

[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)

AT&T Order Status Manager: AT&T OSM  
AT&T Internal Order Status Tool: IOS

## ENDRES, JAM (Legal)

---

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

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

Best Regards

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

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

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

Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto:ab128b@att.com)



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---

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

Ondrej,

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

Thanks,  
Brad

---

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

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

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

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

Best Regards

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

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---

**From:** WOOD, BRADLEY D

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

**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

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

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

Ondrej,

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

Regards,  
Brad

---

**From:** HANZALIK, ONDREJ

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

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

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

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

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

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

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

Best Regards

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

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---

**From:** BLACK, PAUL E

**Sent:** Monday, October 24, 2016 7:59 PM

**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>

**Cc:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>

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

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

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

**Paul Black**  
Sales Manager KY

**AT&T**

Small Business Solutions  
601 W Chestnut St  
Louisville, KY 40202  
M: 502.553.3788

F: 866.398.2530  
[pb7183@att.com](mailto:pb7183@att.com)

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Need help with a personal account? Click here.

[www.att.com/help](http://www.att.com/help)

---

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

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

Brad

Sent from my iPhone

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

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

Best Regards

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

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

Ondrej,

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

Regards,  
Brad

---

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

Bradley,

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

Best Regards

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

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

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

Ondrej,

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

Regards,  
Brad

---

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

Hello Brad,

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

Thank you

Best Regards

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

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

Malcolm,

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

Regards,  
Brad

---

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

Brad

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

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

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

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

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

Tel: +44 (0)2392 228458

Mobile: +44 (0)7568 103955

Lync/Skype: [mh3245@att.com](mailto:mh3245@att.com)

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

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---

**From:** Hanzalik, Ondrej  
**Sent:** 18 October 2016 19:58  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
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I would say cooperation between customer, sales and lead engineer is needed.

Best Regards

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

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

What is needed, DO NOT CANCEL this order?

**Brad Wood**  
Client Solutions Executive 2

## AT&T

Small Business Solutions  
601 W Chestnut St.  
Louisville, KY 40203  
M: 502.287.8027  
[BW6258@att.com](mailto:BW6258@att.com)

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---

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

Hello,

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

Best Regards

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

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**To:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Subject:** RE: RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Hi Malcolm,

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

Thank you

---

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

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

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

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

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Lync/Skype: [mh3245@att.com](mailto:mh3245@att.com)

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

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---

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

Is anything needed from sales?

Thanks,  
Brad

---

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

Team,

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

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

Best Regards

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

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

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

Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto:ab128b@att.com)  
<image001.png><image002.jpg>

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

Malcolm,

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

*Al Appel*

**Chief Administrative Officer**  
**Associates in Dermatology, PLLC**  
**3810 Springhurst Blvd., Suite 200**  
**Louisville, KY 40241**  
**Phone 502-583-1749**  
**Fax 502-329-7599**  
[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

Regards,

**Brad Wood**  
Client Solutions Executive 2

## AT&T

Small Business Solutions  
601 W Chestnut St.  
Louisville, KY 40203  
M: 502.287.8027  
[BW6258@att.com](mailto:BW6258@att.com)

[Click for Immediate Assistance](#)

---

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

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

Thanks

Malcolm

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

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

Tel: +44 (0)2392 228458  
Mobile: +44 (0)7568 103955  
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**From:** AVPN Managed Orders RM  
**Sent:** 06 October 2016 12:35  
**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Cc:** AVPN Managed Orders RM <[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>  
**Subject:** RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Dear team,

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

RDS ID : #29032

OM : TBD

LE/CE : Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

PE/NE : Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

OC: Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>

Number of ports: 2

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

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

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

RDS received: Tue 10/4/2016

WT ID: **1131416**

Thank you

**AVPN Managed Orders Gatekeeper**

[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)

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

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

## ENDRES, JAM (Legal)

---

**From:** HANZALIK, ONDREJ  
**Sent:** Monday, October 24, 2016 2:26 PM  
**To:** WOOD, BRADLEY D; BLACK, PAUL E  
**Cc:** HARE, MALCOLM; GALLAGHER, WANDA C; BOCKO, ALEXANDER; FOLTINOVIC, MAROS  
**Subject:** RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

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

Best Regards

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

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

Ondrej,

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

Regards,  
Brad

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

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

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

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

Best Regards

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

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

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

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

**Paul Black**  
Sales Manager KY



## AT&T

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Louisville, KY 40202  
M: 502.553.3788  
F: 866.398.2530  
[pb7183@att.com](mailto:pb7183@att.com)

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---

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

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

Brad

Sent from my iPhone

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

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

Best Regards

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

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**From:** WOOD, BRADLEY D

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

**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

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

Ondrej,

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

Regards,

Brad

---

**From:** HANZALIK, ONDREJ

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

**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

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

Bradley,

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

Best Regards

**Ondrej Hanzalik**, Order Creator – US AVPN Managed Ordering Team

Phone: 816-569-8132 Email: [oh0618@intl.att.com](mailto:oh0618@intl.att.com)

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

Ondrej,

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

Regards,  
Brad

---

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

Hello Brad,

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

Thank you

Best Regards

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

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**From:** WOOD, BRADLEY D  
**Sent:** Tuesday, October 18, 2016 9:56 PM

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

Malcolm,

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

Regards,  
Brad

---

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

Brad

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

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

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

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

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

Tel: +44 (0)2392 228458  
Mobile: +44 (0)7568 103955  
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Email: [iwork@att.com](mailto:iwork@att.com)

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**From:** Hanzalik, Ondrej  
**Sent:** 18 October 2016 19:58  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

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

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

Best Regards

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

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

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

Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto:ab128b@att.com)

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**From:** WOOD, BRADLEY D

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

**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

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

What is needed, DO NOT CANCEL this order?

**Brad Wood**

Client Solutions Executive 2

**AT&T**

Small Business Solutions  
601 W Chestnut St.  
Louisville, KY 40203  
M: 502.287.8027  
[BW6258@att.com](mailto:BW6258@att.com)

[Click for Immediate Assistance](#)

---

**From:** HANZALIK, ONDREJ

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

**To:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

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

**Subject:** CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN

DERMATOLOGY 1-57AARYY

**Importance:** High

Hello,

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

Best Regards

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

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

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---

**From:** Hanzalik, Ondrej

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

**To:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

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

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

Hi Malcolm,

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

Thank you

---

**From:** Hare, Malcolm

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

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

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>

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

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

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

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

Tel: +44 (0)2392 228458

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

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---

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

Is anything needed from sales?

Thanks,  
Brad

---

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

Team,

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

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

Best Regards

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

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

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Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto:ab128b@att.com)

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**From:** WOOD, BRADLEY D  
**Sent:** Thursday, October 06, 2016 3:05 PM  
**To:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; AVPN Managed Orders RM <[9](mailto:rm-</a></p></div><div data-bbox=)

[avpnmanagedorders@intl.att.com](mailto:avpnmanagedorders@intl.att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

Cc: GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>

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

Malcolm,

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

*Al Appel*

**Chief Administrative Officer**

**Associates in Dermatology, PLLC**

**3810 Springhurst Blvd., Suite 200**

**Louisville, KY 40241**

**Phone 502-583-1749**

**Fax 502-329-7599**

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

Regards,

**Brad Wood**

Client Solutions Executive 2

**AT&T**

Small Business Solutions

601 W Chestnut St.

Louisville, KY 40203

M: 502.287.8027

[BW6258@att.com](mailto:BW6258@att.com)

[Click for Immediate Assistance](#)

---

**From:** HARE, MALCOLM

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

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

**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>

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

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

Thanks

Malcolm



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

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

Tel: +44 (0)2392 228458

Mobile: +44 (0)7568 103955

Lync/Skype: [mh3245@att.com](mailto:mh3245@att.com)

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

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---

**From:** AVPN Managed Orders RM

**Sent:** 06 October 2016 12:35

**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

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

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

Dear team,

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

RDS ID : #29032

OM : TBD

LE/CE : Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

PE/NE : Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

OC: Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>

Number of ports: 2

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

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

RDS received: Tue 10/4/2016

WT ID: **1131416**

Thank you

**AVPN Managed Orders Gatekeeper**

[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)

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

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

## ENDRES, JAM (Legal)

---

**From:** HANZALIK, ONDREJ  
**Sent:** Monday, October 24, 2016 2:06 PM  
**To:** BLACK, PAUL E  
**Cc:** HARE, MALCOLM; GALLAGHER, WANDA C; BOCKO, ALEXANDER; FOLTINOVIC, MAROS; WOOD, BRADLEY D  
**Subject:** RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

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

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

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

Best Regards

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

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

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Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto:ab128b@att.com)



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

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

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

**Paul Black**  
Sales Manager KY

## AT&T

Small Business Solutions  
601 W Chestnut St  
Louisville, KY 40202  
M: 502.553.3788  
F: 866.398.2530  
[pb7183@att.com](mailto:pb7183@att.com)

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Need help with a personal account? Click here.  
[www.att.com/help](http://www.att.com/help)

---

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

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

Brad

Sent from my iPhone

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

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

Best Regards

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

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Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto:ab128b@att.com)

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**From:** WOOD, BRADLEY D

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

**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

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

Ondrej,

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

Regards,

Brad

---

**From:** HANZALIK, ONDREJ

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

**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

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

Bradley,

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

Best Regards

**Ondrej Hanzalik**, Order Creator – US AVPN Managed Ordering Team

Phone: 816-569-8132 Email: [oh0618@intl.att.com](mailto:oh0618@intl.att.com)

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

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

Ondrej,

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

Regards,  
Brad

---

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

Hello Brad,

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

Thank you

Best Regards

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

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

Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto:ab128b@att.com)  
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**From:** WOOD, BRADLEY D  
**Sent:** Tuesday, October 18, 2016 9:56 PM  
**To:** Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>  
**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Subject:** RE: CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY

Malcolm,

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

Regards,  
Brad

---

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

Brad

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

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

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

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

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

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

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---

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

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

Best Regards

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

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

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

Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto:ab128b@att.com)

<image001.png><image002.jpg>

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

What is needed, DO NOT CANCEL this order?

**Brad Wood**  
Client Solutions Executive 2

## AT&T

Small Business Solutions  
601 W Chestnut St.  
Louisville, KY 40203  
M: 502.287.8027  
[BW6258@att.com](mailto:BW6258@att.com)

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**From:** HANZALIK, ONDREJ  
**Sent:** Tuesday, October 18, 2016 2:52 PM  
**To:** HARE, MALCOLM <[mhare@intl.att.com](mailto:mhare@intl.att.com)>



**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; FOLTINOVIC, MAROS <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>  
**Subject:** CANCELLATION WARNING: SRT A for Kick off call RDS ID : #29032 FMO: ASSOCIATES IN DERMATOLOGY 1-57AARYY  
**Importance:** High

Hello,

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

Best Regards

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

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

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

Next Level Support – Manager Alex Bocko 612-376-6708 or [ab128b@att.com](mailto:ab128b@att.com)  
<image001.png><image002.jpg>

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---

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

Hi Malcolm,

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

Thank you

---

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

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

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

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

Tel: +44 (0)2392 228458

Mobile: +44 (0)7568 103955

Lync/Skype: [mh3245@att.com](mailto:mh3245@att.com)

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

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---

**From:** WOOD, BRADLEY D

**Sent:** 13 October 2016 21:35

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

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; Bocko, Alexander <[abocko@intl.att.com](mailto:abocko@intl.att.com)>

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

Is anything needed from sales?

Thanks,

Brad

---

**From:** HANZALIK, ONDREJ

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

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

**Cc:** GALLAGHER, WANDA C <[wg2254@att.com](mailto:wg2254@att.com)>; BOCKO, ALEXANDER <[abocko@intl.att.com](mailto:abocko@intl.att.com)>

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

**Importance:** High

Team,

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

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

Best Regards

**Ondrej Hanzalik**, Order Creator – US AVPN Managed Ordering Team

Phone: 816-569-8132 Email: [oh0618@intl.att.com](mailto:oh0618@intl.att.com)

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

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<image001.png><image002.jpg>

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

Malcolm,

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

*Al Appel*

**Chief Administrative Officer**  
**Associates in Dermatology, PLLC**  
**3810 Springhurst Blvd., Suite 200**  
**Louisville, KY 40241**  
**Phone 502-583-1749**  
**Fax 502-329-7599**  
[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

Regards,

**Brad Wood**  
Client Solutions Executive 2

## **AT&T**

Small Business Solutions  
601 W Chestnut St.  
Louisville, KY 40203  
M: 502.287.8027  
[BW6258@att.com](mailto:BW6258@att.com)

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---

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

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

Thanks

Malcolm

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

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

Tel: +44 (0)2392 228458

Mobile: +44 (0)7568 103955

Lync/Skype: [mh3245@att.com](mailto:mh3245@att.com)

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

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**From:** AVPN Managed Orders RM

**Sent:** 06 October 2016 12:35

**To:** Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>; Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>; Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

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

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

Dear team,

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

RDS ID : #29032

OM : TBD

LE/CE : Hare, Malcolm <[mhare@intl.att.com](mailto:mhare@intl.att.com)>

PE/NE : Foltinovic, Maros <[mf073r@intl.att.com](mailto:mf073r@intl.att.com)>

OC: Hanzalik, Ondrej <[oh0618@intl.att.com](mailto:oh0618@intl.att.com)>

Number of ports: 2

<b>Customer Name</b>	ASSOCIATES IN DERMATOLOGY
<b>Contract Number</b>	VVB71515-V140401
<b>Project ID</b>	50886616

<b>MDS ID</b>	1-57AARYY
---------------	-----------

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

RDS received: Tue 10/4/2016

WT ID: 1131416

Thank you

**AVPN Managed Orders Gatekeeper**

[rm-avpnmanagedorders@intl.att.com](mailto:rm-avpnmanagedorders@intl.att.com)

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

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

## ENDRES, JAM (Legal)

---

**From:** WOOD, BRADLEY D  
**Sent:** Wednesday, October 12, 2016 10:49 AM  
**To:** WEEDA, BRIAN; PHILIPOVSKI, SVETOSLAV; OVERMYER, LORI; MURO, GABY  
**Cc:** BLACK, PAUL E  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Brian, thank you for assisting Intrusive testing was supposed to occur a few days ago and then it was told to AI that it was not needed. He is very upset and I am trying to keep the relationship between them and AT&T. He feels this has taken entirely too long to get corrected, and I agree it has taken longer than normal.

Regards,

### Brad Wood

Client Solutions Executive 2

### AT&T

Small Business Solutions  
601 W Chestnut St.  
Louisville, KY 40203  
M: 502.287.8027  
[BW6258@att.com](mailto:BW6258@att.com)

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---

**From:** WEEDA, BRIAN  
**Sent:** Wednesday, October 12, 2016 10:46 AM  
**To:** WOOD, BRADLEY D <bw6258@att.com>; PHILIPOVSKI, SVETOSLAV <sp1325@att.com>; OVERMYER, LORI <lo9517@att.com>; MURO, GABY <gm6950@att.com>  
**Cc:** BLACK, PAUL E <pb7183@att.com>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Hello Brad,

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

Thank you,

### Brian Weeda

Director

ECS, Customer Advocate Organization

AT&T

Omaha, NE

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

---

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

**Sent:** Wednesday, October 12, 2016 9:02 AM

**To:** Branden Walkling <[bw2539@att.com](mailto:bw2539@att.com)>; Brian Weeda <[bw444q@att.com](mailto:bw444q@att.com)>

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

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

Thanks Branden, sorry for the mix up.

Brian, if you need anything from me please let me know.

Regards,

**Brad Wood**

Client Solutions Executive 2

**AT&T**

Small Business Solutions

601 W Chestnut St.

Louisville, KY 40203

M: 502.287.8027

[BW6258@att.com](mailto:BW6258@att.com)

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**From:** WALKLING, BRANDEN

**Sent:** Wednesday, October 12, 2016 9:58 AM

**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; WEEDA, BRIAN <[bw444q@att.com](mailto:bw444q@att.com)>

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

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

Bradley,

The team below working on this actually reports to Brian. I have gone ahead and copied him and I am sure he will review and will advise you and the team on this to assist.

Thanks.

**Branden V. Walkling**

Director

ECS, Customer Advocate Organization

**AT&T**

Omaha, NE

o 402-516-1600 m 402-739-9087 | [bw2539@att.com](mailto:bw2539@att.com)

MOBILIZING YOUR WORLD

---

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

**Sent:** Wednesday, October 12, 2016 8:55 AM

**To:** Branden Walkling <[bw2539@att.com](mailto:bw2539@att.com)>

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

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

Branden,

Good morning, I need some assistance please. See below my customer Associates in Dermatology has been having network issues that are severely impacting his business. This has been going on since September 30<sup>th</sup> and the customer has hit his breaking point and is ready to switch providers. We have a large opportunity we are in danger of losing with this customer if this is not fixed. Can you please assist, everything your team has done so far has not worked.

Regards,

**Brad Wood**

Client Solutions Executive 2

**AT&T**

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601 W Chestnut St.

Louisville, KY 40203

M: 502.287.8027

[BW6258@att.com](mailto:BW6258@att.com)

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**From:** WOOD, BRADLEY D

**Sent:** Wednesday, October 12, 2016 9:50 AM

**To:** RUBIO, GLORIA <[gr662w@att.com](mailto:gr662w@att.com)>; MURO, GABY <[gm6950@att.com](mailto:gm6950@att.com)>

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

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

\*\*\*Customer Removed\*\*\*

This issue has been going on since September 30<sup>th</sup> and the customer has been very patient but he is fed up and threatening to take his service somewhere else. We cannot afford to have that happen and this needs to be escalated to whomever can help get them back up as their service is impacting business. Who do I need to escalate this to so we can get him back up and running. See email below he sent this morning.

John,



*This issue started on September 30<sup>th</sup>, we still do not have any answers to why our service is bouncing and we are unable to effectively operate our business. What are my options?*

*Brad, if we switch service providers will there be terminations fees, even if you are unable to provide the service we are paying for? This is exactly why we switched from Windstream.*

AI

Regards,

**Brad Wood**

Client Solutions Executive 2

**AT&T**

Small Business Solutions  
601 W Chestnut St.  
Louisville, KY 40203  
M: 502.287.8027  
[BW6258@att.com](mailto:BW6258@att.com)

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---

**From:** RUBIO, GLORIA  
**Sent:** Tuesday, October 11, 2016 7:30 PM  
**To:** MURO, GABY <[gm6950@att.com](mailto:gm6950@att.com)>; AI Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; 'Rance Reinhardt' <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>  
**Cc:** OVERMYER, LORI <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; REID, RANDAL K <[rr4273@att.com](mailto:rr4273@att.com)>; SLOAN, DONALD C <[ds8030@att.com](mailto:ds8030@att.com)>; PHILIPOVSKI, SVETOSLAV <[sp1325@att.com](mailto:sp1325@att.com)>; [Sharedsvcsafthrs@att.com](mailto:Sharedsvcsafthrs@att.com); MOOK, BRIAN <[bm648d@att.com](mailto:bm648d@att.com)>; ROGGY-SCHILD, TERESA <[tr1956@att.com](mailto:tr1956@att.com)>; KRING, DAVID <[dk741r@att.com](mailto:dk741r@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

AI,  
I have continued to escalate your ticket and have continued to request that a tier 3 technician be engaged in assisting us find a resolution to this prolonged issue. Should you have any questions or concerns regarding any of this information, please feel free to reach out to me via phone or email.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: AI Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:  
Area Manager: Brian Mook O:424-233-2974, [bm648d@att.com](mailto:bm648d@att.com)

**Gloria Rubio**  
**After Hours Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o 424-233-2981 | [gr662w@att.com](mailto:gr662w@att.com)  
Office Hours: 2 P.M.- 11 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Gloria Rubio  
**Sent:** Tuesday, October 11, 2016 2:34 PM  
**To:** Gabriela Muro; Al Appel; 'Rance Reinhardt'  
**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski; SharesSvcAfhtrs; Brian Mook; Teresa Schildt; David Kring  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:  
Area Manager: Brian Mook O:424-233-2974, [bm648d@att.com](mailto:bm648d@att.com)

**Gloria Rubio**  
**After Hours Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o 424-233-2981 | [gr662w@att.com](mailto:gr662w@att.com)  
Office Hours: 2 P.M.- 11 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Gabriela Muro  
**Sent:** Tuesday, October 11, 2016 2:14 PM  
**To:** Al Appel; 'Rance Reinhardt'  
**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski; SharesSvcAfhtrs; Gloria Rubio; Brian Mook; Teresa Schildt; David Kring  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Hello Al,

I've placed an escalation asking for a tier 3 technician to engage to isolate the issue. At this I will be handing this off to **Gloria Rubio** in our Afterhours team. She will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please don't hesitate to contact our Afterhours team by calling 844-288-7378., or hitting reply all to this email trail.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

#### **AT&T**

El Paso, TX

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

Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

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

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

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

**Cc:** Lori Overmyer; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski

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

BOUNCING

**Importance:** High

Hi Gaby,

I am asking to have this escalated to a tier 3 technician since the amount of time we have been dealing with this issue is totally unacceptable.

Who do I need to contact to make this happen?

Al

*Al Appel*

**Chief Administrative Officer**  
**Associates in Dermatology, PLLC**  
**3810 Springhurst Blvd., Suite 200**  
**Louisville, KY 40241**  
**Phone 502-583-1749**  
**Fax 502-329-7599**

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---

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

**Sent:** Tuesday, October 11, 2016 1:57 PM

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

**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; lhf@associatesin dermatology.com; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski <[sp1325@att.com](mailto:sp1325@att.com)>

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

Good Afternoon All,

Al thank you for calling and letting me know that you are still showing trouble. I am currently working with our service partners to assist in isolating the trouble. Per our conversation, you stated that the issue has been ongoing since October 6<sup>th</sup>. I've let our service partners know that the issue is still ongoing and to advise if our tech who would be able to assist with the media converter. An escalation has been placed to have a Tier 2 technician contact you.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 Springhurst Blvd Louisville, KY 40241

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

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

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

LCON: Rance Reinhardt 502-210-9772

Thank You,

Gaby Muro

Service Assurance Service Manager  
ECS, Customer Advocate Organization

**AT&T**

El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

**From:** Rance Reinhardt [<mailto:Rance.Reinhardt@mirazon.com>]  
**Sent:** Tuesday, October 11, 2016 10:31 AM  
**To:** Gabriela Muro; WOOD, BRADLEY D; Al Appel  
**Cc:** Lori Overmyer; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Working with the tech we statically assigned the speed negotiation on the interface handoff and we are now averaging 15/20 roughly. A traffic monitor is set up on ISP side and I am setting up monitoring on this side to further identify the issue. If there is a media converter from fiber to copper those speeds need to be set statically as well. Would there be an ATT tech that would be able to account for this item? If they have a converter who would be the TEIR desk to check that device interface speed?

