktops to route through that connection and we can test.

Larry Jarrell II

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]

Sent: Wednesday, December 06, 2017 6:57 PM

To: Al Appel

Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; David Kring; 'WOOD, BRADLEY D'; Jarrell, Larry; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I worked with the team tonight and they ran test for the bandwidth and it was successful. Circuit or server are not showing any drops or issues. I'm providing a copy of the results. Please see attached. When I come in on Thursday I will call you so we can discuss.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, December 06, 2017 3:17 PM
To: Richard Samson <rs862n@abs.att-mail.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hi Richard,

Thank you

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 4:08 PM
To: Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I'm the escalation manager for Christy Hayes. I'm currently on the phone trying to schedule the testing for this evening after 5 p.m. EST. This will be the first step to resolution. ATT needs to see what is happening and then set the steps to resolution. Once I have more I will let you know.

Thank you,
Rick Samson
Executive Escalation Manager
Client Solutions & Operations
AT&T
Omaha, NE
Office: (402)-516-1630 | rs862n@att.com
Office Hours: Monday-Friday, 7:30am-4:30pm CST
After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, December 06, 2017 3:01 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Eburguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; Enrique Eburguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

I don't want to wait, we need to push this migration because we are not any closer to the resolution today and it has been 1 week since this ticket was opened. We are now running on a Spectrum Cable modem with a 100/10 connection, have not had any complaints of drops.

If there is no resolution by close of business day 12/7/2017, we are going to cancel the install on Dec 11th and set a date once the New Albany issues are resolved, running exclusively on ATT circuit with no issues for 2 business days.

Is this issue truly being escalated?

Al

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241

Tel: 502-583-1749 Ext. 3133

Fax: 502-329-7599

Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 12:40 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 06, 2017 9:42 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT
Sent: Tuesday, December 05, 2017 5:45 PM
To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela
Sent: Monday, December 04, 2017 11:59 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 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) <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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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 Ebarquen'; 'Gloria Rubio'; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'; Enrique Ebarquen; Gloria Rubio (gr662w@abs.att-mail.com); 'SharesSvcsAfthrs' (SharedSvcsAfthrs@abs.att-mail.com); David Kring (dk741r@abs.att-mail.com)
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

My name is Karen Varela a Service Assurance Manager with the AT&T After Hours team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reached out to my service partners and have been advised that your ticket is pending to be pick up by the next available technician. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns, please feel free to reach out to me by phone at 424-233-2617 or by hitting reply all to this email.

Continuous efforts to resolve your concern will go forth. My supervisors information is below should you require additional assistance:

Area Manager: ENRIQUE EBARGUEN|424-233-2538|ee248a@abs.att-mail.com

Karen Varela
Service Assurance Service Manager
Client Solutions & Operations
AT&T
El Paso, TX
o 424-233-2617 | kv278b@abs.att-mail.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique Ebarquen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
[Critical Incident Resolution Manager](#)
Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Monday, December 04, 2017 8:45 AM

To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcAfhtrs <SharedSvcAfhtrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Scott Petersen

Sent: Friday, December 01, 2017 12:26 PM

To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique 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 | 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](#) ATI, so the transport portion of the services are good. I have reached out to Brad Wood who open a ticket with GCSC (as suggested in ticket 7N2901742), where among other things we can focus on the Router Firmware and Shaper Settings.

Brad has now opened **AOTS# 239089927** and Escalate to Tier 2 to check IDC config, look for traffic drops. I will be following up and sending an update early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: STEELE, DUSTIN [<mailto:ds3568@att.com>]
Sent: Thursday, November 30, 2017 4:11 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New
Albany, IN | #189626
Importance: High

Scott, do we have an update on this?

Dustin Steele

Area Manager – Managed Security Services
Global Security Services

AT&T Services, Inc.

m 813.760.2149 | dustinsteel@att.com

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From: WOOD, BRADLEY D
Sent: Thursday, November 30, 2017 2:04 PM
To: PETERSEN, SCOTT <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New
Albany, IN | #189626

Adding Dustin Steele and Jose Marroquin

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 12:57 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New
Albany, IN | #189626

Brad and everyone,

I definitely will continue to investigate and push for resolution of the issues. I have spoken with our CABS team who helped to communicate the need for additional testing. They focused on pushing the Intrusive testing. I have been pushing additional testing on my own, which I have summarized below. Although I provided the symptoms for them to investigate, I did ask about specific steps I have seen help with these types of issues in the past...