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

**Rance T. Reinhardt, Network Engineer**

MCTS: Windows 7 Configuration

CompTia: Network+ & Security+

Brocade: BCNE

CISCO: CCENT

Ruckus: WISE Level 1

502.210.9772 – Mobile

502.240.0404 x574 - Office

502.240.0409 – Fax

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

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

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

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

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

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

Rance,

Thank you for letting me know. I've entered this information on the ticket log.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 Springhurst Blvd Louisville, KY 40241

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

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

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

LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

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

Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F

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

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Managed Services: <http://www.corp.att.com/ebcc/>**

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

---

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

I am calling the support number now.

**Rance T. Reinhardt, Network Engineer**

MCTS: Windows 7 Configuration  
CompTia: Network+ & Security+  
Brocade: BCNE  
CISCO: CCENT  
Ruckus: WiSE Level 1  
502.210.9772 – Mobile  
502.240.0404 x574 - Office  
502.240.0409 – Fax

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

---

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

Good Morning All,

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

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Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST

CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

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

**AT&T**

El Paso, TX

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

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

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

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

**To:** Al Appel; Gabriela Muro

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

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

Al,

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

Regards,  
Brad



---

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

Rance,

Is this something you can help with?

Al

---

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

Good Morning Al,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

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

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

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

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

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

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

**Importance:** High

Status?

We are at 3.1 download and 1.1 upload

*Al Appel*

**Chief Administrative Officer**

**Associates in Dermatology, PLLC**

**3810 Springhurst Blvd., Suite 200**

**Louisville, KY 40241**

**Phone 502-583-1749**

**Fax 502-329-7599**

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

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

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

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

SharesSvc sAfthrs <[SharedSvc sAfthrs@att.com](mailto:SharedSvc sAfthrs@att.com)>; Richard Morris <[rx795n@att.com](mailto:rx795n@att.com)>; Teresa Schildt <[TR1956@att.com](mailto:TR1956@att.com)>;

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

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

Good Afternoon Rance,

At this time, I will be handing this off to Richard Morris in our Afterhours team. He will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this

information, please don't hesitate to contact our Afterhours team by calling 844-288-7378., or hitting reply all to this email trail.

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Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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

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

Thank You,

*Gaby Muro*

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

**AT&T**

El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

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

Bradley,

Sorry for the late response. I am currently on the line with our tier 2 technicians placing an escalation to have this issue resolved as soon as possible. I will provide an update as soon as I get off the phone. If you have any questions, please do not hesitate to contact me.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

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

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

Thanks,

*Gaby Muro*

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

**AT&T**

El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F  
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**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

---

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

Gaby,

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

Regards,  
Brad

---

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

Good Afternoon Rance,

I have reached out to my service partners and have been advised that our technicians are still testing. As soon as they finish testing they will be able to provide me with the next steps to resolve your issue. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please don't hesitate to contact me.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

Thanks,

*Gaby Muro*

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

**AT&T**

El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

**From:** Gabriela Muro

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

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

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

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

Rance,

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

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241

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

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

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

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

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

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

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

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

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

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

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

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

⊕ **Welcome to SpeedOf.Me Lite!**

**Test Again**

### Your Test Result

**Download:**

**4.16 Mbps**

**Upload:**

**0.98 Mbps**

**Latency:**

**19 ms**

**Test Server:**

**Atlanta 2**

**Your IP:**

**12.228.168.18**

+ Welcome to SpeedOf.Me Lite!

Test Again

### Your Test Result

**Download:**

**3.83 Mbps**

**Upload:**

**1.26 Mbps**

**Latency:**

**20 ms**

**Test Server:**

**Atlanta 2**

**Your IP:**

**12.228.168.18**

**Rance T. Reinhardt**, Network Engineer

MCTS: Windows 7 Configuration

CompTia: Network+ & Security+

Brocade: BCNE

CISCO: CCENT

Ruckus: WISE Level 1

502.210.9772 – Mobile

502.240.0404 x574 - Office

502.240.0409 – Fax

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

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

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

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

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

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

Hope,

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



Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

Thank You,

*Gaby Muro*

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

---

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

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

Hope,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

*Thank you,*

***Madelina Bethow***

***Universal Service Manager***

*ECS, Customer Advocate Organization*

***AT&T***

*Omaha, NE*

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

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

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

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

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

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

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

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

Sent from my iPhone

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

Good Afternoon Al/ Hope,

**Lori Overmyer**

**Area Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

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

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## ENDRES, JAM (Legal)

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

Hello Brad,

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

Thank you,

**Brian Weeda**  
**Director**

ECS, Customer Advocate Organization

**AT&T**

Omaha, NE

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

---

**From:** WOOD, BRADLEY D [mailto:bw6258@att.com]  
**Sent:** Wednesday, October 12, 2016 9:02 AM  
**To:** Branden Walkling <bw2539@att.com>; Brian Weeda <bw444q@att.com>  
**Cc:** BLACK, PAUL E <pb7183@att.com>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Thanks Branden, sorry for the mix up.

Brian, if you need anything from me please let me know.

Regards,

**Brad Wood**

Client Solutions Executive 2

**AT&T**

Small Business Solutions  
601 W Chestnut St.  
Louisville, KY 40203  
M: 502.287.8027  
[BW6258@att.com](mailto:BW6258@att.com)

[Click for Immediate Assistance](#)

---

**From:** WALKLING, BRANDEN

**Sent:** Wednesday, October 12, 2016 9:58 AM

**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; WEEDA, BRIAN <[bw444q@att.com](mailto:bw444q@att.com)>

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

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

Bradley,

The team below working on this actually reports to Brian. I have gone ahead and copied him and I am sure he will review and will advise you and the team on this to assist.

Thanks.

**Branden V. Walkling**

**Director**

ECS, Customer Advocate Organization

**AT&T**

Omaha, NE

o 402-516-1600 m 402-739-9087 | [bw2539@att.com](mailto:bw2539@att.com)

**MOBILIZING YOUR WORLD**

---

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

**Sent:** Wednesday, October 12, 2016 8:55 AM

**To:** Branden Walkling <[bw2539@att.com](mailto:bw2539@att.com)>

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

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

Branden,

Good morning, I need some assistance please. See below my customer Associates in Dermatology has been having network issues that are severely impacting his business. This has been going on since September 30<sup>th</sup> and the customer has hit his breaking point and is ready to switch providers. We have a large opportunity we are in danger of losing with this customer if this is not fixed. Can you please assist, everything your team has done so far has not worked.

Regards,

**Brad Wood**

Client Solutions Executive 2

**AT&T**

Small Business Solutions

601 W Chestnut St.

Louisville, KY 40203

M: 502.287.8027

[BW6258@att.com](mailto:BW6258@att.com)

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---

**From:** WOOD, BRADLEY D

**Sent:** Wednesday, October 12, 2016 9:50 AM

**To:** RUBIO, GLORIA <[gr662w@att.com](mailto:gr662w@att.com)>; MURO, GABY <[gm6950@att.com](mailto:gm6950@att.com)>

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

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQ13 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

\*\*\*Customer Removed\*\*\*

This issue has been going on since September 30<sup>th</sup> and the customer has been very patient but he is fed up and threatening to take his service somewhere else. We cannot afford to have that happen and this needs to be escalated to whomever can help get them back up as their service is impacting business. Who do I need to escalate this to so we can get him back up and running. See email below he sent this morning.

John,

*This issue started on September 30<sup>th</sup>, we still do not have any answers to why our service is bouncing and we are unable to effectively operate our business. What are my options?*

*Brad, if we switch service providers will there be terminations fees, even if you are unable to provide the service we are paying for? This is exactly why we switched from Windstream.*

Al

Regards,

**Brad Wood**

Client Solutions Executive 2

**AT&T**

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601 W Chestnut St.  
Louisville, KY 40203  
M: 502.287.8027  
[BW6258@att.com](mailto:BW6258@att.com)

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---

**From:** RUBIO, GLORIA

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

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

**Cc:** OVERMYER, LORI <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; REID, RANDAL K <[rr4273@att.com](mailto:rr4273@att.com)>; SLOAN, DONALD C <[ds8030@att.com](mailto:ds8030@att.com)>; PHILIPOVSKI, SVETOSLAV <[sp1325@att.com](mailto:sp1325@att.com)>; [Sharesdsvcsafthrs@att.com](mailto:Sharesdsvcsafthrs@att.com); MOOK, BRIAN <[bm648d@att.com](mailto:bm648d@att.com)>; ROGGY-SCHILDT, TERESA <[tr1956@att.com](mailto:tr1956@att.com)>; KRING, DAVID <[dk741r@att.com](mailto:dk741r@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Al,  
I have continued to escalate your ticket and have continued to request that a tier 3 technician be engaged in assisting us find a resolution to this prolonged issue. Should you have any questions or concerns regarding any of this information, please feel free to reach out to me via phone or email.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

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

Area Manager: Brian Mook O:424-233-2974, [bm648d@att.com](mailto:bm648d@att.com)

**Gloria Rubio**

**After Hours Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2981 | [gr662w@att.com](mailto:gr662w@att.com)

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

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

---

**From:** Gloria Rubio

**Sent:** Tuesday, October 11, 2016 2:34 PM

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

**Cc:** Lori Overmyer; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski; SharesSvcsAfthrs; Brian Mook; Teresa Schildt; David Kring

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

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

LCON: Rance Reinhardt 502-210-9772

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

Area Manager: Brian Mook O:424-233-2974, [bm648d@att.com](mailto:bm648d@att.com)

**Gloria Rubio**

**After Hours Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2981 | [gr662w@att.com](mailto:gr662w@att.com)

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

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

---

**From:** Gabriela Muro

**Sent:** Tuesday, October 11, 2016 2:14 PM

**To:** Al Appel; 'Rance Reinhardt'

**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com);

Svetoslav Philipovski; SharesSvcAftHrs; Gloria Rubio; Brian Mook; Teresa Schildt; David Kring

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

Hello Al,

I've placed an escalation asking for a tier 3 technician to engage to isolate the issue. At this I will be handing this off to **Gloria Rubio** in our Afterhours team. She will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please don't hesitate to contact our Afterhours team by calling 844-288-7378., or hitting reply all to this email trail.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 Springhurst Blvd Louisville, KY 40241

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

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

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

LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

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

Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F

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



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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

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

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

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

**Cc:** Lori Overmyer; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski

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

**Importance:** High

Hi Gaby,

I am asking to have this escalated to a tier 3 technician since the amount of time we have been dealing with this issue is totally unacceptable.

Who do I need to contact to make this happen?

Al

*Al Appel*

**Chief Administrative Officer**

**Associates in Dermatology, PLLC**

**3810 Springhurst Blvd., Suite 200**

**Louisville, KY 40241**

**Phone 502-583-1749**

**Fax 502-329-7599**

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

**Sent:** Tuesday, October 11, 2016 1:57 PM

**To:** Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski <[sp1325@att.com](mailto:sp1325@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Afternoon All,

Al thank you for calling and letting me know that you are still showing trouble. I am currently working with our service partners to assist in isolating the trouble. Per our conversation, you stated that the issue has been ongoing since October 6<sup>th</sup>. I've let our service partners know that the issue is still ongoing and to advise if our tech who would be able to assist with the media converter. An escalation has been placed to have a Tier 2 technician contact you.

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Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

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

**AT&T**  
El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

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<https://expressticketing.acss.att.com/expressticketing/>

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

**From:** Rance Reinhardt [<mailto:Rance.Reinhardt@mirazon.com>]  
**Sent:** Tuesday, October 11, 2016 10:31 AM

**To:** Gabriela Muro; WOOD, BRADLEY D; Al Appel

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

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

Working with the tech we statically assigned the speed negotiation on the interface handoff and we are now averaging 15/20 roughly. A traffic monitor is set up on ISP side and I am setting up monitoring on this side to further identify the issue. If there is a media converter from fiber to copper those speeds need to be set statically as well. Would there be an ATT tech that would be able to account for this item? If they have a converter who would be the TEIR desk to check that device interface speed?

**Download:**

**Upload:**

**16.36 Mbps**

**21.1 Mbps**

**Latency:**

**Test Server:**

**18 ms**

**Atlanta 2**

**Download:**

**Upload:**

**15.79 Mbps**

**20.85 Mbps**

**Latency:**

**Test Server:**

**19 ms**

**Atlanta 2**

**Rance T. Reinhardt, Network Engineer**

MCTS: Windows 7 Configuration

CompTia: Network+ & Security+

Brocade: BCNE

CISCO: CCENT

Ruckus: WiSE Level 1

502.210.9772 – Mobile

502.240.0404 x574 - Office

502.240.0409 – Fax

**Mirazon**  
**Visioning Technology**

[mirazon.com](http://mirazon.com)

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

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

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

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

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

Rance,

Thank you for letting me know. I've entered this information on the ticket log.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 Springhurst Blvd Louisville, KY 40241

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

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

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

LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

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

Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F

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

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

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

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

**To:** Gabriela Muro; WOOD, BRADLEY D; Al Appel

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

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

I am calling the support number now.

**Rance T. Reinhardt, Network Engineer**

MCTS: Windows 7 Configuration

CompTia: Network+ & Security+

Brocade: BCNE

CISCO: CCENT

Ruckus: WiSE Level 1

502.210.9772 – Mobile

502.240.0404 x574 - Office

502.240.0409 – Fax

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*Visioning Technology*

[mirazon.com](http://mirazon.com)

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

**Sent:** Tuesday, October 11, 2016 10:33 AM

**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>

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

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

Good Morning All,

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

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 Springhurst Blvd Louisville, KY 40241

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

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

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

LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

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

Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F

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

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

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

Al,

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

Regards,  
Brad

---

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

Rance,

Is this something you can help with?

Al

---

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

Good Morning Al,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

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

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

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

Status?

We are at 3.1 download and 1.1 upload

*Al Appel*

**Chief Administrative Officer**  
**Associates in Dermatology, PLLC**  
**3810 Springhurst Blvd., Suite 200**  
**Louisville, KY 40241**

**Phone 502-583-1749**

**Fax 502-329-7599**

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---

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

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

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

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

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

Good Afternoon Rance,

At this time, I will be handing this off to Richard Morris in our Afterhours team. He will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please don't hesitate to contact our Afterhours team by calling 844-288-7378., or hitting reply all to this email trail.

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

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

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

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

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

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

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

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

**From:** Gabriela Muro

**Sent:** Monday, October 10, 2016 2:18 PM

**To:** WOOD, BRADLEY D

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

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

Bradley,

Sorry for the late response. I am currently on the line with our tier 2 technicians placing an escalation to have this issue resolved as soon as possible. I will provide an update as soon as I get off the phone. If you have any questions, please do not hesitate to contact me.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241

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

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

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

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

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

Thanks,

*Gaby Muro*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

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

**Sent:** Monday, October 10, 2016 12:25 PM

**To:** Gabriela Muro; Rance Reinhardt; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)

**Cc:** Lori Overmyer

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

Gaby,

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

Regards,

Brad

---

**From:** MURO, GABY

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

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

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

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

Good Afternoon Rance,

I have reached out to my service partners and have been advised that our technicians are still testing. As soon as they finish testing they will be able to provide me with the next steps to resolve your issue. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please don't hesitate to contact me.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241

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

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

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

Thanks,

*Gaby Muro*

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

**AT&T**

El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

**From:** Gabriela Muro  
**Sent:** Monday, October 10, 2016 9:22 AM  
**To:** Rance Reinhardt; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
**Cc:** Lori Overmyer; [bw6258@att.com](mailto:bw6258@att.com); Gabriela Muro  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Rance,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

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

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

+ Welcome to SpeedOf.Me Lite!

Test Again

Your Test Result

**Download:**

**4.16 Mbps**

**Upload:**

**0.98 Mbps**

Latency:

19 ms

Test Server:

Atlanta 2

Your IP:

12.228.168.18

+ Welcome to SpeedOf.Me Lite!

Test Again

Your Test Result

**Download:**

**3.83 Mbps**

**Upload:**

**1.26 Mbps**

Latency:

20 ms

Test Server:

Atlanta 2

Your IP:

12.228.168.18

Rance T. Reinhardt, Network Engineer

MCTS: Windows 7 Configuration

CompTia: Network+ & Security+

Brocade: BCNE

CISCO: CCENT  
Ruckus: WISE Level 1  
502.210.9772 – Mobile  
502.240.0404 x574 - Office  
502.240.0409 – Fax

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

---

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

Hope,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

Thank You,

*Gaby Muro*

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---

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

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

Hope,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

*Thank you,*

***Madelina Bethow***

***Universal Service Manager***

*ECS, Customer Advocate Organization*

***AT&T***

*Omaha, NE*

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

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

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

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

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

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

Sent from my iPhone

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

Good Afternoon Al/ Hope,

**Lori Overmyer**

**Area Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

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

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## ENDRES, JAM (Legal)

---

**From:** WOOD, BRADLEY D  
**Sent:** Wednesday, October 12, 2016 10:02 AM  
**To:** WALKLING, BRANDEN; WEEDA, BRIAN  
**Cc:** BLACK, PAUL E  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Thanks Branden, sorry for the mix up.

Brian, if you need anything from me please let me know.

Regards,

**Brad Wood**

Client Solutions Executive 2

### AT&T

Small Business Solutions  
601 W Chestnut St.  
Louisville, KY 40203  
M: 502.287.8027  
[BW6258@att.com](mailto:BW6258@att.com)

[Click for Immediate Assistance](#)

---

**From:** WALKLING, BRANDEN  
**Sent:** Wednesday, October 12, 2016 9:58 AM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; WEEDA, BRIAN <[bw444q@att.com](mailto:bw444q@att.com)>  
**Cc:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Bradley,

The team below working on this actually reports to Brian. I have gone ahead and copied him and I am sure he will review and will advise you and the team on this to assist.

Thanks.

**Branden V. Walkling**

Director

ECS, Customer Advocate Organization

### AT&T

Omaha, NE  
o 402-516-1600 m 402-739-9087 | [bw2539@att.com](mailto:bw2539@att.com)

---

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

**Sent:** Wednesday, October 12, 2016 8:55 AM

**To:** Branden Walkling <[bw2539@att.com](mailto:bw2539@att.com)>

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

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

Branden,

Good morning, I need some assistance please. See below my customer Associates in Dermatology has been having network issues that are severely impacting his business. This has been going on since September 30<sup>th</sup> and the customer has hit his breaking point and is ready to switch providers. We have a large opportunity we are in danger of losing with this customer if this is not fixed. Can you please assist, everything your team has done so far has not worked.

Regards,

**Brad Wood**

Client Solutions Executive 2

## AT&T

Small Business Solutions

601 W Chestnut St.

Louisville, KY 40203

M: 502.287.8027

[BW6258@att.com](mailto:BW6258@att.com)

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---

**From:** WOOD, BRADLEY D

**Sent:** Wednesday, October 12, 2016 9:50 AM

**To:** RUBIO, GLORIA <[gr662w@att.com](mailto:gr662w@att.com)>; MURO, GABY <[gm6950@att.com](mailto:gm6950@att.com)>

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

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

\*\*\*Customer Removed\*\*\*

This issue has been going on since September 30<sup>th</sup> and the customer has been very patient but he is fed up and threatening to take his service somewhere else. We cannot afford to have that happen and this needs to be escalated to whomever can help get them back up as their service is impacting business. Who do I need to escalate this to so we can get him back up and running. See email below he sent this morning.

John,

*This issue started on September 30<sup>th</sup>, we still do not have any answers to why our service is bouncing and we are unable to effectively operate our business. What are my options?*

*Brad, if we switch service providers will there be terminations fees, even if you are unable to provide the service we are paying for? This is exactly why we switched from Windstream.*

AI

Regards,

**Brad Wood**

Client Solutions Executive 2

**AT&T**

Small Business Solutions

601 W Chestnut St.

Louisville, KY 40203

M: 502.287.8027

[BW6258@att.com](mailto:BW6258@att.com)

[Click for Immediate Assistance](#)

---

**From:** RUBIO, GLORIA

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

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

**Cc:** OVERMYER, LORI <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; REID, RANDAL K <[rr4273@att.com](mailto:rr4273@att.com)>; SLOAN, DONALD C <[ds8030@att.com](mailto:ds8030@att.com)>; PHILIPOVSKI, SVETOSLAV <[sp1325@att.com](mailto:sp1325@att.com)>; [Sharedsvcsafthrs@att.com](mailto:Sharedsvcsafthrs@att.com); MOOK, BRIAN <[bm648d@att.com](mailto:bm648d@att.com)>; ROGGY-SCHILDT, TERESA <[tr1956@att.com](mailto:tr1956@att.com)>; KRING, DAVID <[dk741r@att.com](mailto:dk741r@att.com)>

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

AI,

I have continued to escalate your ticket and have continued to request that a tier 3 technician be engaged in assisting us find a resolution to this prolonged issue. Should you have any questions or concerns regarding any of this information, please feel free to reach out to me via phone or email.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 Springhurst Blvd Louisville, KY 40241

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

CCON: AI Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434

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

LCON: Rance Reinhardt 502-210-9772

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

Area Manager: Brian Mook O:424-233-2974, [bm648d@att.com](mailto:bm648d@att.com)

**Gloria Rubio**  
**After Hours Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o 424-233-2981 | [gr662w@att.com](mailto:gr662w@att.com)  
Office Hours: 2 P.M.- 11 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Gloria Rubio  
**Sent:** Tuesday, October 11, 2016 2:34 PM  
**To:** Gabriela Muro; Al Appel; 'Rance Reinhardt'  
**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski; SharesSvcAftHrs; Brian Mook; Teresa Schildt; David Kring  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:  
Area Manager: Brian Mook O:424-233-2974, [bm648d@att.com](mailto:bm648d@att.com)

**Gloria Rubio**  
**After Hours Service Assurance Service Manager**  
ECS, Customer Advocate Organization

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El Paso, TX  
o 424-233-2981 | [gr662w@att.com](mailto:gr662w@att.com)  
Office Hours: 2 P.M.- 11 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Gabriela Muro  
**Sent:** Tuesday, October 11, 2016 2:14 PM  
**To:** Al Appel; 'Rance Reinhardt'  
**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski; SharesSvcAftHrs; Gloria Rubio; Brian Mook; Teresa Schildt; David Kring  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Hello Al,

I've placed an escalation asking for a tier 3 technician to engage to isolate the issue. At this I will be handing this off to **Gloria Rubio** in our Afterhours team. She will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please don't hesitate to contact our Afterhours team by calling 844-288-7378., or hitting reply all to this email trail.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

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

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

---

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

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

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

**Cc:** Lori Overmyer; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski

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

BOUNCING

**Importance:** High

Hi Gaby,

I am asking to have this escalated to a tier 3 technician since the amount of time we have been dealing with this issue is totally unacceptable.

Who do I need to contact to make this happen?

Al

*Al Appel*

**Chief Administrative Officer**  
**Associates in Dermatology, PLLC**  
**3810 Springhurst Blvd., Suite 200**  
**Louisville, KY 40241**  
**Phone 502-583-1749**  
**Fax 502-329-7599**

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---

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

**Sent:** Tuesday, October 11, 2016 1:57 PM

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

**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski <[sp1325@att.com](mailto:sp1325@att.com)>

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

Good Afternoon All,

Al thank you for calling and letting me know that you are still showing trouble. I am currently working with our service partners to assist in isolating the trouble. Per our conversation, you stated that the issue has been ongoing since October 6<sup>th</sup>. I've let our service partners know that the issue is still ongoing and to advise if our tech who would be able to assist with the media converter. An escalation has been placed to have a Tier 2 technician contact you.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 Springhurst Blvd Louisville, KY 40241

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

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

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

LCON: Rance Reinhardt 502-210-9772

Thank You,

Gaby Muro

Service Assurance Service Manager  
ECS, Customer Advocate Organization

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El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F  
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**Evening / Weekend Service Assurance Service Management Support: 844-288-7378**

---

**From:** Rance Reinhardt [<mailto:Rance.Reinhardt@mirazon.com>]  
**Sent:** Tuesday, October 11, 2016 10:31 AM  
**To:** Gabriela Muro; WOOD, BRADLEY D; Al Appel  
**Cc:** Lori Overmyer; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Working with the tech we statically assigned the speed negotiation on the interface handoff and we are now averaging 15/20 roughly. A traffic monitor is set up on ISP side and I am setting up monitoring on this side to further identify the issue. If there is a media converter from fiber to copper those speeds need to be set statically as well. Would there be an ATT tech that would be able to account for this item? If they have a converter who would be the TEIR desk to check that device interface speed?

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



Rance T. Reinhardt, Network Engineer

MCTS: Windows 7 Configuration

CompTia: Network+ & Security+

Brocade: BCNE

CISCO: CCENT

Ruckus: WiSE Level 1

502.210.9772 – Mobile

502.240.0404 x574 - Office

502.240.0409 – Fax

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**Visioneering Technology**

[mirazon.com](http://mirazon.com)

---

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

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

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

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

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

Rance,

Thank you for letting me know. I've entered this information on the ticket log.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 Springhurst Blvd Louisville, KY 40241

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

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

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

LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

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El Paso, TX

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

Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F

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

---

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

I am calling the support number now.

**Rance T. Reinhardt, Network Engineer**

MCTS: Windows 7 Configuration  
CompTia: Network+ & Security+  
Brocade: BCNE  
CISCO: CCENT  
Ruckus: WiSE Level 1  
502.210.9772 – Mobile  
502.240.0404 x574 - Office  
502.240.0409 – Fax

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

---

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

Good Morning All,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST

CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

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

---

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

Al,

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

Regards,  
Brad

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

Rance,

Is this something you can help with?

Al

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

Good Morning Al,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesinidermatology.com](mailto:aappel@associatesinidermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesinidermatology.com](mailto:lhf@associatesinidermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
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---

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

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

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

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

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

**Importance:** High

Status?

We are at 3.1 download and 1.1 upload

*Al Appel*

**Chief Administrative Officer**

**Associates in Dermatology, PLLC**

**3810 Springhurst Blvd., Suite 200**

**Louisville, KY 40241**

**Phone 502-583-1749**

**Fax 502-329-7599**

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

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

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

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

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

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

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

Good Afternoon Rance,

At this time, I will be handing this off to Richard Morris in our Afterhours team. He will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this

information, please don't hesitate to contact our Afterhours team by calling 844-288-7378., or hitting reply all to this email trail.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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

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

Thank You,

*Gaby Muro*

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

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---

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

Bradley,

Sorry for the late response. I am currently on the line with our tier 2 technicians placing an escalation to have this issue resolved as soon as possible. I will provide an update as soon as I get off the phone. If you have any questions, please do not hesitate to contact me.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

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

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

Thanks,

*Gaby Muro*

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

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---

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

**Sent:** Monday, October 10, 2016 12:25 PM

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

**Cc:** Lori Overmyer

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

Gaby,

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

Regards,  
Brad

---

**From:** MURO, GABY

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

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

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

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

Good Afternoon Rance,

I have reached out to my service partners and have been advised that our technicians are still testing. As soon as they finish testing they will be able to provide me with the next steps to resolve your issue. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please don't hesitate to contact me.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241

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

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

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

Thanks,

*Gaby Muro*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

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

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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



---

**From:** Gabriela Muro

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

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

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

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

Rance,

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

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241

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

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

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

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

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

Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F

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

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

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

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

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

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

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

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

 **Welcome to SpeedOf.Me Lite!**

**Test Again**

### Your Test Result

**Download:**

**4.16 Mbps**

**Upload:**

**0.98 Mbps**

**Latency:**

**19 ms**

**Test Server:**

**Atlanta 2**

**Your IP:**

**12.228.168.18**

+ Welcome to SpeedOf.Me Lite!

Test Again

### Your Test Result

**Download:**

**3.83 Mbps**

**Upload:**

**1.26 Mbps**

**Latency:**

**20 ms**

**Test Server:**

**Atlanta 2**

**Your IP:**

**12.228.168.18**

Rance T. Reinhardt, Network Engineer

MCTS: Windows 7 Configuration

CompTia: Network+ & Security+

Brocade: BCNE

CISCO: CCENT

Ruckus: WISE Level 1

502.210.9772 – Mobile

502.240.0404 x574 - Office

502.240.0409 – Fax

**Mirazon**

**Visioneering Technology**

[mirazon.com](http://mirazon.com)

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

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

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

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

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

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQ13 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Hope,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

Thank You,

*Gaby Muro*

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

**AT&T**  
El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

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

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

Hope,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

*Thank you,*

***Madelina Bethow***

***Universal Service Manager***

*ECS, Customer Advocate Organization*

***AT&T***

*Omaha, NE*

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

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

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

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

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

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

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

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

Sent from my iPhone

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

Good Afternoon Al/ Hope,

**Lori Overmyer**

**Area Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

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

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<https://expressticketing.acss.att.com/expressticketing/>

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

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## ENDRES, JAM (Legal)

---

**From:** Al Appel <aappel@associatesindermatology.com>  
**Sent:** Thursday, December 8, 2016 1:10 PM  
**To:** WOOD, BRADLEY D  
**Subject:** FW: AT&T Integrated Solutions Team

Hi Brad,

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

Please shed some light.

Thank you,  
Al

---

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

Hello Al,


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


### **Shavonne Burks**

AT&T Integrated Solutions Team  
AT&T Business Solution Center

**AT&T | Rethink Possible**

Attn: Shavonne Burks

: 855-743-3260

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

**ENDRES, JAM (Legal)**

---

**From:** Al Appel <aappel@associatesindermatology.com>  
**Sent:** Monday, November 7, 2016 6:37 PM  
**To:** WOOD, BRADLEY D; BLACK, PAUL E  
**Subject:** Additional lines New Albany

When will the additional 4 lines be added or have they already been added?

*Al Appel*

**Chief Administrative Officer**  
**Associates in Dermatology, PLLC**  
**3810 Springhurst Blvd., Suite 200**  
**Louisville, KY 40241**  
**Phone 502-583-1749**  
**Fax 502-329-7599**

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## ENDRES, JAM (Legal)

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**From:** WOOD, BRADLEY D  
**Sent:** Wednesday, October 12, 2016 9:55 AM  
**To:** WALKLING, BRANDEN  
**Cc:** BLACK, PAUL E  
**Subject:** FW: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Branden,

Good morning, I need some assistance please. See below my customer Associates in Dermatology has been having network issues that are severely impacting his business. This has been going on since September 30<sup>th</sup> and the customer has hit his breaking point and is ready to switch providers. We have a large opportunity we are in danger of losing with this customer if this is not fixed. Can you please assist, everything your team has done so far has not worked.

Regards,

**Brad Wood**  
Client Solutions Executive 2

### AT&T

Small Business Solutions  
601 W Chestnut St.  
Louisville, KY 40203  
M: 502.287.8027  
[BW6258@att.com](mailto:BW6258@att.com)

[Click for Immediate Assistance](#)

---

**From:** WOOD, BRADLEY D  
**Sent:** Wednesday, October 12, 2016 9:50 AM  
**To:** RUBIO, GLORIA <gr662w@att.com>; MURO, GABY <gm6950@att.com>  
**Cc:** OVERMYER, LORI <lo9517@att.com>; REID, RANDAL K <rr4273@att.com>; SLOAN, DONALD C <ds8030@att.com>; PHILIPOVSKI, SVETOSLAV <sp1325@att.com>; Sharedsvcsafthrs@att.com; MOOK, BRIAN <bm648d@att.com>; ROGGY-SCHILDT, TERESA <tr1956@att.com>; KRING, DAVID <dk741r@att.com>; BLACK, PAUL E <pb7183@att.com>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

\*\*\*Customer Removed\*\*\*

This issue has been going on since September 30<sup>th</sup> and the customer has been very patient but he is fed up and threatening to take his service somewhere else. We cannot afford to have that happen and this needs to be escalated to whomever can help get them back up as their service is impacting business. Who do I need to escalate this to so we can get him back up and running. See email below he sent this morning.

John,

*This issue started on September 30<sup>th</sup>, we still do not have any answers to why our service is bouncing and we are unable to effectively operate our business. What are my options?*

*Brad, if we switch service providers will there be terminations fees, even if you are unable to provide the service we are paying for? This is exactly why we switched from Windstream.*

AI

Regards,

**Brad Wood**

Client Solutions Executive 2

**AT&T**

Small Business Solutions  
601 W Chestnut St.  
Louisville, KY 40203  
M: 502.287.8027  
[BW6258@att.com](mailto:BW6258@att.com)

[Click for Immediate Assistance](#)

---

**From:** RUBIO, GLORIA

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

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

**Cc:** OVERMYER, LORI <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; REID, RANDAL K <[rr4273@att.com](mailto:rr4273@att.com)>; SLOAN, DONALD C <[ds8030@att.com](mailto:ds8030@att.com)>; PHILIPOVSKI, SVETOSLAV <[sp1325@att.com](mailto:sp1325@att.com)>; [Sharedsvcsafthrs@att.com](mailto:Sharedsvcsafthrs@att.com); MOOK, BRIAN <[bm648d@att.com](mailto:bm648d@att.com)>; ROGGY-SCHILD, TERESA <[tr1956@att.com](mailto:tr1956@att.com)>; KRING, DAVID <[dk741r@att.com](mailto:dk741r@att.com)>

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

AI,

I have continued to escalate your ticket and have continued to request that a tier 3 technician be engaged in assisting us find a resolution to this prolonged issue. Should you have any questions or concerns regarding any of this information, please feel free to reach out to me via phone or email.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 Springhurst Blvd Louisville, KY 40241

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

CCON: AI Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434

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

LCON: Rance Reinhardt 502-210-9772

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

Area Manager: Brian Mook O:424-233-2974, [bm648d@att.com](mailto:bm648d@att.com)

**Gloria Rubio**  
**After Hours Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o 424-233-2981 | [gr662w@att.com](mailto:gr662w@att.com)  
Office Hours: 2 P.M.- 11 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Gloria Rubio  
**Sent:** Tuesday, October 11, 2016 2:34 PM  
**To:** Gabriela Muro; Al Appel; 'Rance Reinhardt'  
**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski; SharesSvcAfhtrs; Brian Mook; Teresa Schildt; David Kring  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:  
Area Manager: Brian Mook O:424-233-2974, [bm648d@att.com](mailto:bm648d@att.com)

**Gloria Rubio**  
**After Hours Service Assurance Service Manager**  
ECS, Customer Advocate Organization

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o 424-233-2981 | [gr662w@att.com](mailto:gr662w@att.com)  
Office Hours: 2 P.M.- 11 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Gabriela Muro  
**Sent:** Tuesday, October 11, 2016 2:14 PM  
**To:** Al Appel; 'Rance Reinhardt'  
**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski; SharesSvcAfhtrs; Gloria Rubio; Brian Mook; Teresa Schildt; David Kring  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Hello Al,

I've placed an escalation asking for a tier 3 technician to engage to isolate the issue. At this I will be handing this off to **Gloria Rubio** in our Afterhours team. She will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please don't hesitate to contact our Afterhours team by calling 844-288-7378., or hitting reply all to this email trail.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 Springhurst Blvd Louisville, KY 40241

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

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

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

LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

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

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

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

**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'WOOD, BRADLEY D'; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski

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

BOUNCING

**Importance:** High

Hi Gaby,

I am asking to have this escalated to a tier 3 technician since the amount of time we have been dealing with this issue is totally unacceptable.

Who do I need to contact to make this happen?

AI

*Al Appel*

**Chief Administrative Officer**  
**Associates in Dermatology, PLLC**  
**3810 Springhurst Blvd., Suite 200**  
**Louisville, KY 40241**  
**Phone 502-583-1749**  
**Fax 502-329-7599**

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

**Sent:** Tuesday, October 11, 2016 1:57 PM

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

**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; [rr4273@att.com](mailto:rr4273@att.com); [ds8030@att.com](mailto:ds8030@att.com); Svetoslav Philipovski <[sp1325@att.com](mailto:sp1325@att.com)>

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

Good Afternoon All,

Al thank you for calling and letting me know that you are still showing trouble. I am currently working with our service partners to assist in isolating the trouble. Per our conversation, you stated that the issue has been ongoing since October 6<sup>th</sup>. I've let our service partners know that the issue is still ongoing and to advise if our tech who would be able to assist with the media converter. An escalation has been placed to have a Tier 2 technician contact you.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 Springhurst Blvd Louisville, KY 40241

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

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

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

LCON: Rance Reinhardt 502-210-9772

Thank You,

Gaby Muro

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

**AT&T**

El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

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<https://expressticketing.acss.att.com/expressticketing/>

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

**From:** Rance Reinhardt [<mailto:Rance.Reinhardt@mirazon.com>]  
**Sent:** Tuesday, October 11, 2016 10:31 AM  
**To:** Gabriela Muro; WOOD, BRADLEY D; Al Appel  
**Cc:** Lori Overmyer; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Working with the tech we statically assigned the speed negotiation on the interface handoff and we are now averaging 15/20 roughly. A traffic monitor is set up on ISP side and I am setting up monitoring on this side to further identify the issue. If there is a media converter from fiber to copper those speeds need to be set statically as well. Would there be an ATT tech that would be able to account for this item? If they have a converter who would be the TEIR desk to check that device interface speed?

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



**Rance T. Reinhardt**, Network Engineer

MCTS: Windows 7 Configuration

CompTia: Network+ & Security+

Brocade: BCNE

CISCO: CCENT

Ruckus: WiSE Level 1

502.210.9772 – Mobile

502.240.0404 x574 - Office

502.240.0409 – Fax

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

---

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

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

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

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

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

Rance,

Thank you for letting me know. I've entered this information on the ticket log.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 Springhurst Blvd Louisville, KY 40241

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

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

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

LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

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

Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F

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

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

---

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

I am calling the support number now.

**Rance T. Reinhardt, Network Engineer**

MCTS: Windows 7 Configuration  
CompTia: Network+ & Security+  
Brocade: BCNE  
CISCO: CCENT  
Ruckus: WiSE Level 1  
502.210.9772 – Mobile  
502.240.0404 x574 - Office  
502.240.0409 – Fax

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

---

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

Good Morning All,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST



CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

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

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

---

**From:** WOOD, BRADLEY D [<mailto:bw6258@att.com>]  
**Sent:** Tuesday, October 11, 2016 7:59 AM  
**To:** Al Appel; Gabriela Muro  
**Cc:** Lori Overmyer; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); 'Rance Reinhardt'  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQ13 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Al,

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

Regards,  
Brad

---

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

Rance,

Is this something you can help with?

Al

---

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

Good Morning Al,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

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

---

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

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

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

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

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

**Importance:** High

Status?

We are at 3.1 download and 1.1 upload

*Al Appel*

**Chief Administrative Officer**

**Associates in Dermatology, PLLC**

**3810 Springhurst Blvd., Suite 200**

**Louisville, KY 40241**

**Phone 502-583-1749**

**Fax 502-329-7599**

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---

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

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

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

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

SharesSvc sAfthrs <[SharedSvc sAfthrs@att.com](mailto:SharedSvc sAfthrs@att.com)>; Richard Morris <[rx795n@att.com](mailto:rx795n@att.com)>; Teresa Schildt <[TR1956@att.com](mailto:TR1956@att.com)>;

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

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

Good Afternoon Rance,

At this time, I will be handing this off to Richard Morris in our Afterhours team. He will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this

information, please don't hesitate to contact our Afterhours team by calling 844-288-7378., or hitting reply all to this email trail.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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

Thank You,

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

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

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

Bradley,

Sorry for the late response. I am currently on the line with our tier 2 technicians placing an escalation to have this issue resolved as soon as possible. I will provide an update as soon as I get off the phone. If you have any questions, please do not hesitate to contact me.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

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

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

Thanks,

*Gaby Muro*

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

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---

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

Gaby,

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

Regards,  
Brad

---

**From:** MURO, GABY

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

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

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

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

Good Afternoon Rance,

I have reached out to my service partners and have been advised that our technicians are still testing. As soon as they finish testing they will be able to provide me with the next steps to resolve your issue. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please don't hesitate to contact me.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241

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

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

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

Thanks,

*Gaby Muro*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

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---

**From:** Gabriela Muro

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

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

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

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

Rance,

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

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241

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

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

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

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

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

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

 **Welcome to SpeedOf.Me Lite!**

**Test Again**

### Your Test Result

**Download:**

**4.16 Mbps**

**Upload:**

**0.98 Mbps**

**Latency:**

**19 ms**

**Test Server:**

**Atlanta 2**

**Your IP:**

**12.228.168.18**



⊕ Welcome to SpeedOf.Me Lite!

Test Again

### Your Test Result

**Download:**

**3.83 Mbps**

**Upload:**

**1.26 Mbps**

**Latency:**

**20 ms**

**Test Server:**

**Atlanta 2**

**Your IP:**

**12.228.168.18**

**Rance T. Reinhardt**, Network Engineer

MCTS: Windows 7 Configuration

CompTia: Network+ & Security+

Brocade: BCNE

CISCO: CCENT

Ruckus: WiSE Level 1

502.210.9772 – Mobile

502.240.0404 x574 - Office

502.240.0409 – Fax

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**Visioning Technology**

[mirazon.com](http://mirazon.com)

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

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

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

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

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

Hope,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

Thank You,

*Gaby Muro*

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

**AT&T**

El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

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

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

Hope,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

*Thank you,*

***Madelina Bethow***

***Universal Service Manager***

*ECS, Customer Advocate Organization*

***AT&T***

*Omaha, NE*

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

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

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

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

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

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

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

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

Sent from my iPhone

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

Good Afternoon Al/ Hope,

**Lori Overmyer**

**Area Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

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

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## ENDRES, JAM (Legal)

---

**From:** Al Appel <aappel@associatesin dermatology.com>  
**Sent:** Tuesday, October 11, 2016 12:38 PM  
**To:** WOOD, BRADLEY D; BLACK, PAUL E  
**Subject:** FW: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

I need some help with pushing this to a higher level. We are paying Rance a lot of money to work this issue as well as slowing down our operation.

Al

---

**From:** Rance Reinhardt [mailto:Rance.Reinhardt@mirazon.com]  
**Sent:** Tuesday, October 11, 2016 12:31 PM  
**To:** Gabriela Muro <gm6950@att.com>; WOOD, BRADLEY D <bw6258@att.com>; Al Appel <aappel@associatesin dermatology.com>  
**Cc:** Lori Overmyer <lo9517@att.com>; lhf@associatesin dermatology.com  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Working with the tech we statically assigned the speed negotiation on the interface handoff and we are now averaging 15/20 roughly. A traffic monitor is set up on ISP side and I am setting up monitoring on this side to further identify the issue. If there is a media converter from fiber to copper those speeds need to be set statically as well. Would there be an ATT tech that would be able to account for this item? If they have a converter who would be the TEIR desk to check that device interface speed?

**Download:**

**Upload:**

**16.36 Mbps**

**21.1 Mbps**

**Latency:**

**Test Server:**

**18 ms**

**Atlanta 2**

**Download:**

**Upload:**

**15.79 Mbps**

**20.85 Mbps**

**Latency:**

**Test Server:**

**19 ms**

**Atlanta 2**

**Rance T. Reinhardt, Network Engineer**

MCTS: Windows 7 Configuration

CompTia: Network+ & Security+

Brocade: BCNE

CISCO: CCENT

Ruckus: WiSE Level 1

502.210.9772 – Mobile

502.240.0404 x574 - Office

502.240.0409 – Fax

**Mirazon**

**Visioning Technology**

[mirazon.com](http://mirazon.com)

**From:** Gabriela Muro [<mailto:gm6950@att.com>]  
**Sent:** Tuesday, October 11, 2016 11:06 AM  
**To:** Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Rance,

Thank you for letting me know. I've entered this information on the ticket log.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

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

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(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

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

---

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

I am calling the support number now.

**Rance T. Reinhardt**, Network Engineer

MCTS: Windows 7 Configuration

CompTia: Network+ & Security+

Brocade: BCNE

CISCO: CCENT

Ruckus: WiSE Level 1

502.210.9772 – Mobile

502.240.0404 x574 - Office

502.240.0409 – Fax

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

---

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

Good Morning All,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

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

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**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

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

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

**To:** Al Appel; Gabriela Muro

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

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

Al,

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

Regards,  
Brad

---

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

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

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

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

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

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

Rance,

Is this something you can help with?

Al



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

Good Morning Al,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 Springhurst Blvd Louisville, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749  
LCON: Rance Reinhardt 502-210-9772

Thank You,

*Gaby Muro*

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

---

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

Status?