Below are some of the key issues they are having...

*Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)

*should be 80up/80down. speed test range from 1 to 70s.

*Uploads seems to be the most unstable.

*Pings drop packets.

Possibly needs Firmware upgrade on router or is shaper set up properly? These were discussed with CABS also, can these be addressed possibly before we move to intrusive test later?

One more clarification (**probably for Larry to address**), generally they ask for a 4 hour window that is the best time for them to run intrusive testing. At this point we have after 6pm requested. Some people prefer overnight like 1am-5am, something more specific. If it comes to Intrusive testing is after 6pm and before say 5am acceptable or is something more specific needed?

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, November 30, 2017 10:10 AM

To: Scott Petersen <sp3846@abs.att-mail.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel

<aappel@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 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

Scott,

Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,

Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,
Brad

From: PETERSEN, SCOTT

Sent: Thursday, November 30, 2017 9:04 AM

To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>

Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvc 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

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems most unstable.
- *Pings drop packets.

***I spoke with Al and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen
Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:

Mary Matthies

mm216y@att.com

(402) 516-1455

From: Christoban Ruedas

Sent: Wednesday, November 29, 2017 9:14 PM

To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry'

<Larry.Jarrell@intermedix.com>; 'Al Appel'

<aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D'

<bw6258@att.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes

<ch052e@abs.att-mail.com>; SharesSvcAfthrs

<SharedSvcAfthrs@abs.att-mail.com>; Enrique Ebarquen

<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN
| #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resotred. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 |

aappel@associatesin dermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique Ebarquen; Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

I have been advised that testing was done on the circuit and it came up clear. Please verify if services have been restored and remember to power cycle your equipment and check all connections are properly connected. So that we can determine if the issue has been resolved. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting
business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My
supervisor's information is below should you require additional
assistance:
Area Manager: Enrique Ebarquen |424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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unauthorized use, dissemination, or duplication is strictly prohibited and may be unlawful. If you
receive this message in error or you otherwise are not an authorized recipient, please immediately
delete the message and any attachments and notify the sender.*

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 4:33 PM
To: Scott Petersen; Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique Ebarquen;
Gloria Rubio
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany,
IN | #189626

Hello Al and Larry,

My name is Chris Ruedas with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:
Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T
El Paso, TX
o 424-233-2585 | cr243w@att.com
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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receive this message in error or you otherwise are not an authorized recipient, please immediately delete the message and any attachments and notify the sender.

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:24 PM
To: Jarrell, Larry; Al Appel; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; SharesSvcSfthrs; Scott Petersen
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

I just got off the phone with our CABS team and Josh told me that a Tester had not picked up that case as of yet. They do work the cases 24x7 so we should be seeing movement on it tonight. I have included afterhours on the email and their number is in my signature line. I am also sending them this engagement to advocate for resolution tonight.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Wednesday, November 29, 2017 2:43 PM
To: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Scott Petersen <sp3846@abs.att-mail.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with Geneva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I

will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.

IUEC.732467..ATI

Reg internet is not as noticeable.

Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)

should be 80up/80down. speed test range from 1 to 70s.

Uploads seems most unstable.

Pings drop packets.

Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742

TICKET OPENED: 11/29/2017 09:11 AM CST

ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST

ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH

ADDRESS: 2241 Green Valley Rd

CITY/STATE: New Albany, IN

Access Hours: 08:00 - 17:00 M-F

Extended Hours: Unknown

CCON: Al Appel | 812-725-2434 |

aappel@associatesindermatology.com

LCON: Larry Jarrell | 502-599-3007 |

Larry.Jarrell@intermedix.com

LCON: Brad Wood | 812-725-2434

Dispatch: Yes

Intrusive Test: Yes (outside access hours only)

Power To CPE: Yes

OOB (If managed): Unknown

Thanks,

Scott Petersen

Critical Incident Resolution Manager

Client Solutions & Operations

AT&T

Omaha

o 1 (402) 970-3553 | sp3846@abs.att-mail.com

Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Jarrell, Larry [<mailto:Larry.Jarrell@intermedix.com>]
Sent: Wednesday, November 29, 2017 2:34 PM
To: Al Appel <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Scott Petersen <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

On phone with Scott.

Larry Jarrell II

From: Al Appel [<mailto:aappel@associatesin dermatology.com>]
Sent: Wednesday, November 29, 2017 3:32 PM
To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'
Cc: Jarrell, Larry
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 | New Albany, IN |

Any updates?

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: Al Appel <aappel@associatesin dermatology.com>
Sent: Friday, December 8, 2017 7:18 AM
To: WOOD, BRADLEY D; SAMSON, RICHARD
Cc: 'Jarrell, Larry'; MATTHIES, MARY; HAYES, CHRISTY; MARROQUIN, JOSE; KRING, DAVID; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales; SE TC-Cust Experience
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481
Importance: High

Brad,

I did not receive any calls.

My cell is 812-725-2434

Al Appel
Chief Administrative Officer



3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: WOOD, BRADLEY D [mailto:bw6258@att.com]
Sent: Thursday, December 7, 2017 11:00 PM
To: SAMSON, RICHARD <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Al/Rick,

Did this call happen, I did not see any communication from anyone since this email. Please keep me in the loop so I can ensure this is being taken care of as quickly as possible. Let me know if there is anything I can do to assist.

Regards,
Brad

From: SAMSON, RICHARD

Sent: Thursday, December 07, 2017 2:46 PM

To: Al Appel <aappel@associatesin dermatology.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I just got off the phone with our Enco west group and Gina is setting up a tech to call you concerning your issue. I told them that you had taken traffic off the circuit so that they wouldn't see any issues like they are reporting now.

When they do call and start testing please ask them to get me on the phone also so that we can make sure that we don't let them off the phone without getting resolution or steps to get resolution.

My contact infor:

Rick
402-516-1630
rs862n@att.com

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 1:27 PM

To: Richard Samson <rs862n@abs.att-mail.com>; SE TC-Cust Experience <g06861@att.com>

Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Team,

It is almost 2:30 and I have not seen any communication on this. Do we have an update on this? Have we checked the COS? I would like hourly updates going forward until this is resolved please? Please advise.

Brad

Sent from my iPhone

On Dec 7, 2017, at 9:36 AM, WOOD, BRADLEY D <bw6258@att.com> wrote:

Looping in SE Customer Experience Team. Please reply all going forward.

Sent from my iPhone

On Dec 7, 2017, at 9:02 AM, SAMSON, RICHARD <rs862n@abs.att-mail.com> wrote:

Good Morning Brad,

I have already reached out to the group this a.m. and am requesting that they check this out. I will let you know what they find.

Thank you,

Rick Samson

Executive Escalation Manager

Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]

Sent: Thursday, December 07, 2017 7:58 AM

To: Jarrell, Larry <Larry.Jarrell@intermedix.com>

Cc: Richard Samson <rs862n@abs.att-mail.com>; Al Appel <aappel@associatesindermatology.com>; Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>

Subject: Re: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Good morning Rick,

Any updates or thoughts based on what Larry and myself replied with last night? Can you look at COS and see if that could be the culprit?

Regards

Brad

Sent from my iPhone

On Dec 6, 2017, at 10:02 PM, Jarrell, Larry <Larry.Jarrell@intermedix.com> wrote:

Bandwidth is not an issue; the problem we are seeing is when we are connected to the AT&T circuit we continually have dropped packets/connection it is only for a second maybe two. This is not a good due to the fact we are using cloud based EMR and EHR products. If there is a loss of connection we will drop the RDP connection or get a timeout when trying to process credit cards. I currently still have the AT&T circuit connected to my firewall but we are not routing traffic through it. I may be able to setup a few desktops to route through that connection and we can test.

Larry Jarrell II

From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 06, 2017 6:57 PM
To: Al Appel
Cc: Mary Matthies; Christy Hayes; 'MARROQUIN, JOSE'; David Kring; 'WOOD, BRADLEY D'; Jarrell, Larry; BLACK, PAUL E; GUADAGNO, KEITH; JEFFRIES, DERRICK A; SE TC-PostSales
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I worked with the team tonight and they ran test for the bandwidth and it was successful. Circuit or server are not showing any drops or issues. I'm providing a copy of the results. Please see attached. When I come in on Thursday I will call you so we can discuss.