We are at 3.1 download and 1.1 upload

*Al Appel*

**Chief Administrative Officer**  
**Associates in Dermatology, PLLC**  
**3810 Springhurst Blvd., Suite 200**  
**Louisville, KY 40241**  
**Phone 502-583-1749**  
**Fax 502-329-7599**

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**From:** Gabriela Muro [<mailto:gm6950@att.com>]  
**Sent:** Monday, October 10, 2016 5:02 PM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>  
**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com); [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); SharesSvcAfhtrs <[SharedSvcAfhtrs@att.com](mailto:SharedSvcAfhtrs@att.com)>; Richard Morris <[rx795n@att.com](mailto:rx795n@att.com)>; Teresa Schildt <[TR1956@att.com](mailto:TR1956@att.com)>; David Kring <[dk741r@att.com](mailto:dk741r@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Good Afternoon Rance,

At this time, I will be handing this off to Richard Morris in our Afterhours team. He will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please don't hesitate to contact our Afterhours team by calling 844-288-7378., or hitting reply all to this email trail.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

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

Thank You,

*Gaby Muro*

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

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El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F  
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**Managed Services:** <http://www.corp.att.com/ebcc/>

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---

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

Bradley,

Sorry for the late response. I am currently on the line with our tier 2 technicians placing an escalation to have this issue resolved as soon as possible. I will provide an update as soon as I get off the phone. If you have any questions, please do not hesitate to contact me.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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

Thanks,

*Gaby Muro*

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

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(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

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

---

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

Gaby,

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

Regards,  
Brad

---

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

Good Afternoon Rance,

I have reached out to my service partners and have been advised that our technicians are still testing. As soon as they finish testing they will be able to provide me with the next steps to resolve your issue. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please don't hesitate to contact me.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

Thanks,

*Gaby Muro*

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

**AT&T**  
El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
Office Hours: 6:00 A.M. to 3:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

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**Have you tried opening up your tickets on-line?**  
**Below are two great resources to bring your maintenance concerns into AT&T.**

**Local Services:**  
<https://expressticketing.acss.att.com/expressticketing/>

**AT&T Business Direct® – Manage your business at the speed of possibility -**  
**Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

**From:** Gabriela Muro  
**Sent:** Monday, October 10, 2016 9:22 AM  
**To:** Rance Reinhardt; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)  
**Cc:** Lori Overmyer; [bw6258@att.com](mailto:bw6258@att.com); Gabriela Muro  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQI3 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Rance,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
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**AT&T**  
El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
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Managed Services:** <http://www.corp.att.com/ebcc/>

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

---

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

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

+ Welcome to SpeedOf.Me Lite!

Test Again

### Your Test Result

**Download:**

**4.16 Mbps**

**Upload:**

**0.98 Mbps**

**Latency:**

19 ms

**Test Server:**

Atlanta 2

**Your IP:**

12.228.168.18

+ Welcome to SpeedOf.Me Lite!

Test Again

### Your Test Result

**Download:**

**3.83 Mbps**

**Upload:**

**1.26 Mbps**

**Latency:**

20 ms

**Test Server:**

Atlanta 2

**Your IP:**

12.228.168.18



Rance T. Reinhardt, Network Engineer

MCTS: Windows 7 Configuration

CompTia: Network+ & Security+

Brocade: BCNE

CISCO: CCENT  
Ruckus: WiSE Level 1  
502.210.9772 – Mobile  
502.240.0404 x574 - Office  
502.240.0409 – Fax



**From:** Gabriela Muro [<mailto:gm6950@att.com>]  
**Sent:** Monday, October 10, 2016 11:05 AM  
**To:** [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
**Cc:** Lori Overmyer <[lo9517@att.com](mailto:lo9517@att.com)>; Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>; Rance Reinhardt <[Rance.Reinhardt@mirazon.com](mailto:Rance.Reinhardt@mirazon.com)>; [bw6258@att.com](mailto:bw6258@att.com); Gabriela Muro <[gm6950@att.com](mailto:gm6950@att.com)>  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | SVID: CILQ13 | TKT# 222698410 | Louisville, KY | CKT BOUNCING

Hope,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

Thank You,

*Gaby Muro*

**Service Assurance Service Manager**  
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**AT&T**  
El Paso, TX  
(424) 233-2917 | [gm6950@att.com](mailto:gm6950@att.com)  
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**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

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<https://expressticketing.acss.att.com/expressticketing/>



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Managed Services: <http://www.corp.att.com/ebcc/>

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

---

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

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

Hope,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

*Thank you,*

***Madelina Bethow***

***Universal Service Manager***

*ECS, Customer Advocate Organization*

***AT&T***

*Omaha, NE*

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

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

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

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

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

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

Sent from my iPhone

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

Good Afternoon Al/ Hope,

**Lori Overmyer**

**Area Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

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

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## ENDRES, JAM (Legal)

---

**From:** Al Appel <aappel@associatesin dermatology.com>  
**Sent:** Wednesday, October 5, 2016 1:09 PM  
**To:** BLACK, PAUL E  
**Cc:** WOOD, BRADLEY D  
**Subject:** FW: Fiber Bundle We Installed at Springhurst

Hi Paul,

Do we need to sign this with Vickie Tudor? I thought we were ok on everything but it sounds like our fiber bundle is expiring?

Thanks,

Al

*Al Appel*

**Chief Administrative Officer**  
**Associates in Dermatology, PLLC**  
**3810 Springhurst Blvd., Suite 200**  
**Louisville, KY 40241**  
**Phone 502-583-1749**  
**Fax 502-329-7599**

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---

**From:** Hope Flannery [mailto:lhf@associatesin dermatology.com]  
**Sent:** Wednesday, October 05, 2016 12:35 PM  
**To:** 'Al Appel' <aappel@associatesin dermatology.com>  
**Subject:** FW: Fiber Bundle We Installed at Springhurst

I guess I will go ahead and sign. I sure don't want anything to expire.

---

**From:** Vicki Tudor [mailto:vmtudor@bellsouth.net]  
**Sent:** Wednesday, October 05, 2016 12:21 PM  
**To:** 'Hope Flannery'  
**Cc:** FITZGERALD, MILES  
**Subject:** Fiber Bundle We Installed at Springhurst

Hope,

I work with Mile Fitzgerald, may be confusing but both are groups work together.

The Fiber Bundle I installed for you at Springhurst is expiring and I don't think this has been renewed.

Can you email me and I'll provide the one page document for the renewal.

Thank you

*30 Years Experience*

Vicki M. Tudor  
Business Manager  
**502-244-8330 office**  
**502-554-1000 cell**  
[vmtudor@bellsouth.net](mailto:vmtudor@bellsouth.net)

**To Report an Issue w/Circuit:**

<https://expressticketing.acss.att.com/expressticketing/>

---

**From:** Hope Flannery [<mailto:lhf@associatesindermatology.com>]  
**Sent:** Wednesday, December 10, 2014 10:37 AM  
**To:** [vmtudor@bellsouth.net](mailto:vmtudor@bellsouth.net)  
**Subject:** FW: disconnect of PRI service

Can you help on this?

---

**From:** BROWNE, DAVID M [<mailto:db1800@att.com>]  
**Sent:** Wednesday, December 10, 2014 9:34 AM  
**To:** [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)  
**Subject:** disconnect of PRI service

Hope,

We have received your request to disconnect PRI 50.IPZX.509713.001.SC located at 3810 Springhurst Blvd., Suite 200, Louisville, Ky.  
The PRI service is still under contract and there are early termination charges for the Disconnect of this service. There are 20 months remaining at 50% of the monthly rate.

The termination liability is : \$4700.00

Please advise if you wish for us to proceed.

Thank you.

*David Browne*  
*Service Consultant*  
*AT&T Global Ordering*  
*AT&T Services*  
*704-733-1213*  
*email : [db1800@att.com](mailto:db1800@att.com)*



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## ENDRES, JAM (Legal)

---

**From:** Al Appel <aappel@associatesin dermatology.com>  
**Sent:** Wednesday, October 5, 2016 1:28 PM  
**To:** BLACK, PAUL E  
**Cc:** WOOD, BRADLEY D; Hope Flannery  
**Subject:** RE: Fiber Bundle We Installed at Springhurst

Sounds good to me.

Can you guys check on our church bills? 324 E Broadway 40202 Hope had asked for the Uverse to be canceled during our first meeting a long time ago and we are still receiving them. We also canceled our service last month since we sold the church and we are still receiving bills. We only needed 1 line there for an alarm and that is all we should have been billed for.

Thank you

Al

---

**From:** BLACK, PAUL E [mailto:pb7183@att.com]  
**Sent:** Wednesday, October 05, 2016 1:19 PM  
**To:** Al Appel <aappel@associatesin dermatology.com>  
**Cc:** WOOD, BRADLEY D <bw6258@att.com>  
**Subject:** RE: Fiber Bundle We Installed at Springhurst

Hi Al. There will be no reason to upgrade the FBB internet since we will be replacing this service with the new Network Based Firewall Internet service.

We will let Vicki know as well. She is a 3<sup>rd</sup> party solution provider and there is really no reason to continue to work with her since you now have direct AT&T representation with Brad Wood.

Best Regards,

**Paul Black**  
Sales Manager KY

### AT&T

Small Business Solutions  
601 W Chestnut St  
Louisville, KY 40202  
M: 502.553.3788  
F: 866.398.2530  
[pb7183@att.com](mailto:pb7183@att.com)

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Need help with a personal account? [Click here.](#)

[www.att.com/help](http://www.att.com/help)

---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Wednesday, October 05, 2016 1:09 PM  
**To:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Subject:** FW: Fiber Bundle We Installed at Springhurst

Hi Paul,

Do we need to sign this with Vickie Tudor? I thought we were ok on everything but it sounds like our fiber bundle is expiring?

Thanks,

Al

*Al Appel*

**Chief Administrative Officer**  
**Associates in Dermatology, PLLC**  
**3810 Springhurst Blvd., Suite 200**  
**Louisville, KY 40241**  
**Phone 502-583-1749**  
**Fax 502-329-7599**

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---

**From:** Hope Flannery [<mailto:lhf@associatesin dermatology.com>]  
**Sent:** Wednesday, October 05, 2016 12:35 PM  
**To:** 'Al Appel' <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Subject:** FW: Fiber Bundle We Installed at Springhurst

I guess I will go ahead and sign. I sure don't want anything to expire.

---

**From:** Vicki Tudor [<mailto:vmtudor@bellsouth.net>]  
**Sent:** Wednesday, October 05, 2016 12:21 PM  
**To:** 'Hope Flannery'  
**Cc:** FITZGERALD, MILES  
**Subject:** Fiber Bundle We Installed at Springhurst

Hope,

I work with Mile Fitzgerald, may be confusing but both are groups work together.



The Fiber Bundle I installed for you at Springhurst is expiring and I don't think this has been renewed.

Can you email me and I'll provide the one page document for the renewal.

Thank you

*30 Years Experience*

Vicki M. Tudor  
Business Manager  
502-244-8330 office  
502-554-1000 cell  
[vmtudor@bellsouth.net](mailto:vmtudor@bellsouth.net)

**To Report an Issue w/Circuit:**

<https://expressticketing.acss.att.com/expressticketing/>

---

**From:** Hope Flannery [<mailto:lhf@associatesindermatology.com>]  
**Sent:** Wednesday, December 10, 2014 10:37 AM  
**To:** [vmtudor@bellsouth.net](mailto:vmtudor@bellsouth.net)  
**Subject:** FW: disconnect of PRI service

Can you help on this?

---

**From:** BROWNE, DAVID M [<mailto:db1800@att.com>]  
**Sent:** Wednesday, December 10, 2014 9:34 AM  
**To:** [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)  
**Subject:** disconnect of PRI service

Hope,

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The PRI service is still under contract and there are early termination charges for the Disconnect of this service. There are 20 months remaining at 50% of the monthly rate.

The termination liability is : \$4700.00

Please advise if you wish for us to proceed.

Thank you.

*David Browne  
Service Consultant  
AT&T Global Ordering  
AT&T Services  
704-733-1213*

email : [db1800@att.com](mailto:db1800@att.com)



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## ENDRES, JAM (Legal)

---

**From:** FITZGERALD, MILES  
**Sent:** Wednesday, October 5, 2016 12:42 PM  
**To:** vmtudor@bellsouth.net; 'Hope Flannery'; WOOD, BRADLEY D; BLACK, PAUL E  
**Subject:** RE: Fiber Bundle We Installed at Springhurst  
**Attachments:** image001.jpg

Hi hope,

I am looping in your account manager Brad wood. He will handle all of this for you.

Thanks,

Miles Fitzgerald  
Application Sales Consultant  
M: 502 415-5639  
Mf079j@att.com

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

From: Vicki Tudor <vmtudor@bellsouth.net>  
Date: 10/5/16 12:21 PM (GMT-05:00)  
To: 'Hope Flannery' <lhf@associatesindermatology.com>  
Cc: "FITZGERALD, MILES" <mf079j@att.com>  
Subject: Fiber Bundle We Installed at Springhurst

Hope,

I work with Mile Fitzgerald, may be confusing but both are groups work together.

The Fiber Bundle I installed for you at Springhurst is expiring and I don't think this has been renewed.

Can you email me and I'll provide the one page document for the renewal.

Thank you

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Vicki M. Tudor  
Business Manager  
**502-244-8330 office**  
**502-554-1000 cell**

[vmtudor@bellsouth.net](mailto:vmtudor@bellsouth.net)

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<https://expressticketing.acss.att.com/expressticketing/>

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**From:** Hope Flannery [mailto:[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)]

**Sent:** Wednesday, December 10, 2014 10:37 AM

**To:** vmtudor@bellsouth.net

**Subject:** FW: disconnect of PRI service

Can you help on this?

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**From:** BROWNE, DAVID M [mailto:[db1800@att.com](mailto:db1800@att.com)]

**Sent:** Wednesday, December 10, 2014 9:34 AM

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

**Subject:** disconnect of PRI service

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Please advise if you wish for us to proceed.

Thank you.

David Browne  
Service Consultant  
AT&T Global Ordering  
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email : [db1800@att.com](mailto:db1800@att.com)



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## ENDRES, JAM (Legal)

---

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

Al,

At this time, I will be handing this off to Gloria Rubio in our Afterhours team. She will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or reply all to this email trail.

*Diana Castaneda*

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

### AT&T

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

---

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

Any updates?

---

**From:** Diana Castaneda [<mailto:DC817C@att.com>]  
**Sent:** Friday, September 30, 2016 11:33 AM  
**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan <[JV363V@att.com](mailto:JV363V@att.com)>; Diego Cunha <[DC822U@att.com](mailto:DC822U@att.com)>; SharedSvcsSA <[SharedSvcsSA@att.com](mailto:SharedSvcsSA@att.com)>  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Al,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

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

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

*Diana Castaneda*

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

**AT&T**

El Paso, TX

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

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

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

---

**From:** Al Appel [<mailto:aappel@associatesindermatology.com>]  
**Sent:** Friday, September 30, 2016 7:49 AM  
**To:** Diana Castaneda; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)  
**Cc:** John Vaughan; Diego Cunha; SharedSvcsSA  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQ13 | 00000222423648 | Louisville, KY | CKT BOUNCING

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

Al

---

**From:** Diana Castaneda [<mailto:DC817C@att.com>]  
**Sent:** Friday, September 30, 2016 9:42 AM  
**To:** Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)  
**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; Diego Cunha <[dc822u@att.com](mailto:dc822u@att.com)>; SharedSvcsSA <[SharedSvcsSA@att.com](mailto:SharedSvcsSA@att.com)>  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQ13 | 00000222423648 | Louisville, KY | CKT BOUNCING

Good morning Al,

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

*Diana Castaneda*

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

**AT&T**

El Paso, TX

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

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

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

---

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

Good morning,

Do we have any updates?

Al

*Al Appel*

**Chief Administrative Officer**  
**Associates in Dermatology, PLLC**  
**3810 Springhurst Blvd., Suite 200**  
**Louisville, KY 40241**  
**Phone 502-583-1749**  
**Fax 502-329-7599**

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---

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

Hello Al,

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

Engagement received: 09/29/2016 3:35 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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

Thank you,

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

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

---

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

Hello Al,

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

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

Engagement received: 09/29/2016 3:35 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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

Thank you,

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

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

---

**From:** Abril Delgado  
**Sent:** Thursday, September 29, 2016 5:18 PM  
**To:** Diana Castaneda; 'Al Appel'; 'lhf@associatesin dermatology.com'



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

Hello Al,

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

Engagement received: 09/29/2016 3:35 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

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

Thank you,

*Abril Delgado*

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

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

---

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

Hello Al,

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

Engagement received: 09/29/2016 3:35 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

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

Thank you,

*Abril Delgado*

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

**AT&T**

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

---

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

Al,

At this time, I will be handing this off to Abril Delgado in our Afterhours team. She will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or reply all to this email trail.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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

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

*Diana Castaneda*

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

**AT&T**

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

---

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

Hi Diana,

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

Al

---

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

Hope/ Al,

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

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery,[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com),502-583-1749

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

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

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

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** John Vaughan  
**Sent:** Thursday, September 29, 2016 1:05 PM  
**To:** Diana Castaneda  
**Subject:** Associates in Dermatology

Diana,

I have re-assigned this case to you. Please follow up with our techs and then provide an update to the customer. Thank you.

John Vaughan

**Area Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2976 m 402-926-1705 | [jv363v@att.com](mailto:jv363v@att.com)

**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

## ENDRES, JAM (Legal)

---

**From:** CASTANEDA, DIANA  
**Sent:** Friday, September 30, 2016 4:26 PM  
**To:** Al Appel; BLACK, PAUL E; WOOD, BRADLEY D  
**Cc:** VAUGHAN, JOHN; CUNHA, DIEGO; SharedsvcsSA@att.com  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Al,

I'm sorry for the delay but I am still trying to get the time for the dispatch. I have been working on this I'm just waiting on an update from the technicians.

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

### AT&T

El Paso, TX

o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Friday, September 30, 2016 1:57 PM  
**To:** Diana Castaneda; 'BLACK, PAUL E'; WOOD, BRADLEY D  
**Cc:** John Vaughan; Diego Cunha; SharedSvcsSA  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING  
**Importance:** High

Any updates?

---

**From:** Diana Castaneda [<mailto:DC817C@att.com>]  
**Sent:** Friday, September 30, 2016 11:33 AM  
**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; Diego Cunha <[dc822u@att.com](mailto:dc822u@att.com)>; SharedSvcsSA <[SharedSvcsSA@att.com](mailto:SharedSvcsSA@att.com)>  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Al,

Thank you for taking my call. As per our conversation a tech has been dispatched to your location, we are just pending on the ETA. As soon as I have that information I will be updating you. If you have any questions or concerns regarding this information, please contact me.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241

Access Hours: M-F 8AM-5PM EST

CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: John Vaughan [jv363v@att.com](mailto:jv363v@att.com) 424-233-2976

*Diana Castaneda*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]

**Sent:** Friday, September 30, 2016 7:49 AM

**To:** Diana Castaneda; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)

**Cc:** John Vaughan; Diego Cunha; SharedSvcsSA

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

It has not, we are still bouncing around 14meg on the upload.

Al

---

**From:** Diana Castaneda [<mailto:DC817C@att.com>]

**Sent:** Friday, September 30, 2016 9:42 AM

**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)

**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; Diego Cunha <[dc822u@att.com](mailto:dc822u@att.com)>; SharedSvcsSA <[SharedSvcsSA@att.com](mailto:SharedSvcsSA@att.com)>

**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Good morning Al,

Per my service partners it appears as if the issue has been fixed. Can you please confirm that services have been restored?

*Diana Castaneda*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Al Appel [<mailto:aappel@associatesindermatology.com>]  
**Sent:** Friday, September 30, 2016 6:08 AM  
**To:** Abril Delgado; Diana Castaneda; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)  
**Cc:** John Vaughan; David Kring; SharesSvcsAfthrs; Brian Mook; SharesSvcsAfthrs  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Good morning,

Do we have any updates?

Al

*Al Appel*

**Chief Administrative Officer**  
**Associates in Dermatology, PLLC**  
**3810 Springhurst Blvd., Suite 200**  
**Louisville, KY 40241**  
**Phone 502-583-1749**  
**Fax 502-329-7599**

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---

**From:** Abril Delgado [<mailto:ad245c@att.com>]  
**Sent:** Friday, September 30, 2016 12:39 AM  
**To:** Diana Castaneda <[DC817C@att.com](mailto:DC817C@att.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>;  
[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)  
**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; David Kring <[dk741r@att.com](mailto:dk741r@att.com)>; SharesSvcsAfthrs <[SharedSvcsAfthrs@att.com](mailto:SharedSvcsAfthrs@att.com)>;  
Brian Mook <[bm648d@att.com](mailto:bm648d@att.com)>; SharesSvcsAfthrs <[SharedSvcsAfthrs@att.com](mailto:SharedSvcsAfthrs@att.com)>  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

At this time, I will be handing this issue back to your daytime Service Manager Diana. She will continue to monitor your service and will be following up with you tomorrow 09/30/2016 morning. Please don't hesitate to contact me or reply all to this email if you have any questions or concerns. Thank you for your time.

Engagement received: 09/29/2016 3:35 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

My supervisor's information is below should you require additional assistance :  
Area Manager: Brian Mook [424-233-2974](tel:424-233-2974) m [402-979-6665](tel:402-979-6665) | [bm648d@att.com](mailto:bm648d@att.com)

Thank you,

**Abril Delgado**  
**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)  
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Abril Delgado  
**Sent:** Thursday, September 29, 2016 8:45 PM  
**To:** Diana Castaneda; 'Al Appel'; 'lhf@associatesin dermatology.com'  
**Cc:** John Vaughan; David Kring; SharesSvc sAfthrs; Brian Mook; SharesSvc sAfthrs  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

We currently are still testing your services to isolate the issue. I will continue to monitor your ticket. I will provide you with updates as soon as they become available.

If you have any questions or concerns regarding this information, please hit reply all to this email and I will address your question or concern at that time.

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CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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Thank you,

**Abril Delgado**  
**Service Assurance Service Manager**  
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**From:** Abril Delgado  
**Sent:** Thursday, September 29, 2016 5:18 PM  
**To:** Diana Castaneda; 'Al Appel'; 'lhf@associatesin dermatology.com'  
**Cc:** John Vaughan; David Kring; SharesSvc sAfthrs; Brian Mook; SharesSvc sAfthrs  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING



Hello Al,

I have escalated the ticket for current status and next step to resolve the issue. I will continue to escalate at allowable intervals until this information is provided or the issue is resolved. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please hit reply all to this email and I will address your question or concern at that time.

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LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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Thank you,

*Abril Delgado*

**Service Assurance Service Manager**  
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o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)  
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**To:** Diana Castaneda; Al Appel; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan; David Kring; SharesSvcAfhtrs; Brian Mook; SharesSvcAfhtrs  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

My name is Abril, with the afterhours escalations team. I am currently engaged on your issue and working with the specialist team for status and next steps. Once an update has been provided, I will advise the next steps. Below I will provide you with my contact information, please don't hesitate to email me or call me if you have any questions or concerns.

Engagement received: 09/29/2016 3:35 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
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CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
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Thank you,

*Abril Delgado*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

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El Paso, TX  
o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)  
Office Hours: 9:00 A.M. to 6:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Diana Castaneda  
**Sent:** Thursday, September 29, 2016 3:30 PM  
**To:** Al Appel; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan; David Kring; SharesSvcAfthrs; Teresa Schildt; Abril Delgado  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 00000222423648 | Louisville, KY | CKT BOUNCING

Al,

At this time, I will be handing this off to Abril Delgado in our Afterhours team. She will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or reply all to this email trail.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: John Vaughan [jv363v@att.com](mailto:jv363v@att.com) 424-233-2976

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**

El Paso, TX  
o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)  
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Thursday, September 29, 2016 1:36 PM  
**To:** Diana Castaneda; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan; SharedSvcsSA; Diego Cunha; [bw6258@att.com](mailto:bw6258@att.com)  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hi Diana,

Thank you for the follow up and I hope your technicians will be able to rectify this issue remotely.

Al

---

**From:** Diana Castaneda [<mailto:DC817C@att.com>]  
**Sent:** Thursday, September 29, 2016 3:21 PM  
**To:** [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)  
**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; SharedSvcsSA <[SharedSvcsSA@att.com](mailto:SharedSvcsSA@att.com)>; Diego Cunha <[dc822u@att.com](mailto:dc822u@att.com)>; [bw6258@att.com](mailto:bw6258@att.com)  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hope/ Al,

My name is Diana with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: John Vaughan [jv363v@att.com](mailto:jv363v@att.com) 424-233-2976

Next Update: 09/29/2016 3:00 PM MST

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** John Vaughan  
**Sent:** Thursday, September 29, 2016 1:05 PM  
**To:** Diana Castaneda  
**Subject:** Associates in Dermatology

Diana,

I have re-assigned this case to you. Please follow up with our techs and then provide an update to the customer. Thank you.

[John Vaughan](#)

**Area Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2976 m 402-926-1705 | [jv363v@att.com](mailto:jv363v@att.com)

**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

## ENDRES, JAM (Legal)

---

**From:** Al Appel <aappel@associatesin dermatology.com>  
**Sent:** Friday, September 30, 2016 3:57 PM  
**To:** CASTANEDA, DIANA; BLACK, PAUL E; WOOD, BRADLEY D  
**Cc:** VAUGHAN, JOHN; CUNHA, DIEGO; SharedsvcsSA@att.com  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

**Importance:** High

Any updates?

---

**From:** Diana Castaneda [mailto:DC817C@att.com]  
**Sent:** Friday, September 30, 2016 11:33 AM  
**To:** Al Appel <aappel@associatesin dermatology.com>; lhf@associatesin dermatology.com  
**Cc:** John Vaughan <jv363v@att.com>; Diego Cunha <dc822u@att.com>; SharedSvcsSA <SharedSvcsSA@att.com>  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Al,

Thank you for taking my call. As per our conversation a tech has been dispatched to your location, we are just pending on the ETA. As soon as I have that information I will be updating you. If you have any questions or concerns regarding this information, please contact me.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, aappel@associatesin dermatology.com, 812-725-2434  
LCON: Hope Flannery, lhf@associatesin dermatology.com, 502-583-1749

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: John Vaughan jv363v@att.com 424-233-2976

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)  
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Al Appel [mailto:aappel@associatesin dermatology.com]  
**Sent:** Friday, September 30, 2016 7:49 AM

**To:** Diana Castaneda; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)  
**Cc:** John Vaughan; Diego Cunha; SharedSvcsSA  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

It has not, we are still bouncing around 14meg on the upload.

Al

---

**From:** Diana Castaneda [<mailto:DC817C@att.com>]  
**Sent:** Friday, September 30, 2016 9:42 AM  
**To:** Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)  
**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; Diego Cunha <[dc822u@att.com](mailto:dc822u@att.com)>; SharedSvcsSA <[SharedSvcsSA@att.com](mailto:SharedSvcsSA@att.com)>  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Good morning Al,

Per my service partners it appears as if the issue has been fixed. Can you please confirm that services have been restored?

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**

El Paso, TX  
o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)  
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Al Appel [<mailto:aappel@associatesindermatology.com>]  
**Sent:** Friday, September 30, 2016 6:08 AM  
**To:** Abril Delgado; Diana Castaneda; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)  
**Cc:** John Vaughan; David Kring; SharesSvcsAfthrs; Brian Mook; SharesSvcsAfthrs  
**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Good morning,

Do we have any updates?

Al

*Al Appel*

**Chief Administrative Officer**  
**Associates in Dermatology, PLLC**  
**3810 Springhurst Blvd., Suite 200**  
**Louisville, KY 40241**  
**Phone 502-583-1749**  
**Fax 502-329-7599**

This communication may contain information that is proprietary, confidential, or exempt from disclosure. If you are not the intended recipient, please note that any other dissemination, distribution, use or copying of this communication is strictly prohibited. Anyone who receives this message in error should notify the sender immediately by telephone or by return e-mail and delete it from his or her computer.

---

**From:** Abril Delgado [<mailto:ad245c@att.com>]  
**Sent:** Friday, September 30, 2016 12:39 AM  
**To:** Diana Castaneda <[DC817C@att.com](mailto:DC817C@att.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)  
**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; David Kring <[dk741r@att.com](mailto:dk741r@att.com)>; SharesSvcsAfthrs <[SharedSvcsAfthrs@att.com](mailto:SharedSvcsAfthrs@att.com)>; Brian Mook <[bm648d@att.com](mailto:bm648d@att.com)>; SharesSvcsAfthrs <[SharedSvcsAfthrs@att.com](mailto:SharedSvcsAfthrs@att.com)>  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

At this time, I will be handing this issue back to your daytime Service Manager Diana. She will continue to monitor your service and will be following up with you tomorrow 09/30/2016 morning. Please don't hesitate to contact me or reply all to this email if you have any questions or concerns. Thank you for your time.

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CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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Thank you,

**Abril Delgado**  
**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)  
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F  
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**From:** Abril Delgado  
**Sent:** Thursday, September 29, 2016 8:45 PM  
**To:** Diana Castaneda; 'Al Appel'; 'lhf@associatesin dermatology.com'  
**Cc:** John Vaughan; David Kring; SharesSvcsAfthrs; Brian Mook; SharesSvcsAfthrs  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

We currently are still testing your services to isolate the issue. I will continue to monitor your ticket. I will provide you with updates as soon as they become available.

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CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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Area Manager: Brian Mook [424-233-2974](tel:424-233-2974) m [402-979-6665](tel:402-979-6665) | [bm648d@att.com](mailto:bm648d@att.com)

Thank you,

**Abril Delgado**  
**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)  
Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Abril Delgado  
**Sent:** Thursday, September 29, 2016 5:18 PM  
**To:** Diana Castaneda; 'Al Appel'; 'lhf@associatesin dermatology.com'  
**Cc:** John Vaughan; David Kring; SharesSvcAftHrs; Brian Mook; SharesSvcAftHrs  
**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

I have escalated the ticket for current status and next step to resolve the issue. I will continue to escalate at allowable intervals until this information is provided or the issue is resolved. I will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please hit reply all to this email and I will address your question or concern at that time.

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CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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Area Manager: Brian Mook [424-233-2974](tel:424-233-2974) m [402-979-6665](tel:402-979-6665) | [bm648d@att.com](mailto:bm648d@att.com)

Thank you,



*Abril Delgado*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)

Office Hours: 2:00 P.M. to 11:00 P.M., MST, M-F

**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

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**Sent:** Thursday, September 29, 2016 3:35 PM

**To:** Diana Castaneda; Al Appel; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)

**Cc:** John Vaughan; David Kring; SharesSvcAfthrs; Brian Mook; SharesSvcAfthrs

**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 00000222423648 | Louisville, KY | CKT BOUNCING

Hello Al,

My name is Abril, with the afterhours escalations team. I am currently engaged on your issue and working with the specialist team for status and next steps. Once an update has been provided, I will advise the next steps. Below I will provide you with my contact information, please don't hesitate to email me or call me if you have any questions or concerns.

Engagement received: 09/29/2016 3:35 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241

Access Hours: M-F 8AM-5PM EST

CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

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Area Manager: Brian Mook [424-233-2974](tel:424-233-2974) m [402-979-6665](tel:402-979-6665) | [bm648d@att.com](mailto:bm648d@att.com)

Thank you,

*Abril Delgado*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o (424)233-2972 | [AD245C@att.com](mailto:AD245C@att.com)

Office Hours: 9:00 A.M. to 6:00 P.M., MST, M-F

**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Diana Castaneda

**Sent:** Thursday, September 29, 2016 3:30 PM

**To:** Al Appel; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)

**Cc:** John Vaughan; David Kring; SharesSvcAfhtrs; Teresa Schildt; Abril Delgado

**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Al,

At this time, I will be handing this off to Abril Delgado in our Afterhours team. She will continue to provide updates through resolution of your trouble. If you have any questions or concerns regarding this information, please don't hesitate to contact our Afterhours team by calling 844-727-4473, or reply all to this email trail.

Engagement received: 09/29/2016 1:06 PM MST

Type of Service: MIS/PNT/DIA BBEC.554292

Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241

Access Hours: M-F 8AM-5PM EST

CCON: Al Appel, [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com), 812-725-2434

LCON: Hope Flannery, [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com), 502-583-1749

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: John Vaughan [jv363v@att.com](mailto:jv363v@att.com) 424-233-2976

*Diana Castaneda*

**Service Assurance Service Manager**

ECS, Customer Advocate Organization

**AT&T**

El Paso, TX

o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)

Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F

**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]

**Sent:** Thursday, September 29, 2016 1:36 PM

**To:** Diana Castaneda; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)

**Cc:** John Vaughan; SharedSvcSA; Diego Cunha; [bw6258@att.com](mailto:bw6258@att.com)

**Subject:** RE: S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hi Diana,

Thank you for the follow up and I hope your technicians will be able to rectify this issue remotely.

Al

---

**From:** Diana Castaneda [<mailto:DC817C@att.com>]

**Sent:** Thursday, September 29, 2016 3:21 PM

**To:** [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)

**Cc:** John Vaughan <[jv363v@att.com](mailto:jv363v@att.com)>; SharedSvcSA <[SharedSvcSA@att.com](mailto:SharedSvcSA@att.com)>; Diego Cunha <[dc822u@att.com](mailto:dc822u@att.com)>; [bw6258@att.com](mailto:bw6258@att.com)

**Subject:** S SBS NE | ASSOCIATES IN DERMATOLOGY | CILQI3 | 000000222423648 | Louisville, KY | CKT BOUNCING

Hope/ Al,

My name is Diana with the AT&T Service Assurance team. I will be working with you and our technicians to ensure that we achieve resolution to your issue as soon as possible. I have reviewed your ticket and will continue reviewing for updates, as well as escalating on your ticket where appropriate, throughout the day until your service is restored. If during this process, you have any questions or concerns, please feel free to contact me.

Engagement received: 09/29/2016 1:06 PM MST  
Type of Service: MIS/PNT/DIA BBEC.554292  
Address: 3810 SPRINGHURST BLVD LOUISVILLE, KY 40241  
Access Hours: M-F 8AM-5PM EST  
CCON: Al Appel, [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com), 812-725-2434  
LCON: Hope Flannery, [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com), 502-583-1749

Continuous efforts to resolve your concern will go forth. My supervisor's information is below should you require additional assistance:

Area Manager: John Vaughan [jv363v@att.com](mailto:jv363v@att.com) 424-233-2976

Next Update: 09/29/2016 3:00 PM MST

*Diana Castaneda*

**Service Assurance Service Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o 424-233-2947 | [dc817c@att.com](mailto:dc817c@att.com)  
Office Hours: 7:00 A.M. to 4:00 P.M., MST, M-F  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

---

**From:** John Vaughan  
**Sent:** Thursday, September 29, 2016 1:05 PM  
**To:** Diana Castaneda  
**Subject:** Associates in Dermatology

Diana,

I have re-assigned this case to you. Please follow up with our techs and then provide an update to the customer. Thank you.

**John Vaughan**

**Area Manager**  
ECS, Customer Advocate Organization

**AT&T**  
El Paso, TX  
o 424-233-2976 m 402-926-1705 | [jv363v@att.com](mailto:jv363v@att.com)  
**AFTER HOURS ASSISTANCE:** 844-ATT-SERV/844-288-7378

## **ENDRES, JAM (Legal)**

---

**From:** BLACK, PAUL E  
**Sent:** Thursday, September 22, 2016 6:50 PM  
**To:** ANDERSON, DAMIEN  
**Cc:** WOOD, BRADLEY D; DAUGHERTY, KERRY L  
**Subject:** SR 1-53OLAT1 Associates In Dermatology

Damien:

This SR (1-53OLAT1) for AVPN is assigned to you in ROME and we are looking for assistance in moving it downstream to accepted status. The order was handed off on 9/15 and we are committed to SIPping it for EOD results tomorrow. Can you assist?

thanks

**Paul Black**  
Sales Manager KY

### **AT&T**

Small Business Solutions  
601 W Chestnut St  
Louisville, KY 40202  
M: 502.553.3788  
F: 866.398.2530  
[pb7183@att.com](mailto: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](http://www.att.com/help)

## ENDRES, JAM (Legal)

---

**From:** WOOD, BRADLEY D  
**Sent:** Thursday, August 25, 2016 2:37 PM  
**To:** Al Appel; BLACK, PAUL E  
**Subject:** RE: New service for NA

Yes sir, I just received the esign agreement and will get it down stream once it comes back countersigned.

Regards,

### **Brad Wood**

Client Solutions Executive 2

### **AT&T**

Small Business Solutions  
601 W Chestnut St.  
Louisville, KY 40203  
M: 502.287.8027  
[BW6258@att.com](mailto:BW6258@att.com)

[Click for Immediate Assistance](#)

---

**From:** Al Appel [mailto:[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)]  
**Sent:** Thursday, August 25, 2016 2:21 PM  
**To:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Cc:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Subject:** New service for NA

Good afternoon,

As we discussed yesterday our new service will consist of:

Our existing charge is \$5800 and with the other upgrade it would have been \$6,100  
Our new service will be \$5,494 and will be 100 meg at both sites with 50 meg from site to site. Also it will have 80 meg network based firewalls and if the internet goes down in Springhurst we will not lose service in NA.

Please let me know if there is anything I missed or not accurate.

Thanks,

Al

*Al Appel*

**Chief Administrative Officer**  
**Associates in Dermatology, PLLC**  
**3810 Springhurst Blvd., Suite 200**  
**Louisville, KY 40241**

**Phone 502-583-1749**

**Fax 502-329-7599**

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## **ENDRES, JAM (Legal)**

---

**From:** Al Appel <aappel@associatesin dermatology.com>  
**Sent:** Thursday, August 25, 2016 2:21 PM  
**To:** BLACK, PAUL E; WOOD, BRADLEY D  
**Cc:** Al Appel  
**Subject:** New service for NA

Good afternoon,

As we discussed yesterday our new service will consist of:

Our existing charge is \$5800 and with the other upgrade it would have been \$6,100  
Our new service will be \$5,494 and will be 100 meg at both sites with 50 meg from site to site. Also it will have 80 meg network based firewalls and if the internet goes down in Springhurst we will not lose service in NA.

Please let me know if there is anything I missed or not accurate.

Thanks,

Al

*Al Appel*

**Chief Administrative Officer  
Associates in Dermatology, PLLC  
3810 Springhurst Blvd., Suite 200  
Louisville, KY 40241  
Phone 502-583-1749  
Fax 502-329-7599**

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## ENDRES, JAM (Legal)

---

**From:** WOOD, BRADLEY D  
**Sent:** Wednesday, August 24, 2016 5:16 PM  
**To:** aappel@associatesin dermatology.com  
**Cc:** BLACK, PAUL E  
**Subject:** RE: AT&T Contract Ready for Your eSignature

Al,

Here is the contract for what we talked about on the phone, I called Pete and confirmed the Mitel version and handoff type prior to proceeding. Let me know if you have any questions.

Regards,

**Brad Wood**  
Client Solutions Executive 2

### AT&T

Small Business Solutions  
601 W Chestnut St.  
Louisville, KY 40203  
M: 502.287.8027  
[BW6258@att.com](mailto:BW6258@att.com)

[Click for Immediate Assistance](#)

---

**From:** WOOD, BRADLEY D  
**Sent:** Wednesday, August 24, 2016 5:13 PM  
**To:** aappel@associatesin dermatology.com  
**Cc:** WOOD, BRADLEY D <bw6258@att.com>  
**Subject:** AT&T Contract Ready for Your eSignature

Dear Al Appel,

The AT&T eSignature process enables you to sign your contracts with your voice on the phone or through the web.

With eSignature, your electronic signature is equivalent to your hand written signature. Should you elect not to sign your contracts via the phone or web, please contact me at 502-287-8027. If you are not the authorized person of **ASSOCIATES IN DERMATOLOGY** that will ultimately choose to sign or not sign this contract, again, please contact me on 502-287-8027 or at [bw6258@us.att.com](mailto:bw6258@us.att.com).

### Choices:

**To sign via phone:**



1. Dial 1-866-374-4633 or 1-866-eSigned.
2. When prompted, **enter** or **say** the digits of the **Contract ID(s)** below.

<u>Contract ID</u>	<u>Contract To Sign</u>
4876093	Pricing Schedule

**To sign via web:**

1. To log into eSign, use **esign1293431** as your UserID.
2. To obtain your password check your email for - Subject: **Your Login to AT&T eSignature is Enabled.**
3. With your login and password open [this link](#) and follow the instructions.

Thank you for using AT&T

Sincerely,

BRADLEY  
CBS - CLIENT SOLUTIONS EXECUTIVE 2  
AT&T  
502-287-8027  
[bw6258@us.att.com](mailto:bw6258@us.att.com)

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**ENDRES, JAM (Legal)**

---

**From:** Al Appel <aappel@associatesin dermatology.com>  
**Sent:** Wednesday, August 24, 2016 5:48 PM  
**To:** 'Pete Mikiten'  
**Cc:** WOOD, BRADLEY D; BLACK, PAUL E  
**Subject:** RE: Network question

Thank you!!

-----Original Message-----

From: Pete Mikiten [mailto:pmikiten@matrixintegration.com]  
Sent: Wednesday, August 24, 2016 5:44 PM  
To: Al Appel <aappel@associatesin dermatology.com>  
Cc: WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>  
Subject: Re: Network question

It is a PRI handoff. Version 6. Thanks!

Sent from my iPhone

On Aug 24, 2016, at 4:26 PM, Al Appel  
<aappel@associatesin dermatology.com<mailto:aappel@associatesin dermatology.co  
m>> wrote:

Hi Pete,

We are looking at new service with AT&T and we need to know if we have PRI or SIT, what version of software?

Thank you,

Al

Al Appel  
Chief Administrative Officer  
Associates in Dermatology, PLLC  
3810 Springhurst Blvd., Suite 200  
Louisville, KY 40241  
Phone 502-583-1749  
Fax 502-329-7599

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To read this disclaimer please click

here<<http://www.matrixintegration.com/disclaimer/>>

**ENDRES, JAM (Legal)**

---

**From:** Hope Flannery <lhf@associatesindermatology.com>  
**Sent:** Thursday, July 7, 2016 7:20 AM  
**To:** BLACK, PAUL E  
**Cc:** 'Al Appel'  
**Attachments:** att bill.pdf

Paul,

Please find attached the latest AT&T bill (for my cell phone) which shows billing for 2 office@hand services.

Hopefully this will help you set up the service that we need.

If you have any further questions, please give me a call.

Hope



ASSOCIATES IN DERMATOLOGY  
3810 SPRINGHURST BLVD # 200  
LOUISVILLE, KY 40241-6100

Page: 1 of 4  
Bill Cycle Date: 05/13/16 - 06/12/16  
Account: 990492681

Visit us online at: [www.att.com/business](http://www.att.com/business)


## Wireless Statement

### Bill-At-A-Glance

Previous Balance	\$145.44
Payment - 06/01 - Thank You!	\$145.44CR
Adjustments	\$0.00
Balance	\$0.00
New Charges	\$145.74

**Total Amount Due \$145.74**

Amount Due In Full by Jul 07, 2016



**Add a line and give your grad the gift of a new smartphone!**

Add a new smartphone for \$0 down\* with AT&T Next\*. Visit [att.com/moreatt](http://att.com/moreatt). Go to an AT&T store. Call 1.855.662.3490.

AT&T Next\*: \$0 down req'd. elig. installment agmt. Tax due at sale. Down payment option avail. Service: Qual. voice & data req'd. If svc cancelled, remaining installment agmt balance due. Deposit may be req'd. Subj. to Wireless Customer Agmt. Activ./Upgrade (\$20), restocking & other fees, monthly & other charges & restr's apply. Subject to change.

### Service Summary

Service	Page	Total
<b>Wireless</b>		\$145.74
502 417-2105	\$103.92 2	
502 594-9408	\$41.82 2	
<b>Total New Charges</b>		<b>\$145.74</b>

53000-08 1287  
53000-02 1287

B.Y. 5088  
JUN 27 2016  
[Signature]

#### Manage Your Account:

Online: [att.com/myatt](http://att.com/myatt)  
Mobile App: [att.com/myattapp](http://att.com/myattapp)  
Support: 800 331-0500 or 611 from your mobile device  
TTY: 866 241-6567

For Important Information about your bill, please see the **News You Can Use** section (Page 3).

### Wireless

#### Group 2 - Data Summary - May 13 thru Jun 12

**Mobile Share Value 2GB with Rollover Data** - Includes 2 gigabytes of domestic data. \$15 each additional 1GB. Unused plan data from the current bill period rolls over for use and expires after 1 billing period. Additional monthly charge applies for each device on the plan. Unlimited talk & text on mobile phones. Unlimited talk on Wireless Home Phone. Mobile Hotspot, video calling, and Visual Voicemail available with compatible devices. Unlimited domestic data usage on the AT&T Wi-Fi Basic network for smartphones and select data devices.

	Data Used (MB)
502 417-2105	457
502 594-9408	0
<b>Total</b>	<b>457</b>

#### Mobile Share Value 2GB with Rollover Data

	Megabytes (MB)
Rollover available through Jun 12*	1,569
Included in Plan	2,048
Total Data Used	457

#### Rollover available on Jun 13

**1,592**

Usage and available Rollover are rounded up to the next megabyte. For more details on your Data Summary, visit [att.com/business](http://att.com/business).

\* Unused Rollover Data expires after 1 billing period or when you change your plan or account.

Return bottom portion with your check in the enclosed envelope.  
Payments may take 7 days to post.

Wireless Services provided by AT&T Mobility, LLC.



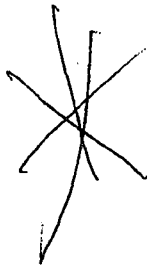
ASSOCIATES IN DERMATOLO  
 3810 SPRINGHURST BLVD #  
 LOUISVILLE, KY 40241-6100

**502 417-2105**  
 ASSOCIATES IN DERMATOLOGY

**Mobile Share Value iPhone on 4G LTE w/ VVM** - Includes unlimited Anytime minutes, Nationwide Long Distance & Roaming, unlimited domestic and International text, picture, and video messages sent or received from the U.S., Puerto Rico and the U.S. Virgin Islands, Call Forward feature, Caller ID, Call Wait, Conference Call feature. Mobile Share voice and data plan required.

**Mobile Insurance Premium** - Includes Coverage for loss, theft, accidental damage, liquid damage, and out-of-warranty malfunction.