Thank you,

Rick Samson

Executive Escalation Manager
Client Solutions & Operations

AT&T

Omaha, NE

Office: (402)-516-1630 | rs862n@att.com

Office Hours: Monday-Friday, 7:30am-4:30pm CST

After Hours Assistance: (844)-ATT-SERV / (844)-288-7378

From: Al Appel [<mailto:aappel@associatesindermatology.com>]
Sent: Wednesday, December 06, 2017 3:17 PM
To: Richard Samson <rs862n@abs.att-mail.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 'MARROQUIN, JOSE' <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hi Richard,

Thank you

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Richard Samson [<mailto:rs862n@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 4:08 PM
To: Al Appel <aappel@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?

AI

Al Appel
Chief Administrative Officer
<image001.jpg>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Scott Petersen [mailto:sp3846@abs.att-mail.com]
Sent: Wednesday, December 6, 2017 12:40 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry

<Larry.Jarrell@intermedix.com>; Al Appel
<aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes
<ch052e@abs.att-mail.com>; SharesSvcsAfthrs
<SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE
<jm6891@att.com>; Enrique E barguen <ee248a@abs.att-mail.com>;
Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs
<SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>;
Richard Samson <rs862n@abs.att-mail.com>;
SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New
Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 06, 2017 9:42 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela
<kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>;
Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry
<Larry.Jarrell@intermedix.com>; Al Appel
<aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes
<ch052e@abs.att-mail.com>; SharesSvcsAfthrs
<SharedSvcsAfthrs@abs.att-mail.com>; Enrique 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>

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 <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 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 | 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); '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 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@associatesin dermatology.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes
<ch052e@abs.att-mail.com>; SharesSvcsAfthrs
<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen
<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE'
<jm6891@att.com>

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 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@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>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen

<ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,

Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,

Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,
Brad

From: PETERSEN, SCOTT
Sent: Thursday, November 30, 2017 9:04 AM
To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>; WOOD, BRADLEY D <bw6258@att.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Al and Larry,

As mentioned on my phone call, "TESTING HAS DETERMINED THIS CIRCUIT TESTED OK. NO TROUBLE WAS FOUND IN THE NETWORK.." I am reaching out to the tech team to check specifically to see if the testing looked at what could have caused below...

Need to confirm what supports the following was tested:

- *Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
- *should be 80up/80down. speed test range from 1 to 70s.
- *Uploads seems most unstable.
- *Pings drop packets.

***I spoke with Al and left a VM with Larry to confirm the above issues are resolved or still occurring.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com

From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 9:14 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesin dermatology.com>; 'WOOD, BRADLEY D' <bw6258@att.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarquen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Hello Al and Larry,

At this time I will be handing your ticket back to the daytime team to follow up with you tomorrow and verify if services have been resotred. If you have any questions or concerns regarding this information or should you need assistance, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or hitting reply all to this email trail.

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 | aappel@associatesin dermatology.com
LCON: Larry Jarrell | 502-599-3007 | Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: Enrique Ebarquen | 424-233-2538 | ee248a@att.com

Chris Ruedas
Service Assurance Manager
Client Solutions & Operations

AT&T

El Paso, TX

o 424-233-2585 | cr243w@att.com

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

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From: Christoban Ruedas
Sent: Wednesday, November 29, 2017 6:39 PM
To: Scott Petersen; 'Jarrell, Larry'; 'Al Appel'; 'WOOD, BRADLEY D'
Cc: Mary Matthies; Christy Hayes; 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; SharesSvcSfthrs; 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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unauthorized use, dissemination, or duplication is strictly prohibited and may be unlawful. If you
receive this message in error or you otherwise are not an authorized recipient, please immediately
delete the message and any attachments and notify the sender.*

From: 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 | CNMB2 | 7N2901742 | New Albany, IN | #189626

We conferenced a call with Geneva at CABS (Tier 1 tech) and Larry (Cust Tech/LCON). Geneva escalated request for testers to look at issue. Larry went over the issues and some of the key points for her. I will follow up shortly and be sending this up to afterhours so they can continue to push with the testers tonight.

Below are the notes I took of their conversation (keep in mind I'm not a tech I just put the techs together to progress things...

Internet.
IUEC.732467..ATI
Reg internet is not as noticeable.
Issue with IPADS spinning and Remote Desktop 3389 to data ctr. Major issues (Bouncing)
should be 80up/80down. speed test range from 1 to 70s.
Uploads seems most unstable.
Pings drop packets.

Was worse, changed traffic shaping looked at on the config. Although improved issues listed above are still prevalent.