**Office@Hand Standard Edition 2 Users** - Includes a cloud based (PBX) business phone system with virtually unlimited calling and faxing in the U.S. and Canada, an auto-attendant, local, toll free and fax numbers, integrated business SMS and voicemail, call management including answering rules, call forwarding, call transfer and conferencing. Plug & Ring(R) ready phones are available for each extension plus free 24/7 specialized customer support. Standard Edition Includes 1,000 minutes of Toll Free at no additional cost.



**Monthly Charges - Jun 13 thru Jul 12**

1. Mobile Share Value iPhone on 4G LTE w/ VVM	40.00
2. Discount for Access	15.00CR
3. Mobile Insurance Premium	7.99
4. Office@Hand Standard Edition 2 Users	56.00
5. Office@Hand 911 Fee 2 Users	4.00
<b>Total Monthly Charges</b>	<b>92.99</b>

**Other Charges and Credits**

**Voice Usage Summary**

Shared Minutes	Unlimited
Daytime Minutes	
Minutes Used	171
Night & Weekend Minutes	
Minutes Used	67

**Data Usage Summary**

Shared Messaging	Unlimited
Used	73

Mobile Share Value 2GB with Rollover Data  
 Individual MB Used 457  
 1 Gigabyte (GB) = 1024MB, 1 Megabyte (MB) = 1024KB

**ENDRES, JAM (Legal)**

---

**From:** Al Appel <aappel@associatesin dermatology.com>  
**Sent:** Wednesday, August 24, 2016 4:26 PM  
**To:** Pete Mikiten; WOOD, BRADLEY D; BLACK, PAUL E  
**Subject:** Network question

**Categories:** URGENT

Hi Pete,

We are looking at new service with AT&T and we need to know if we have PRI or SIT, what version of software?

Thank you,

Al

*Al Appel*

**Chief Administrative Officer  
Associates in Dermatology, PLLC  
3810 Springhurst Blvd., Suite 200  
Louisville, KY 40241  
Phone 502-583-1749  
Fax 502-329-7599**

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## ENDRES, JAM (Legal)

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**From:** DIMARCO, LINDA J  
**Sent:** Wednesday, April 27, 2016 4:16 PM  
**To:** WOOD, BRADLEY D; BLACK, PAUL E; DAUGHERTY, KERRY L  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

I'm not seeing any updates.... The IGLOO and hand off are still EaMIS. Am I missing something?

Thanks,

Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)  
216.476.6053  
[ld1653@att.com](mailto:ld1653@att.com)

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---

**From:** WOOD, BRADLEY D  
**Sent:** Wednesday, April 27, 2016 2:55 PM  
**To:** DIMARCO, LINDA J; BLACK, PAUL E; DAUGHERTY, KERRY L  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Linda,

They are loaded on the opportunity, thanks for the help.

Regards,  
Brad

---

**From:** DIMARCO, LINDA J  
**Sent:** Wednesday, April 27, 2016 2:54 PM  
**To:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

All,

Please let me know when the attachments are updated.

Thanks,



Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)  
216.476.6053  
[ld1653@att.com](mailto:ld1653@att.com)

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---

**From:** BLACK, PAUL E  
**Sent:** Wednesday, April 27, 2016 1:28 PM  
**To:** DIMARCO, LINDA J; DAUGHERTY, KERRY L; WOOD, BRADLEY D  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Linda:

This should be AVPN. If we correct the SR and handoff can you work it?

---

**From:** DIMARCO, LINDA J  
**Sent:** Wednesday, April 27, 2016 11:46 AM  
**To:** DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Kerry,

Just wanted to confirm. I will have this request reassigned to the MIS team, I am on the AVPN team.

Thanks,

Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)  
216.476.6053  
[ld1653@att.com](mailto:ld1653@att.com)

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---

**From:** DAUGHERTY, KERRY L  
**Sent:** Wednesday, April 27, 2016 10:51 AM

**To:** DIMARCO, LINDA J; WOOD, BRADLEY D; BLACK, PAUL E  
**Subject:** Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

We were told by Global Ordering that the circuit was not an AVPN but a EAMIS circuit so o changed it. I included the original sales team on this. If I need to change anything let me know, but I only followed what GO requested.

Sent from my iPhone

On Apr 27, 2016, at 8:19 AM, DIMARCO, LINDA J <[ld1653@att.com](mailto:ld1653@att.com)> wrote:

Hi Kerry,

I have received and reviewed this package request. Is the product for this request EaMIS? I'm a bit confused by the attachments. The handoff form has EaMIS, but the contract is AVPN Express. Please advise.

Thanks,

Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)  
216.476.6053  
[ld1653@att.com](mailto:ld1653@att.com)

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**From:** ROME-Support  
**Sent:** Tuesday, April 26, 2016 6:08 PM  
**To:** DIMARCO, LINDA J  
**Cc:** MOISES, IAN VINCENT  
**Subject:** 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)

ROME

---

## Support Request Re-Assigned Notification

*Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE TULLAO SIAPCO on 04/26/16 6:07:21 PM.*

Account Name	ASSOCIATES IN DERMATO
Opportunity Id	1-4FPDX0Q
MDS Id	

Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

Informational Access: [View SR](#)

Support Request Status		Support Request Details	
Accepted (Re-Assigned)		Support Request Id	1-4GT68FN
Support Request Jeopardy	N	Submitted By (email address)	<a href="mailto:DAUGHERTY,KERRY (kd0925@us.att.com)">DAUGHERTY,KERRY (kd0925@us.att.com)</a>
Submitted	04/21/16 1:53:21 AM	Last Updated By	<a href="#">SIAPCO</a>
Requested Due to Sales Date	04/22/16 12:00:00 AM	Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Expected Due to Sales Date		Products (First Only)	Ethernet Access to MIS (EaMIS)
SR Complexity	N/A	Request Type	BCS Valued
Accepted	04/22/16 5:49:22 PM	Request Reason	Order Handoff
SR Target Date		NSS Engaged	
Completed		<p><i>Request:</i> Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI data only</p> <p><i>Response:</i> LAVC, GOSS, im692j , Request ID: 1614393-V0 FTB, PRODUCT, 2241 Green Valley Rd New Albany IN 47150, Al Appel, 502-583-1749, 502-583-1749, Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI with 6 call paths.</p> <p><i>Re-Assign Reason:</i> Assigning Order to LINDA DIMARCO Id1653</p> <p><i>Status Detail Category:</i></p> <p><i>Status Detail Reason:</i></p>	

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[ROME FAQ's](#)

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**ROME Support can be Reached 24X7 at 1-877-452-9061**



## ENDRES, JAM (Legal)

---

**From:** WOOD, BRADLEY D  
**Sent:** Wednesday, April 27, 2016 2:55 PM  
**To:** DIMARCO, LINDA J; BLACK, PAUL E; DAUGHERTY, KERRY L  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Linda,

They are loaded on the opportunity, thanks for the help.

Regards,  
Brad

---

**From:** DIMARCO, LINDA J  
**Sent:** Wednesday, April 27, 2016 2:54 PM  
**To:** BLACK, PAUL E <pb7183@att.com>; DAUGHERTY, KERRY L <kd0925@att.com>; WOOD, BRADLEY D <bw6258@att.com>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

All,

Please let me know when the attachments are updated.

Thanks,

Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)  
216.476.6053  
[ld1653@att.com](mailto:ld1653@att.com)

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---

**From:** BLACK, PAUL E  
**Sent:** Wednesday, April 27, 2016 1:28 PM  
**To:** DIMARCO, LINDA J; DAUGHERTY, KERRY L; WOOD, BRADLEY D  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Linda:

This should be AVPN. If we correct the SR and handoff can you work it?

**From:** DIMARCO, LINDA J  
**Sent:** Wednesday, April 27, 2016 11:46 AM  
**To:** DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Kerry,

Just wanted to confirm. I will have this request reassigned to the MIS team, I am on the AVPN team.

Thanks,

Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)  
216.476.6053  
[ld1653@att.com](mailto:ld1653@att.com)

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---

**From:** DAUGHERTY, KERRY L  
**Sent:** Wednesday, April 27, 2016 10:51 AM  
**To:** DIMARCO, LINDA J; WOOD, BRADLEY D; BLACK, PAUL E  
**Subject:** Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

We were told by Global Ordering that the circuit was not an AVPN but a EAMIS circuit so o changed it. I included the original sales team on this. If I need to change anything let me know, but I only followed what GO requested.

Sent from my iPhone

On Apr 27, 2016, at 8:19 AM, DIMARCO, LINDA J <[ld1653@att.com](mailto:ld1653@att.com)> wrote:

Hi Kerry,

I have received and reviewed this package request. Is the product for this request EaMIS? I'm a bit confused by the attachments. The handoff form has EaMIS, but the contract is AVPN Express. Please advise.

Thanks,

Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)

216.476.6053  
[ld1653@att.com](mailto:ld1653@att.com)

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**From:** ROME-Support  
**Sent:** Tuesday, April 26, 2016 6:08 PM  
**To:** DIMARCO, LINDA J  
**Cc:** MOISES, IAN VINCENT  
**Subject:** 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)

ROME

## Support Request Re-Assigned Notification

*Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE TULLAO SIAPCO on 04/26/16 6:07:21 PM.*

Account Name	ASSOCIATES IN DERMATO
Opportunity Id	1-4FPDX0Q
MDS Id	
Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

Informational Access: [View SR](#)

Support Request Status		Support Request Details	
Accepted (Re-Assigned)		Support Request Id	1-4GT68FN
Support Request Jeopardy	N	Submitted By (email address)	<a href="mailto:DAUGHERTY,KERRY(kd0925@us.att.com)">DAUGHERTY,KERRY (kd0925@us.att.com)</a>
Submitted	04/21/16 1:53:21 AM	Last Updated By	<a href="#">SIAPCO</a>

Requested Due to Sales Date	04/22/16 12:00:00 AM	Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Expected Due to Sales Date		Products (First Only)	Ethernet Access to MIS (EaMIS)
SR Complexity	N/A	Request Type	BCS Valued
Accepted	04/22/16 5:49:22 PM	Request Reason	Order Handoff
SR Target Date		NSS Engaged	
Completed		<p><i>Request:</i> Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI data only</p> <p><i>Response:</i> LAVC, GOSS, im692j , Request ID: 1614393-V0 FTB, PRODUCT, 2241 Green Valley Rd New Albany IN 47150, Al Appel, 502-583-1749, 502-583-1749, Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI with 6 call paths.</p> <p><i>Re-Assign Reason:</i> Assigning Order to LINDA DIMARCO Id1653</p> <p><i>Status Detail Category:</i></p> <p><i>Status Detail Reason:</i></p>	

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**ROME Support can be Reached 24X7 at 1-877-452-9061**





**ENDRES, JAM (Legal)**

---

**From:** DIMARCO, LINDA J  
**Sent:** Wednesday, April 27, 2016 2:54 PM  
**To:** BLACK, PAUL E; DAUGHERTY, KERRY L; WOOD, BRADLEY D  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

All,

Please let me know when the attachments are updated.

Thanks,

Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)  
216.476.6053  
[ld1653@att.com](mailto:ld1653@att.com)

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---

**From:** BLACK, PAUL E  
**Sent:** Wednesday, April 27, 2016 1:28 PM  
**To:** DIMARCO, LINDA J; DAUGHERTY, KERRY L; WOOD, BRADLEY D  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Linda:

This should be AVPN. If we correct the SR and handoff can you work it?

---

**From:** DIMARCO, LINDA J  
**Sent:** Wednesday, April 27, 2016 11:46 AM  
**To:** DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Kerry,

Just wanted to confirm. I will have this request reassigned to the MIS team, I am on the AVPN team.

Thanks,

Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)  
216.476.6053  
[ld1653@att.com](mailto:ld1653@att.com)

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---

**From:** DAUGHERTY, KERRY L  
**Sent:** Wednesday, April 27, 2016 10:51 AM  
**To:** DIMARCO, LINDA J; WOOD, BRADLEY D; BLACK, PAUL E  
**Subject:** Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

We were told by Global Ordering that the circuit was not an AVPN but a EAMIS circuit so o changed it. I included the original sales team on this. If I need to change anything let me know, but I only followed what GO requested.

Sent from my iPhone

On Apr 27, 2016, at 8:19 AM, DIMARCO, LINDA J <[ld1653@att.com](mailto:ld1653@att.com)> wrote:

Hi Kerry,

I have received and reviewed this package request. Is the product for this request EaMIS? I'm a bit confused by the attachments. The handoff form has EaMIS, but the contract is AVPN Express. Please advise.

Thanks,

Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)  
216.476.6053  
[ld1653@att.com](mailto:ld1653@att.com)

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**From:** ROME-Support  
**Sent:** Tuesday, April 26, 2016 6:08 PM

**To:** DIMARCO, LINDA J  
**Cc:** MOISES, IAN VINCENT  
**Subject:** 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)

ROME

## Support Request Re-Assigned Notification

*Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE TULLAO SIAPCO on 04/26/16 6:07:21 PM.*

Account Name	ASSOCIATES IN DERMATO
Opportunity Id	1-4FPDX0Q
MDS Id	
Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

Informational Access: [View SR](#)

Support Request Status		Support Request Details	
Accepted (Re-Assigned)		Support Request Id	1-4GT68FN
Support Request Jeopardy	N	Submitted By (email address)	<a href="mailto:kd0925@us.att.com">DAUGHERTY,KERRY (kd0925@us.att.com)</a>
Submitted	04/21/16 1:53:21 AM	Last Updated By	<a href="#">SIAPCO</a>
Requested Due to Sales Date	04/22/16 12:00:00 AM	Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Expected Due to Sales Date		Products (First Only)	Ethernet Access to MIS (EaMIS)
SR Complexity	N/A	Request Type	BCS Valued
Accepted	04/22/16 5:49:22 PM	Request Reason	Order Handoff
SR Target Date		NSS Engaged	
Completed		<i>Request:</i> Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI data only	

*Response:* LAVC, GOSS, im692j , Request ID: 1614393-V0 FTB, PRODUCT, 2241 Green Valley Rd New Albany IN 47150, Al Appel, 502-583-1749, 502-583-1749, Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI with 6 call paths.

*Re-Assign Reason:* Assigning Order to LINDA DIMARCO ld1653

*Status Detail Category:*

*Status Detail Reason:*

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---

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**ROME Support can be Reached 24X7 at 1-877-452-9061**



## ENDRES, JAM (Legal)

---

**From:** DAUGHERTY, KERRY L  
**Sent:** Wednesday, April 27, 2016 2:40 PM  
**To:** BLACK, PAUL E; WOOD, BRADLEY D  
**Cc:** MEECE, JUDD; PORTARO, THOMAS L  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Ok well let her know we have the AVPN Igloo and new GO Form loaded.

### Kerry Daugherty

[Application Sales Consultant II](#)

### AT&T

Small Business Solutions  
5115 Frederica St.  
Owensboro, KY 42301  
M: 270.316.7683  
[kd0925@att.com](mailto:kd0925@att.com)

[Click for Immediate Assistance](#)

---

**From:** BLACK, PAUL E  
**Sent:** Wednesday, April 27, 2016 1:38 PM  
**To:** DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Cc:** MEECE, JUDD <[jm5995@att.com](mailto:jm5995@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

The order manager told me in the Q string that she doesn't really care about the product on the opp. So as long as we correct the order documents she can run with it.

**Linda(1:48:01 PM):** it's not so much the product listed on the SR, that doesn't really matter...it's the attachments... the IGLOO and handoff both show MIS

**Linda(1:48:13 PM):** got it, that's fine

**Paul(1:48:38 PM):** ok. I will have the ASC and CSE correct the handoff form and scope of work. the SR has the AVPN Express agreement correct?

**Paul(1:48:46 PM):** and you need an updated IGLOO

**Paul(1:48:51 PM):** anything else required?

**Linda(1:49:58 PM):** yes the AVPN Express contract is attached. No thats all just the hand off and the IGLOO. I can let yo know if anything else is required once I look at it... I just took a quick look and noticed the scope was confusing

---

**From:** DAUGHERTY, KERRY L  
**Sent:** Wednesday, April 27, 2016 2:37 PM  
**To:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Cc:** MEECE, JUDD <[jm5995@att.com](mailto:jm5995@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

I have everything uploaded, the only issues I'm having is adding the product. Access AVPN. It's not in the selection options, only BIB AVPN, IPFlex AVPN, VDNA AVPN or IP Toll Free AVPN. I did create another opp and was able to select Access AVPN. So anyone have any suggestions or do we run with the new opp?

**Kerry Daugherty**

Application Sales Consultant II

**AT&T**

Small Business Solutions  
5115 Frederica St.  
Owensboro, KY 42301  
M: 270.316.7683  
[kd0925@att.com](mailto:kd0925@att.com)

[Click for Immediate Assistance](#)

---

**From:** BLACK, PAUL E  
**Sent:** Wednesday, April 27, 2016 12:54 PM  
**To:** DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>; MEECE, JUDD <[jm5995@att.com](mailto:jm5995@att.com)>  
**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

I worked with the FEO order manager Linda Dimarco. Here is the Q string.

She will work the existing SR. We just need to get it corrected. We need to correct the product to AVPN so we can correct the SIP. Correct the order handoff form and she needs an AVPN IGLOO.

**Paul(1:29:25 PM):** Hi Linda. I am the sales manager over the team working on Associates in Dermatology

**Paul(1:29:38 PM):** this is supposed to be an AVPN order but they put the wrong product and info on the SR.

**Paul(1:29:44 PM):** if we fix all of this can you still work it?

**Linda(1:47:13 PM):** Hi Paul, yes if it's AVPN I can work it. Is it a new AVPN Network? I'm not finding an existing network under the MCN provided.

**Paul(1:47:21 PM):** yes. it is a new AVPN network

**Paul(1:47:40 PM):** we will be doing a service interworking agreement after we get the new vpn name and id so it can work with an existing PNT circuit

**Linda(1:48:01 PM):** it's not so much the product listed on the SR, that doesn't really matter...it's the attachments... the IGLOO and handoff both show MIS

**Linda(1:48:13 PM):** got it, that's fine

**Paul(1:48:38 PM):** ok. I will have the ASC and CSE correct the handoff form and scope of work. the SR has the AVPN Express agreement correct?

**Paul(1:48:46 PM):** and you need an updated IGLOO

**Paul(1:48:51 PM):** anything else required?

**Linda(1:49:58 PM):** yes the AVPN Express contract is attached. No thats all just the hand off and the IGLOO. I can let yo know if anything else is required once I look at it... I just took a quick look and noticed the scope was confusing

---

**From:** BLACK, PAUL E  
**Sent:** Wednesday, April 27, 2016 1:28 PM

**To:** DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>; MEECE, JUDD <[jm5995@att.com](mailto:jm5995@att.com)>  
**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Don't cancel anything yet. I am trying to see if the current person assigned can work it if we correct it.

---

**From:** DAUGHERTY, KERRY L  
**Sent:** Wednesday, April 27, 2016 1:26 PM  
**To:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; MEECE, JUDD <[jm5995@att.com](mailto:jm5995@att.com)>  
**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Does the AVPN exist now or will this be the first site off this contract?

**Kerry Daugherty**  
Application Sales Consultant II

## AT&T

Small Business Solutions  
5115 Frederica St.  
Owensboro, KY 42301  
M: 270.316.7683  
[kd0925@att.com](mailto:kd0925@att.com)

[Click for Immediate Assistance](#)

---

**From:** BLACK, PAUL E  
**Sent:** Wednesday, April 27, 2016 12:25 PM  
**To:** MEECE, JUDD <[jm5995@att.com](mailto:jm5995@att.com)>; DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>  
**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

We do not need to attach this to the SR we are issuing today. Just need to get it filled out for when it is needed.

---

**From:** MEECE, JUDD  
**Sent:** Wednesday, April 27, 2016 1:19 PM  
**To:** DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>  
**Cc:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Kerry,

I've attached the form that is the first step in the PNT to AVPN SIO process. This will allow the customer's new AVPN circuit to talk to the existing PNT locations.

Best Regards,  
Judd

---

**From:** BLACK, PAUL E  
**Sent:** Wednesday, April 27, 2016 11:46 AM  
**To:** MEECE, JUDD <[jm5995@att.com](mailto:jm5995@att.com)>; DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>

**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>

**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

They also signed this AVPN agreement with Miles for this new circuit. They are trying to install this AVPN circuit and do a service interworking agreement with the existing MPLS circuit in Louisville.

---

**From:** MEECE, JUDD

**Sent:** Wednesday, April 27, 2016 11:37 AM

**To:** DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>

**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Kerry,

That circuit is an MIS/PNT circuit on the attached bill. It was ordered off of the attached PNT agreement in 2014. Your SR and ROME opp seem to reference AVPN, so that may be what is causing the confusion.

Best Regards,  
Judd

---

**From:** DAUGHERTY, KERRY L

**Sent:** Wednesday, April 27, 2016 11:18 AM

**To:** MEECE, JUDD <[jm5995@att.com](mailto:jm5995@att.com)>

**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Subject:** Fwd: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Judd can you help with this? This is becoming to be a goat rope. We need to know what this circuit is and connected to what contract. We are confused.

Sent from my iPad

Begin forwarded message:

**From:** "DAUGHERTY, KERRY L" <[kd0925@att.com](mailto:kd0925@att.com)>

**Date:** April 27, 2016 at 9:51:12 AM CDT

**To:** "DIMARCO, LINDA J" <[ld1653@att.com](mailto:ld1653@att.com)>, "WOOD, BRADLEY D" <[bw6258@att.com](mailto:bw6258@att.com)>, "BLACK, PAUL E" <[pb7183@att.com](mailto:pb7183@att.com)>

**Subject:** Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

We were told by Global Ordering that the circuit was not an AVPN but a EAMIS circuit so o changed it. I included the original sales team on this. If I need to change anything let me know, but I only followed what GO requested.

Sent from my iPhone

On Apr 27, 2016, at 8:19 AM, DIMARCO, LINDA J <[ld1653@att.com](mailto:ld1653@att.com)> wrote:

Hi Kerry,



I have received and reviewed this package request. Is the product for this request EaMIS? I'm a bit confused by the attachments. The handoff form has EaMIS, but the contract is AVPN Express. Please advise.