Need to look at Shaping again and Firewall updates...

TICKET #: 7N2901742
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.
TYPE OF SERVICE: ETH
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@associatesindermatology.com>]
Sent: Wednesday, November 29, 2017 3:32 PM
To: 'WOOD, BRADLEY D'; 'PETERSEN, SCOTT'
Cc: Jarrell, Larry
Subject: RE: OWENLG | NB-SBS Sapphire | CNNMB2 | 7N2901742 |
New Albany, IN |

Any updates?

Al Appel
Chief Administrative Officer
<[image001.jpg](#)>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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ENDRES, JAM (Legal)

From: SAMSON, RICHARD
Sent: Friday, December 8, 2017 8:57 AM
To: BLACK, PAUL E; HAYES, CHRISTY
Cc: MATTHIES, MARY; MARROQUIN, JOSE; 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

Morning Paul,

The call did not happen. I just checked the notes. I explained in depth yesterday to T1 to get T2 to call Al or myself and what was needed and why they are not seeing any issues right now.

I put in the notes to call us again today so that we can explain what is going on and get the testing set up. I will escalate to the DOA process now.

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: BLACK, PAUL E [mailto:pb7183@att.com]

Sent: Friday, December 08, 2017 7:48 AM

To: Richard Samson <rs862n@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>

Cc: Mary Matthies <mm216y@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; David Kring <dk741r@abs.att-mail.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>

Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Customer reports that this call did not occur. Can someone provide the latest update on this issue and communicate with the customer on when they can expect a call?

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: SAMSON, RICHARD
Sent: Thursday, December 07, 2017 2:46 PM
To: Al Appel <aappel@associatesindermatology.com>
Cc: Jarrell, Larry <Larry.Jarrell@intermedix.com>; MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; MARROQUIN, JOSE <jm6891@att.com>; KRING, DAVID <dk741r@abs.att-mail.com>; BLACK, PAUL E <pb7183@att.com>; GUADAGNO, KEITH <kg7420@att.com>; JEFFRIES, DERRICK A <dj8959@att.com>; SE TC-PostSales <g06860@att.com>; WOOD, BRADLEY D <bw6258@att.com>; SE TC-Cust Experience <g06861@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello Al,

I just got off the phone with our Enco west group and Gina is setting up a tech to call you concerning your issue. I told them that you had taken traffic off the circuit so that they wouldn't see any issues like they are reporting now.

When they do call and start testing please ask them to get me on the phone also so that we can make sure that we don't let them off the phone without getting resolution or steps to get resolution.

My contact 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,

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 Kríng <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?

Al

Al Appel
Chief Administrative Officer
<<image001.jpg>>
3810 Springhurst Blvd, Suite 200
Louisville, KY 40241
Tel: 502-583-1749 Ext. 3133
Fax: 502-329-7599
Desk: 502-625-2219

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From: Scott Petersen [<mailto:sp3846@abs.att-mail.com>]
Sent: Wednesday, December 6, 2017 12:40 PM
To: WOOD, BRADLEY D <bw6258@att.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Brad,

I am currently working with an escalation manager to get this taken care of, we should be able to give you a progress report early this afternoon.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: WOOD, BRADLEY D [<mailto:bw6258@att.com>]
Sent: Wednesday, December 06, 2017 9:42 AM
To: Scott Petersen <sp3846@abs.att-mail.com>; Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesin dermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs

<SharedSvcsAfthrs@abs.att-mail.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; Enrique Ebarguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; David Kring <dk741r@abs.att-mail.com>; Richard Samson <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Scott,

Can you provide an update on where we are at, did we get the firmware updated or do intrusive testing last night? We really need to have this corrected asap.

Brad

From: PETERSEN, SCOTT
Sent: Tuesday, December 05, 2017 5:45 PM
To: Karen Varela <kv278b@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: MATTHIES, MARY <mm216y@abs.att-mail.com>; HAYES, CHRISTY <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; STEELE, DUSTIN <ds3568@att.com>; MARROQUIN, JOSE <jm6891@att.com>; EBARGUEN, ENRIQUE <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; KRING, DAVID <dk741r@abs.att-mail.com>; SAMSON, RICHARD <rs862n@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; PETERSEN, SCOTT <sp3846@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

Our escalation manager is working with tech to work around issues that interfered with the progression of the ticket. They are working to engage in upgrading the firmware and run intrusive testing outside access hours if need be.