Thanks,

Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)  
216.476.6053  
[ld1653@att.com](mailto:ld1653@att.com)

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**From:** ROME-Support  
**Sent:** Tuesday, April 26, 2016 6:08 PM  
**To:** DIMARCO, LINDA J  
**Cc:** MOISES, IAN VINCENT  
**Subject:** 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)

ROME

---

## Support Request Re-Assigned Notification

*Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE TU SIAPCO on 04/26/16 6:07:21 PM.*

Account Name	ASSOCIATES IN DERMATO
Opportunity Id	1-4FPDX0Q
MDS Id	
Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

---

Informational Access: [View SR](#)

Support Request Status	
Accepted (Re-Assigned)	
Support Request Jeopardy	N
Submitted	04/21/16 1:53:21 AM
Requested Due to Sales Date	04/22/16 12:00:00 AM
Expected Due to Sales Date	
SR Complexity	N/A
Accepted	04/22/16 5:49:22 PM
SR Target Date	
Completed	

Support Request Details	
Support Request Id	1-4GT68FN
Submitted By (email address)	<a href="#">DAUGHERTY,KERRY (kd0925@us.e</a>
Last Updated By	<a href="#">SIAPCO</a>
Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Products (First Only)	Ethernet Access to MIS (EaMIS)
Request Type	BCS Valued
Request Reason	Order Handoff
NSS Engaged	
<i>Request:</i> Upgrading existing 10MB point to point to 20 MB C ID MLEC.521671..ATI data only	
<i>Response:</i> LAVC, GOSS, im692j , Request ID: 1614393-V0 PRODUCT, 2241 Green Valley Rd New Albany IN 47150, A Appel, 502-583-1749, 502-583-1749, Upgrading existing 10M point to point to 20 MB Circuit ID MLEC.521671..ATI with paths.	
<i>Re-Assign Reason:</i> Assigning Order to LINDA DIMARCO l	
<i>Status Detail Category:</i>	
<i>Status Detail Reason:</i>	

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**ROME Support can be Reached 24X7 at 1-877-452-9061**



## ENDRES, JAM (Legal)

---

**From:** DAUGHERTY, KERRY L  
**Sent:** Wednesday, April 27, 2016 1:26 PM  
**To:** BLACK, PAUL E; MEECE, JUDD  
**Cc:** WOOD, BRADLEY D  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Does the AVPN exist now or will this be the first site off this contract?

### Kerry Daugherty

Application Sales Consultant II

### AT&T

Small Business Solutions  
5115 Frederica St.  
Owensboro, KY 42301  
M: 270.316.7683  
[kd0925@att.com](mailto:kd0925@att.com)

[Click for Immediate Assistance](#)

---

**From:** BLACK, PAUL E  
**Sent:** Wednesday, April 27, 2016 12:25 PM  
**To:** MEECE, JUDD <[jm5995@att.com](mailto:jm5995@att.com)>; DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>  
**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

We do not need to attach this to the SR we are issuing today. Just need to get it filled out for when it is needed.

---

**From:** MEECE, JUDD  
**Sent:** Wednesday, April 27, 2016 1:19 PM  
**To:** DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>  
**Cc:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
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Best Regards,  
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**To:** MEECE, JUDD <[jm5995@att.com](mailto:jm5995@att.com)>; DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>  
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---

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**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject:** Fwd: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

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Sent from my iPad

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**From:** "DAUGHERTY, KERRY L" <[kd0925@att.com](mailto:kd0925@att.com)>  
**Date:** April 27, 2016 at 9:51:12 AM CDT  
**To:** "DIMARCO, LINDA J" <[ld1653@att.com](mailto:ld1653@att.com)>, "WOOD, BRADLEY D" <[bw6258@att.com](mailto:bw6258@att.com)>, "BLACK, PAUL E" <[pb7183@att.com](mailto:pb7183@att.com)>  
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Thanks,

Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)  
216.476.6053  
[ld1653@att.com](mailto:ld1653@att.com)

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**From:** ROME-Support  
**Sent:** Tuesday, April 26, 2016 6:08 PM  
**To:** DIMARCO, LINDA J  
**Cc:** MOISES, IAN VINCENT  
**Subject:** 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)

ROME

---

## Support Request Re-Assigned Notification

*Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE TU SLAPCO on 04/26/16 6:07:21 PM.*

Account Name	ASSOCIATES IN DERMATO
Opportunity Id	1-4FPDX0Q
MDS Id	
Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

---

Informational Access: [View SR](#)

---

Support Request Status	
Accepted (Re-Assigned)	
Support Request Jeopardy	N
Submitted	04/21/16 1:53:21 AM
Requested Due to Sales Date	04/22/16 12:00:00 AM
Expected Due to Sales Date	
SR Complexity	N/A
Accepted	04/22/16 5:49:22 PM
SR Target Date	
Completed	

Support Request Details	
Support Request Id	1-4GT68FN
Submitted By (email address)	<a href="mailto:DAUGHERTY,KERRY (kd0925@us.e">DAUGHERTY,KERRY (kd0925@us.e</a>
Last Updated By	<a href="#">SIAPCO</a>
Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Products (First Only)	Ethernet Access to MIS (EaMIS
Request Type	BCS Valued
Request Reason	Order Handoff
NSS Engaged	
<i>Request:</i> Upgrading existing 10MB point to point to 20 MB C ID MLEC.521671..ATI data only	
<i>Response:</i> LAVC, GOSS, im692j , Request ID: 1614393-V0 PRODUCT, 2241 Green Valley Rd New Albany IN 47150, A Appel, 502-583-1749, 502-583-1749, Upgrading existing 10M point to point to 20 MB Circuit ID MLEC.521671..ATI with paths.	
<i>Re-Assign Reason:</i> Assigning Order to LINDA DIMARCO k	
<i>Status Detail Category:</i>	
<i>Status Detail Reason:</i>	

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**ROME Support can be Reached 24X7 at 1-877-452-9061**



## ENDRES, JAM (Legal)

---

**From:** MEECE, JUDD  
**Sent:** Wednesday, April 27, 2016 1:19 PM  
**To:** DAUGHERTY, KERRY L  
**Cc:** BLACK, PAUL E; WOOD, BRADLEY D  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY  
**Attachments:** AVPN PNT SIO Prequal Fom.docx

Kerry,

I've attached the form that is the first step in the PNT to AVPN SIO process. This will allow the customer's new AVPN circuit to talk to the existing PNT locations.

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**Date:** April 27, 2016 at 9:51:12 AM CDT  
**To:** "DIMARCO, LINDA J" <[ld1653@att.com](mailto:ld1653@att.com)>, "WOOD, BRADLEY D" <[bw6258@att.com](mailto:bw6258@att.com)>, "BLACK, PAUL E" <[pb7183@att.com](mailto:pb7183@att.com)>  
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Sent from my iPhone

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Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)  
216.476.6053  
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**Cc:** MOISES, IAN VINCENT  
**Subject:** 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)



## Support Request Re-Assigned Notification

Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE TU SIAPCO on 04/26/16 6:07:21 PM.

Account Name	ASSOCIATES IN DERMATO
Opportunity Id	1-4FPDX0Q
MDS Id	
Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

Informational Access: [View SR](#)

Support Request Status		Support Request Details	
Accepted (Re-Assigned)		Support Request Id	1-4GT68FN
Support Request Jeopardy	N	Submitted By (email address)	<a href="mailto:DAUGHERTY,KERRY (kd0925@us.e">DAUGHERTY,KERRY (kd0925@us.e</a>
Submitted	04/21/16 1:53:21 AM	Last Updated By	<a href="#">SIAPCO</a>
Requested Due to Sales Date	04/22/16 12:00:00 AM	Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Expected Due to Sales Date		Products (First Only)	Ethernet Access to MIS (EaMIS)
SR Complexity	N/A	Request Type	BCS Valued
Accepted	04/22/16 5:49:22 PM	Request Reason	Order Handoff
SR Target Date		NSS Engaged	
Completed		<p><i>Request:</i> Upgrading existing 10MB point to point to 20 MB C ID MLEC.521671..ATI data only</p> <p><i>Response:</i> LAVC, GOSS, im692j , Request ID: 1614393-V0 PRODUCT, 2241 Green Valley Rd New Albany IN 47150, A Appel, 502-583-1749, 502-583-1749, Upgrading existing 10M point to point to 20 MB Circuit ID MLEC.521671..ATI with paths.</p>	

Re-Assign Reason: Assigning Order to LINDA DIMARCO l  
Status Detail Category:  
Status Detail Reason:

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**ROME Support can be Reached 24X7 at 1-877-452-9061**



## AVPN/PNT SIO Qualification Form

### Instructions:

- Step 1: Use this form to confirm your customer qualifies for AVPN/PNT SIO**  
 Due to extreme SIO capacity limitations AVPN/PNTSIO can only be used for one of the two following reasons:
  1. **PNT to AVPN Migration:** Moving all the PNT sites to AVPN
  2. **Partial Migration:** Replace or upgrade existing PNT sites with AVPN OR add U.S. AVPN sites to SIO with existing PNT network  
 All other SIO request reasons are no longer supported (e.g. extending PNT to AVPN MoW, IDC Web Hosting, etc.)  
 SIO can ONLY be used for Standalone PNT to AVPN Migrations. SIO for VPN Value Bundle to AVPN is not allowed (no exceptions).  
 Refer to: [AVPN/PNT SIO Process](#) Job Aid for more details.
  
- Step 2: If your customer qualifies for SIO, complete all applicable fields on this form.**  
 Do not proceed with SIO if your customer is not using the SIO for an approved reason  
 Exceptions: Very limited and on an ICB basis. Submit e-mail exception request to PNT Product: Renee Warsaw (rw9165) for review.
  
- Step 3: Qualification Review (Pre-SIO order): Attach SIO Qualification Form to any PNT VRF Limit Increase Requests**  
 PNT Product will be scanning PNT VRF increase requests to validate SIO is for an approved reason
  
- Step 4: SIO Order: Attach SIO Qualification Form to the SIO RDS Order submission**  
 Important: SIO orders will be rejected if this form is not attached to the SIO RDS submission

### SIO Qualification: Confirm your customer's planned use of SIO

Your Name: \_\_\_\_\_ ATTUID: \_\_\_\_\_ Your Title: \_\_\_\_\_ Your Segment: \_\_\_\_\_

To qualify for using SIO select one of the two following reasons:

- PNT to AVPN Migration** – I attest my customer will be using SIO for PNT to AVPN Migration
- Partial Migration** – I attest my customer will be using SIO for Partial Migration (as described in instructions).

If you have an approved exception, overwrite the box stating the approved reason, approver name and approval e-mail date.

- Other** NOT QUALIFIED FOR SIO - YOU MUST HAVE PNT PRODUCT EXCEPTION APPROVAL E-MAIL  
Do not proceed with SIO if your customer is not qualified or you do not have an approved exception.

### PNT to AVPN Migration Detail - Complete if applicable

How many PNT Sites are migrating to AVPN: \_\_\_\_\_  
 Estimated time to migrate to AVPN (all PNT sites): \_\_\_\_\_  
 Please list any "OTHER" products (riding the PNT) that will also require "migration" to AVPN? (e.g. IPFlex, IP Toll Free, NBFW)  
 Briefly, What is the customer's planed migration plan and/or other details: \_\_\_\_\_

### Partial Migration Detail - Complete if applicable

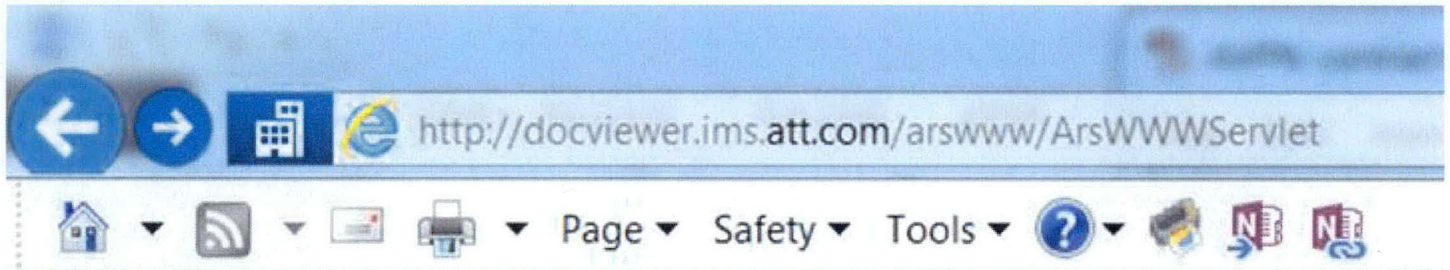
How many PNT sites exist for this PNT VPN (total)?: \_\_\_\_\_  
 Is this customer considering a complete migration to AVPN in the future (Y/N): \_\_\_\_\_  
 Briefly describe the customer's planned upgrade, replacement or AVPN additions (include volumes & service types)

### Customer & VPN Info:

Customer Name:	Check NA if AVPN data is not available:	
PNT VPN ID:	AVPN VPN ID:	Does the AVPN VPN exist?
PNT VPN Name:	AVPN NAME:	Has 1 <sup>st</sup> AVPN site been ordered?
		Is AVPN Managed or Transport only? (M or T)

**ENDRES, JAM (Legal)**

**From:** DAUGHERTY, KERRY L  
**Sent:** Wednesday, April 27, 2016 1:05 PM  
**To:** BLACK, PAUL E  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY



A

<b>AT&amp;T MA Number</b>	<b>Customer Name</b>	<b>Service Attachment/Pricing Schedule</b>	<b>AT&amp;T Signature Date</b>
<u>141525UA</u>	<u>ASSOCIATES IN DERMATOLOGY PLLC</u>	<u>MIS</u>	<u>01/30/</u>
	<u>ASSOCIATES IN DERMATOLOGY PLLC</u>	<u>ABN EXPRESS</u>	<u>12/20/</u>
<u>NON MA</u>	<u>ASSOCIATES IN DERMATOLOGY LLC</u>	<u>ISDN PRI</u>	<u>07/02/</u>
<u>NON MA</u>	<u>ASSOCIATES IN DERMATOLOGY LLC</u>	<u>ISDN-PRI</u>	<u>07/02/</u>
<u>141525UA</u>	<u>ASSOCIATES IN DERMATOLOGY</u>	<u>MIS (MANAGED INTERNET</u>	<u>07/25/</u>

**Kerry Daugherty**  
Application Sales Consultant II

## AT&T

Small Business Solutions  
5115 Frederica St.  
Owensboro, KY 42301  
M: 270.316.7683  
[kd0925@att.com](mailto:kd0925@att.com)

[Click for Immediate Assistance](#)

---

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**Sent:** Wednesday, April 27, 2016 10:46 AM  
**To:** MEECE, JUDD <[jm5995@att.com](mailto:jm5995@att.com)>; DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>  
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Sent from my iPad

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**From:** "DAUGHERTY, KERRY L" <[kd0925@att.com](mailto:kd0925@att.com)>

**Date:** April 27, 2016 at 9:51:12 AM CDT

**To:** "DIMARCO, LINDA J" <[ld1653@att.com](mailto:ld1653@att.com)>, "WOOD, BRADLEY D" <[bw6258@att.com](mailto:bw6258@att.com)>, "BLACK, PAUL E" <[pb7183@att.com](mailto:pb7183@att.com)>

**Subject: Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY**

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Sent from my iPhone

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Linda J. DiMarco

CSS Manager, Global Ordering Customer Service

AT&T Architecture Technology Operations (ATO)

216.476.6053

[ld1653@att.com](mailto:ld1653@att.com)

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**From:** ROME-Support

**Sent:** Tuesday, April 26, 2016 6:08 PM

**To:** DIMARCO, LINDA J

**Cc:** MOISES, IAN VINCENT

**Subject:** 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)

ROME

---

## Support Request Re-Assigned Notification

*Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE TU SIAPCO on 04/26/16 6:07:21 PM.*

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MDS Id	
Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

Informational Access: [View SR](#)

Support Request Status	
Accepted (Re-Assigned)	
Support Request Jeopardy	N
Submitted	04/21/16 1:53:21 AM
Requested Due to Sales Date	04/22/16 12:00:00 AM
Expected Due to Sales Date	
SR Complexity	N/A
Accepted	04/22/16 5:49:22 PM
SR Target Date	
Completed	

Support Request Details	
Support Request Id	1-4GT68FN
Submitted By (email address)	<a href="mailto:DAUGHERTY,KERRY (kd0925@us.e">DAUGHERTY,KERRY (kd0925@us.e</a>
Last Updated By	<a href="#">SIAPCO</a>
Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Products (First Only)	Ethernet Access to MIS (EaMIS
Request Type	BCS Valued
Request Reason	Order Handoff
NSS Engaged	
<i>Request:</i> Upgrading existing 10MB point to point to 20 MB C ID MLEC.521671..ATI data only	
<i>Response:</i> LAVC, GOSS, im692j , Request ID: 1614393-V0 PRODUCT, 2241 Green Valley Rd New Albany IN 47150, A Appel, 502-583-1749, 502-583-1749, Upgrading existing 10M point to point to 20 MB Circuit ID MLEC.521671..ATI with paths.	
<i>Re-Assign Reason:</i> Assigning Order to LINDA DIMARCO l	
<i>Status Detail Category:</i>	
<i>Status Detail Reason:</i>	

[Need More Help?](#)

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**ROME Support can be Reached 24X7 at 1-877-452-9061**





## ENDRES, JAM (Legal)

---

**From:** BLACK, PAUL E  
**Sent:** Wednesday, April 27, 2016 1:24 PM  
**To:** DAUGHERTY, KERRY L; WOOD, BRADLEY D  
**Cc:** MEECE, JUDD; PORTARO, THOMAS L  
**Subject:** FW: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY  
**Attachments:** AVPN contract.pdf

I just spoke with Judd and here is what needs to happen:

- Current SR has to be cancelled.
- You need to add AVPN as the correct product on the opportunity. (\$2,900)
- Reference AVPN Express as the attached contract.
- Issue a new SR with correct scope of work for AVPN Express with no IPFlex. Do not reference upgrading the existing circuit as it is MPLS. New AVPN circuit
- The AVPN contract and all other required attachments should already be on the opp to attach.
- Handoff the SR.
- The service interworking agreement process needs to be worked after we get the VPN Name and ID for AVPN per Derrick.
- Then get the new SR number on the Sharepoint to make sure we can SIP it by Friday.

Need this done ASAP to make sure we can SIP by Friday.

---

**From:** BLACK, PAUL E  
**Sent:** Wednesday, April 27, 2016 11:46 AM  
**To:** MEECE, JUDD <jm5995@att.com>; DAUGHERTY, KERRY L <kd0925@att.com>  
**Cc:** WOOD, BRADLEY D <bw6258@att.com>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

They also signed this AVPN agreement with Miles for this new circuit. They are trying to install this AVPN circuit and do a service interworking agreement with the existing MPLS circuit in Louisville.

---

**From:** MEECE, JUDD  
**Sent:** Wednesday, April 27, 2016 11:37 AM  
**To:** DAUGHERTY, KERRY L <kd0925@att.com>  
**Cc:** WOOD, BRADLEY D <bw6258@att.com>; BLACK, PAUL E <pb7183@att.com>  
**Subject:** RE: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Kerry,

That circuit is an MIS/PNT circuit on the attached bill. It was ordered off of the attached PNT agreement in 2014. Your SR and ROME opp seem to reference AVPN, so that may be what is causing the confusion.

Best Regards,  
Judd

**From:** DAUGHERTY, KERRY L  
**Sent:** Wednesday, April 27, 2016 11:18 AM  
**To:** MEECE, JUDD <[jm5995@att.com](mailto:jm5995@att.com)>  
**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject:** Fwd: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY

Judd can you help with this? This is becoming to be a goat rope. We need to know what this circuit is and connected to what contract. We are confused.

Sent from my iPad

Begin forwarded message:

**From:** "DAUGHERTY, KERRY L" <[kd0925@att.com](mailto:kd0925@att.com)>  
**Date:** April 27, 2016 at 9:51:12 AM CDT  
**To:** "DIMARCO, LINDA J" <[ld1653@att.com](mailto:ld1653@att.com)>, "WOOD, BRADLEY D" <[bw6258@att.com](mailto:bw6258@att.com)>, "BLACK, PAUL E" <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject: Re: SR #1-4GT68FN - ASSOCIATES IN DERMATOLOGY**

We were told by Global Ordering that the circuit was not an AVPN but a EAMIS circuit so o changed it. I included the original sales team on this. If I need to change anything let me know, but I only followed what GO requested.

Sent from my iPhone

On Apr 27, 2016, at 8:19 AM, DIMARCO, LINDA J <[ld1653@att.com](mailto:ld1653@att.com)> wrote:

Hi Kerry,

I have received and reviewed this package request. Is the product for this request EaMIS? I'm a bit confused by the attachments. The handoff form has EaMIS, but the contract is AVPN Express. Please advise.

Thanks,

Linda J. DiMarco  
CSS Manager, Global Ordering Customer Service  
AT&T Architecture Technology Operations (ATO)  
216.476.6053  
[ld1653@att.com](mailto:ld1653@att.com)

This e-mail and any files transmitted with it are AT&T property, are confidential, and are intended solely for the use of the individual or entity to whom this email is addressed. If you are not one of the named recipient(s) or otherwise have reason to believe that you have received this message in error, please notify the sender and delete this message immediately from your computer. Any other use, retention, dissemination, forwarding, printing, or copying of this email is strictly prohibited.

**From:** ROME-Support  
**Sent:** Tuesday, April 26, 2016 6:08 PM  
**To:** DIMARCO, LINDA J  
**Cc:** MOISES, IAN VINCENT  
**Subject:** 1-4GT68FN SR Id for Account ASSOCIATES IN DERMATO: ROME New SR Notification (Re-Assigned)

ROME

## Support Request Re-Assigned Notification

*Support Request 1-4GT68FN has been modified to Accepted / Re-Assigned by CATHERINE TU SIAPCO on 04/26/16 6:07:21 PM.*

Account Name	ASSOCIATES IN DERMATO
Opportunity Id	1-4FPDX0Q
MDS Id	
Opportunity Name	Associates in Derm AVPN
Opportunity TOV	\$104,400.00
Opportunity MRR	\$2,900.00
Opportunity Owner (attuid)	VACANT VACANT(VACANT)
SCVP	STEPHANIE STRAHL-HARGENS
Flow Type	

Informational Access: [View SR](#)

Support Request Status		Support Request Details	
Accepted (Re-Assigned)		Support Request Id	1-4GT68FN
Support Request Jeopardy	N	Submitted By (email address)	<a href="mailto:kd0925@us.e">DAUGHERTY,KERRY (kd0925@us.e)</a>
Submitted	04/21/16 1:53:21 AM	Last Updated By	<a href="#">SIAPCO</a>
Requested Due to Sales Date	04/22/16 12:00:00 AM	Inbox	CLIENT SUPPORT SPECIALIST_BUSMK_MRT3
Expected Due to Sales Date		Products (First Only)	Ethernet Access to MIS (EaMIS
SR Complexity	N/A	Request Type	BCS Valued
Accepted	04/22/16 5:49:22 PM	Request Reason	Order Handoff
		NSS Engaged	

SR Target Date	
Completed	

*Request:* Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI data only

*Response:* LAVC, GOSS, im692j , Request ID: 1614393-V0 PRODUCT, 2241 Green Valley Rd New Albany IN 47150, A Appel, 502-583-1749, 502-583-1749, Upgrading existing 10M point to point to 20 MB Circuit ID MLEC.521671..ATI with paths.