TICKET #: 239172542
TICKET OPENED: 11/29/2017 09:11 AM CST
ENGAGEMENT RECEIVED: 11/29/2017 09:16 AM CST
ISSUE: internet keeps dropping every few minutes and is impacting business big time.

TYPE OF SERVICE: ETH
ADDRESS: 2241 Green Valley Rd
CITY/STATE: New Albany, IN
Access Hours: 08:00 - 17:00 M-F
Extended Hours: Unknown
CCON: Al Appel | 812-725-2434 |
aappel@associatesindermatology.com
LCON: Larry Jarrell | 502-599-3007 |
Larry.Jarrell@intermedix.com
LCON: Brad Wood | 812-725-2434
Dispatch: Yes
Intrusive Test: Yes (outside access hours only)
Power To CPE: Yes
OOB (If managed): Unknown

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Karen Varela
Sent: Monday, December 04, 2017 11:59 PM
To: Scott Petersen <sp3846@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; 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'; '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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prohibited and may be unlawful. If you receive this message in error or you otherwise are not an authorized recipient, please immediately delete the message and any attachments and notify the sender.

From: Scott Petersen
Sent: Monday, December 04, 2017 10:25 AM
To: 'STEELE, DUSTIN'; 'WOOD, BRADLEY D'; Christoban Ruedas; 'Jarrell, Larry'; 'Al Appel'
Cc: Mary Matthies; Christy Hayes; SharesSvcsAfthrs; Enrique E barguen; Gloria Rubio; 'STEELE, DUSTIN'; 'MARROQUIN, JOSE'
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239172542 | New Albany, IN | #190481

Hello,

I got off the phone with Ales in the MSS department. He stated that the security including the firewall are not responsible for the issue and we are now working with the MIS team. I have entered another escalation and am on the phone with MIS now. I will be sending another update after I get off the phone with them in regard to their (MIS) ticket 239172542.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com

(402) 516-1455

From: Scott Petersen
Sent: Monday, December 04, 2017 8:45 AM
To: 'STEELE, DUSTIN' <ds3568@att.com>; 'WOOD, BRADLEY D' <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; 'Jarrell, Larry' <Larry.Jarrell@intermedix.com>; 'Al Appel' <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique E barguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>; 'STEELE, DUSTIN' <ds3568@att.com>; 'MARROQUIN, JOSE' <jm6891@att.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 239089927 | New Albany, IN | #190481

Hello,

I just wanted to touch base. I have just sent an escalation on this case this morning and am calling to push resolution by phone right now. I will provide further updates within the next two hours.

Thanks,

Scott Petersen
Critical Incident Resolution Manager
Client Solutions & Operations

AT&T
Omaha
o 1 (402) 970-3553 | sp3846@abs.att-mail.com
Office Hours: 7:00 A.M. to 4:00 P.M., CST, M-F
AFTER HOURS ASSISTANCE: 844-ATT-SERV/844-288-7378

My supervisor's information is below should you require additional assistance:

Area Manager:
Mary Matthies
mm216y@att.com
(402) 516-1455

From: Scott Petersen
Sent: Friday, December 01, 2017 12:26 PM
To: 'STEELE, DUSTIN' <ds3568@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@associatesindermatology.com>
Cc: Mary Matthies <mm216y@abs.att-mail.com>; Christy Hayes <ch052e@abs.att-mail.com>; SharesSvcsAfthrs <SharedSvcsAfthrs@abs.att-mail.com>; Enrique 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 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>; 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 Ebguen <ee248a@abs.att-mail.com>; Gloria Rubio <gr662w@abs.att-mail.com>
Subject: RE: OWENLG | NB-SBS S | CNNMB2 | 7N2901742 | New Albany, IN | #189626

Scott,

Al is stating that there is still a problem and they keep having issues, can you continue to investigate?

Larry,

Could there be something with your equipment of firewall blocking or limiting causing the issue?

Regards,
Brad

From: PETERSEN, SCOTT

Sent: Thursday, November 30, 2017 9:04 AM

To: Christoban Ruedas <cr243w@abs.att-mail.com>; Jarrell, Larry <Larry.Jarrell@intermedix.com>; Al Appel <aappel@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@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 E barguen <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

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
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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 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
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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@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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