*Re-Assign Reason:* Assigning Order to LINDA DIMARCO l

*Status Detail Category:*

*Status Detail Reason:*

**Need More Help?**

[ROME FAQ's](#)

[Login to ROME Portal](#)

**ROME Support can be Reached 24X7 at 1-877-452-9061**





Sales Contact Information  
BYAM; BERTRAM  
502-561-5966  
bb531x@us.att.com

**eSign Fax Cover Sheet**

Contract Id: 4586341

**To:** AT&T Automated Fax Handling Service

**From:**

**Fax:** 877-374-4632 or 877-eSignFax

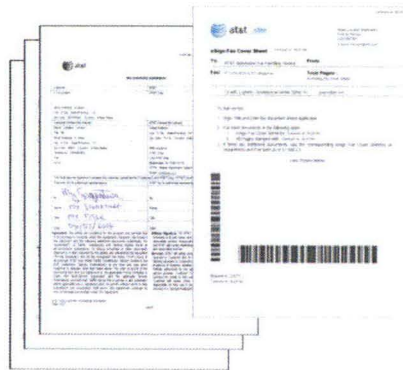
**Total Pages:** 6  
(Excluding Fax Cover Sheet)

Or with Copiers / Scanners w/ email, Send To: [esign@att.com](mailto:esign@att.com)

To sign via fax:

1. Sign, Title and Date the document where applicable,
2. Fax back documents in the following order:
  - I. eSign Fax Cover Sheet for Contract Id: 4586341
  - II. All Pages stamped with Contract Id: 4586341
3. If there are additional documents, use the corresponding eSign Fax Cover Sheet(s) as separator(s) and Fax back as in 2.I and 2.II.

(see Picture below)



Request Id: 1103671  
Contract Id: 4586341



**AT&T VPN EXPRESS SERVICE  
SERVICE AGREEMENT AND PRICING SCHEDULE**

Customer	AT&T
ASSOCIATES IN DERMATOLOGY  Street Address: 324 E BROADWAY City: LOUISVILLE State/Province : KY Zip Code: 40202 Country: United States	AT&T Corp.
Customer Contact (for Notices)	AT&T Contact (for Notices)
Name: Al Appel Title: Street Address: 3810 Springhurst Blvd City: Louisville State/Province: KY Zip Code: 40241 Country: United States Telephone: 5025831749 Fax: Email: aappel@associatesindermatology.com Customer Account Number or Master Account Number: 1-2LFVC-102	Name: BERTRAM BYAM Street Address: 675 W PEACHTREE ST NW City: ATLANTA State/Province: GA Zip Code: 30308 Country: United States Telephone: 5025615966 Fax: Email: bb531x@us.att.com Sales/Branch Manager: STRAHL-HARGENS STEPHANIE SCVP Name: STRAHL-HARGENS STEPHANIE Sales Strata: Retail Sales Region: USA  <b>With a copy (for Notices) to:</b> AT&T Corp. One AT&T Way Bedminster, NJ 07921-0752 ATTN: Master Agreement Support Team Email: <a href="mailto:mast@att.com">mast@att.com</a>
<b>AT&amp;T Solution Provider or Representative Information (if applicable) <input type="checkbox"/></b>	
Name:            Company Name: Agent Street Address:    City:            State:            Zip Code:            Country: Telephone:            Fax:            Email:            Agent Code	

This Agreement, which includes the Pricing Schedule attached hereto, is between the customer named above ("You" or "Customer") and AT&T Corp. ("AT&T"), and, upon acceptance by Customer (the "Effective Date"), the Agreement shall continue in effect as long as Services are provided under the Agreement (except where expressly noted that a term survives following termination of service).

Customer (by its authorized representative)	AT&T (by its authorized representative)
By: eSigned - Al Appel	By: eSigned - Scott Carter
Name:	Name:
Title: Chief Administrative Officer	Title: Manager
Date: 10 Aug 2015	Date: 11 Aug 2015 <span style="float: right;">CS-jt419m</span>

**AT&T and Customer Confidential Information**

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ASAP!

**AT&T VPN EXPRESS SERVICE  
SERVICE AGREEMENT AND PRICING SCHEDULE**

The terms and conditions for AT&T VPN Express Service and AT&T Bandwidth Services ("Services") that AT&T provides to Customer under this Agreement are found in this document and the following additional documents (collectively, the "Agreement"): (i) Service Guides found at [www.att.com/servicepublications](http://www.att.com/servicepublications) or at the link described in the attached pricing schedule; (ii) pricing schedules or other documents attached to this document ("Pricing Schedule"); and (iii) the Acceptable Use Policy ("AUP") found at [att.com/aup](http://att.com/aup). AT&T may revise Tariffs, Guidebooks, Service Guides or the AUP (collectively "Service Publications") at any time and may direct Customer to websites other than listed above. The order of priority of the documents that form this Agreement is: the applicable Pricing Schedule; this Agreement; the AUP; and the Tariffs, Guidebooks and Service Guides; provided that, Tariffs will be first in priority in any jurisdiction where applicable law or regulation does not permit contract terms to take precedence over inconsistent Tariff terms. This Agreement continues so long as Services are provided under this Agreement. This Agreement is limited to and only applies to the Services and shall not be deemed to apply to any other services ordered or purchased by Customer from AT&T or its Affiliates, and shall not be deemed to modify, amend or otherwise alter in any manner any other agreements between Customer and AT&T.

Customer and AT&T will cause respective Affiliates to comply with any such separate and associated contract. An "Affiliate" of a party is an entity that controls, is controlled by or is under common control with such party.

Services: AT&T will either provide or arrange to have its Affiliate provide Services to Customer and its Users (anyone who uses or accesses any Service provided to Customer), subject to the availability and operational limitations of systems, facilities and equipment, and subject to any limitation stated in the Pricing Schedule attached to this document. Where required, an AT&T Affiliate authorized by the appropriate regulatory authority will be the service provider. Customer may not resell the Services or rebrand the Services for resale to third parties without AT&T's written consent. Customer will cause Users to comply with this Agreement and is responsible for their use of any Service unless expressly provided to the contrary in a Service Publication. If a Service is provided over or accesses the Internet or is a wireless (*i.e.*, cellular) data or messaging Service, Customer, its Affiliates and Users will comply with the AUP.

Customer will in a timely manner allow AT&T to access or at Customer's expense obtain timely access to property (other than public property) and to equipment as AT&T reasonably requires for the Services. Access includes information, the right to construct, install, repair, maintain, replace and remove access lines and network facilities and the right to use ancillary equipment space within the building for Customer's connection to AT&T's network. Customer will furnish any conduit, holes, wireways, wiring, plans, equipment, space, power/utilities and other items AT&T reasonably requires for the Services and will obtain any necessary licenses, permits and consents (including easements and rights-of-way).

Customer will ensure that the location where AT&T installs, maintains or provides Services is a suitable and safe working environment, free of any substance or material that poses an unreasonable risk to health, safety or property or whose use, transport, storage, handling, disposal or release is regulated by any law related to pollution, to protection of air, water or soil or to health and safety. If AT&T encounters any such hazardous materials at a Customer location, AT&T may terminate any affected Service or any affected component of a Service ("Service Component") or suspend performance until Customer removes the hazardous materials.

AT&T Equipment: Services may be provided using certain equipment owned by AT&T that is located at the Site ("AT&T Equipment"), but title to the AT&T Equipment will remain with AT&T. Customer must provide electric power for the AT&T Equipment and keep the AT&T Equipment physically secure and free from liens and encumbrances. Customer will bear the risk of loss or damage (other than ordinary wear and tear) to the AT&T Equipment. The Site is the physical location where AT&T installs or provides a Service.

Prices, Pricing Schedule Term and Taxes: The prices listed in the Pricing Schedule are stabilized until the end of the Pricing Schedule Term and will apply in lieu of the corresponding prices set forth in the applicable Service Publication. No promotion, credit, discount or waiver set forth in a Service Publication will apply. At the end of the Pricing Schedule Term, Customer may continue Service (subject to any applicable notice or other requirements in a Service Publication for Customer to discontinue a Service Component) under a month-to-month service arrangement at the prices, terms and conditions in effect on the last day of the Pricing Schedule Term. AT&T may change such prices, terms or conditions on 30 days' prior notice to Customer.

Prices in the Pricing Schedules are exclusive of and Customer will pay all taxes, regulatory surcharges, recovery fees, customs clearances, duties, levies, shipping charges and other similar charges relating to the sale, transfer of ownership, installation, license, use or provision of the Services.

Billing, Payments, Deposits and MARC: Unless a Service Publication specifies otherwise, Customer's obligation to pay for a Service Component begins upon availability of the Service Component to Customer ("Cutover"). Payment is due 30 days after the invoice date (unless another date is specified in an applicable Tariff or Guidebook) and must refer to the invoice number. Restrictive endorsements or other statements on checks are void. If Customer does not dispute a charge in writing within 6 months after the invoice date, Customer waives the right to dispute the charge. AT&T may recover all costs (including attorney fees) of collecting delinquent or dishonored payments and may charge late payment fees (i) for Tariff or Guidebook Services, at the rate specified therein; or (ii) for all other Services at the lower of 1.5% per month (18% per annum) or the maximum rate allowed by law. AT&T may require a deposit as a condition of providing Services, and AT&T may apply such deposit to any charges owed. If the

**AT&T and Customer Confidential Information**

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ASAP!

**AT&T VPN EXPRESS SERVICE  
SERVICE AGREEMENT AND PRICING SCHEDULE**

Pricing Schedule includes a MARC and Customer's MARC-Eligible recurring and usage charges (after deducting discounts and credits) in any applicable 12-month period are less than the MARC, Customer will pay the shortfall, and AT&T may withhold contractual credits until Customer pays the shortfall charge.

Termination and Suspension: Either party may terminate this Agreement immediately upon notice if the other party becomes insolvent, ceases operations, is the subject of a bankruptcy petition or makes an assignment for the benefit of its creditors. AT&T may terminate or suspend an affected Service or Service Component and, if the activity materially and adversely affects the entire Agreement, terminate or suspend the entire Agreement, immediately upon notice if Customer: (i) commits a fraud upon AT&T; (ii) uses the Service to commit a fraud upon another party; (iii) unlawfully uses the Service; (iv) abuses or misuses AT&T's network or Service; or (v) interferes with another customer's use of AT&T's network or services. Customer may terminate an affected Service Component for material breach by AT&T if such breach is not cured within 30 days of notice. AT&T may terminate or suspend (and later terminate) an affected Service Component for material breach by Customer if such breach is not cured within 30 days of notice. If Customer fails to rectify a violation of the AUP within 5 days after notice from AT&T, AT&T may suspend or terminate the affected Service Component. AT&T may suspend or terminate immediately if: (i) the suspension or termination is a response to multiple or repeated AUP violations or complaints; (ii) AT&T is acting in response to a court order or governmental notice that certain conduct must be stopped; or (iii) AT&T reasonably determines that: (a) AT&T may be exposed to sanctions, liability, prosecution or other adverse consequences under applicable law if AT&T allows the violation to continue; (b) the violation may harm or interfere with the integrity, normal operations or security of AT&T's network or of networks with which AT&T interconnects or may interfere with another customer's use of AT&T services or the Internet; or (c) the violation otherwise presents imminent risk of harm to AT&T, AT&T's customers or its or their respective employees.

If prior to Cutover, Customer terminates a Service Component other than for cause or AT&T terminates a Service Component for cause, Customer (i) will pay any termination or cancellation charges set out in the Pricing Schedule or Service Publication, or (ii) in the absence of such specified charges, will reimburse AT&T for time and materials, including any third-party charges, incurred prior to the effective date of termination. Thereafter, if Customer terminates a Service or Service Component for Customer's convenience or AT&T terminates a Service or Service Component for cause, Customer must pay: (i) 50% (unless a different percentage is specified in the Pricing Schedule) of the monthly recurring charges for the terminated Service Component multiplied by the months remaining in an applicable Minimum Payment Period specified in the Pricing Schedule or Service Publication, (ii) if termination occurs before the end of an applicable Minimum Retention Period, any associated credits or waived or unpaid non-recurring charges, and (iii) any access facilities cancellation

charges and other third-party charges incurred by AT&T due to the termination.

If Customer terminates the Pricing Schedule that has a MARC, Customer must pay an amount equal to 50% of the unsatisfied MARC for the balance of the Pricing Schedule Term. In addition, Customer may terminate an affected Service Component without incurring termination charges if (a) AT&T revises a Service Publication and the revision has a materially adverse impact upon Customer; (b) Customer gives 30 days' notice of termination to AT&T within 90 days of the date of the revision; and (c) AT&T does not remedy the materially adverse impact prior to the effective date of termination. "Materially adverse impacts" do not include changes to non-stabilized pricing, changes required by governmental authority or assessment of, or assessment of or changes to additional charges such as surcharges or taxes.

Disclaimer of Warranties and Liability: AT&T MAKES NO EXPRESS OR IMPLIED WARRANTY, DISCLAIMS ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT AND DISCLAIMS ANY WARRANTIES ARISING BY USAGE OF TRADE OR BY COURSE OF DEALING. FURTHER, AT&T MAKES NO WARRANTY THAT TELEPHONE CALLS OR OTHER TRANSMISSIONS WILL BE ROUTED OR COMPLETED WITHOUT ERROR OR INTERRUPTION (INCLUDING 911 CALLS) AND MAKES NO WARRANTY REGARDING NETWORK SECURITY, THE ENCRYPTION EMPLOYED BY ANY SERVICE, THE INTEGRITY OF ANY DATA THAT IS SENT, BACKED UP, STORED OR LOAD BALANCED, THAT AT&T'S SECURITY PROCEDURES WILL PREVENT THE LOSS OR ALTERATION OF OR IMPROPER ACCESS TO CUSTOMER'S DATA AND INFORMATION OR THAT SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE. AT&T WILL NOT BE LIABLE FOR ANY DAMAGES RELATING TO: INTEROPERABILITY, ACCESS OR INTERCONNECTION OF THE SERVICES WITH APPLICATIONS, DATA, EQUIPMENT, SERVICES, CONTENT OR NETWORKS PROVIDED BY CUSTOMER OR OTHERS; SERVICE DEFECTS, SERVICE LEVELS, DELAYS, SERVICE ERRORS OR INTERRUPTIONS, INCLUDING INTERRUPTIONS OR ERRORS IN ROUTING OR COMPLETING ANY 911 CALLS OR ANY OTHER CALLS OR TRANSMISSIONS, (EXCEPT FOR LIABILITY EXPLICITLY SET FORTH HEREIN); LOST OR ALTERED TRANSMISSIONS; OR UNAUTHORIZED ACCESS TO OR THEFT, ALTERATION, LOSS OR DESTRUCTION OF CUSTOMER'S OR OTHERS' APPLICATIONS, CONTENT, DATA, PROGRAMS, INFORMATION, NETWORKS OR SYSTEMS.

Limitation of Liability: AT&T'S ENTIRE LIABILITY AND CUSTOMER'S EXCLUSIVE REMEDY FOR DAMAGES ARISING OUT OF AT&T'S BREACH OF THIS AGREEMENT AND NOT DISCLAIMED UNDER THIS AGREEMENT SHALL NOT EXCEED THE APPLICABLE CREDITS SPECIFIED IN THE SERVICE PUBLICATION OR, IF NO CREDITS ARE SPECIFIED, AN AMOUNT EQUAL TO THE TOTAL NET CHARGES TO CUSTOMER FOR SERVICE TO WHICH SUCH BREACH

**AT&T and Customer Confidential Information**

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ASAP!



**AT&T VPN EXPRESS SERVICE  
SERVICE AGREEMENT AND PRICING SCHEDULE**

RELATES DURING THE PERIOD IN WHICH SUCH BREACH OCCURS AND CONTINUES. IN NO EVENT SHALL ANY OTHER LIABILITY ATTACH TO AT&T. THIS LIMITATION WILL NOT APPLY TO BODILY INJURY, DEATH OR DAMAGE TO REAL OR TANGIBLE PROPERTY DIRECTLY CAUSED BY AT&T'S NEGLIGENCE OR INTENTIONAL MISCONDUCT.

NEITHER PARTY WILL BE LIABLE TO THE OTHER PARTY UNDER ANY CIRCUMSTANCES FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES.

These disclaimers and limitations of liability will apply regardless of the form of action, whether in contract, tort, strict liability or otherwise, of whether damages were foreseeable and of whether a party was advised of the possibility of such damages. These disclaimers and limitations of liability will survive failure of any exclusive remedies provided in this Agreement.

Third Party Claims: AT&T agrees at its expense to defend and either to settle any claim against Customer, its Affiliates and its and their employees and directors or to pay all damages finally awarded against such parties where the claim alleges that a Service provided to Customer under this Agreement infringes any patent, trademark, copyright or trade secret, except where the claim arises out of: (i) Customer's or a User's content; (ii) modifications to the Service by Customer or third parties or combinations of the Service with any non-AT&T services or products by Customer others; (iii) AT&T's adherence to Customer's written requirements; or (iv) use of the Service in violation of this Agreement. AT&T at its option may either procure the right for Customer to continue using the Service or may replace or modify the Service so that it is non-infringing or may terminate the Service without liability to Customer.

Customer agrees at its expense to defend and either to settle any claim against AT&T, its Affiliates and its and their employees, directors, subcontractors and suppliers or to pay all damages finally awarded against such parties where: (i) the claim alleges that a Service infringes any patent, trademark, copyright or trade secret and falls within the exceptions under (i)-(iv) of the preceding paragraph; or (ii) the claim alleges a breach by Customer, its Affiliates or Users of a software license agreement governing software provided with the Services.

Import/Export Control: Customer and not AT&T is responsible for complying with import and export control laws, conventions and regulations applicable to any equipment, software or technical information that Customer moves or transmits between countries.

ARBITRATION: ALL CLAIMS AND DISPUTES ARISING FROM THIS AGREEMENT SHALL BE SETTLED BY BINDING ARBITRATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION UNDER ITS COMMERCIAL ARBITRATION RULES (SUBJECT TO THE REQUIREMENTS OF THE FEDERAL ARBITRATION ACT). ANY JUDGMENT ON ANY AWARD RENDERED MAY BE ENTERED AND ENFORCED IN A COURT HAVING JURISDICTION. THE ARBITRATOR SHALL NOT HAVE THE AUTHORITY TO AWARD ANY DAMAGES DISCLAIMED BY THIS AGREEMENT OR IN EXCESS OF THE

LIABILITY LIMITATIONS IN THIS AGREEMENT, SHALL NOT HAVE THE AUTHORITY TO ORDER PRE-HEARING DEPOSITIONS OR DOCUMENT DISCOVERY, BUT MAY COMPEL ATTENDANCE OF WITNESSES AND PRODUCTION OF DOCUMENTS AT THE HEARING. THE PARTIES WAIVE ANY RIGHT TO TRIAL BY JURY AND WAIVE ANY RIGHT TO PARTICIPATE IN OR INITIATE CLASS ACTIONS; IF THE PARTIES CANNOT WAIVE THESE RIGHTS, THIS ENTIRE SECTION IS VOID.

General Provisions: This Agreement and any pricing or other proposals are confidential to Customer and AT&T. Neither party may publicly disclose any confidential information of the other party without the prior written consent of the other, unless authorized by applicable law, regulation or court order. Until directed otherwise by Customer in writing, if AT&T designates a dedicated account representative as Customer's primary contact with AT&T, Customer authorizes that representative to discuss and disclose Customer's customer proprietary network information to any employee or agent of Customer without a need for further authentication or authorization. Each party will comply with all applicable laws and regulations and with all applicable orders issued by courts or other governmental bodies of competent jurisdiction. This Agreement may not be assigned by either party without the prior written consent of the other party, which consent will not be unreasonably withheld or delayed, except that AT&T may: (i) assign in whole or relevant part its rights and obligations under this Agreement to an AT&T Affiliate, or (ii) subcontract work to be performed under this Agreement, but AT&T will in each case remain financially responsible for the performance of such obligations. Any assignment other than as permitted by this paragraph is void. Any claim or dispute arising out of this Agreement must be filed within two (2) years after the cause of action arises. This Agreement does not provide any third party (including Users) the right to enforce it or to any remedy, claim, liability, cause of action or other right or privilege. Unless a regulatory agency with jurisdiction over the applicable Service applies a different law this Agreement will be governed by the law and regulations of the State set forth above for Customer's address, without regard to its conflict of law principles. This Agreement is limited to Services to be provided in the United States. The United Nations Convention on Contracts for International Sale of Goods will not apply. Except for payment of amounts due, neither party will be liable for any delay, failure in performance, loss or damage due to causes beyond such party's reasonable control, including strikes and labor disputes. Customer must send any notice required or permitted under this Agreement in writing to the AT&T address set forth above. This Agreement constitutes the entire agreement between the parties concerning its subject matter and supersedes all previous agreements, whether written or oral. This Agreement may not be modified or supplemented without a writing signed by authorized representatives of both parties.

**AT&T and Customer Confidential Information**

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ASAP!

**AT&T VPN EXPRESS SERVICE  
SERVICE AGREEMENT AND PRICING SCHEDULE**

**1. SERVICES**

Service	Service Publication Location
AT&T VPN Express Service	<a href="http://serviceguidenew.att.com/sq_flashPlayerPage/AVPNEXP">http://serviceguidenew.att.com/sq_flashPlayerPage/AVPNEXP</a>

**2. PRICING SCHEDULE TERMS AND EFFECTIVE DATES**

Pricing Schedule Term	36 months
-----------------------	-----------

Pricing Schedule Term Start Date	Effective Date of this Pricing Schedule
----------------------------------	---

Effective Date of Rates and Discounts	<b>AT&amp;T VPN Express Service</b>
	Effective Date of this Pricing Schedule

**3. MARC AND MARC-ELIGIBLE CHARGES**

**3a. MARC**

MARC under this Pricing Schedule	None
----------------------------------	------

**4. MINIMUM PAYMENT PERIOD**

Service Components	Percent of Monthly Service Fees Due Upon Termination Prior to Completion of Minimum Payment Period	Minimum Payment Period per Service Component
All AT&T VPN Service Components	100%	12 Months

**5. ADDITIONAL TERMS AND CONDITIONS**

**5a. DSL Service or Service Component Withdrawal**

AT&T may discontinue a MPLS DSL Service Component that is supplied to AT&T by a third party service provider upon thirty (30) days written notice.

**6. RATES AND DISCOUNTS**

**6a. AT&T VPN EXPRESS SERVICE**

**6a.1. AT&T VPN Express Service Rates**

<b>Stabilization Date of Rates for AT&amp;T VPN Express Service*</b>	AT&T VPN Express Service Schedule of Charges version dated MAR-01-2015
--	--

\*Service Components added to the Service Guide after the Stabilization Date are available at undiscounted, non-stabilized rates in a later Schedule of Charges version.

**6a.2. AT&T VPN Express Service Component Discounts: United States**

**AT&T and Customer Confidential Information**

Page 5  
ASAP!

**AT&T VPN EXPRESS SERVICE  
SERVICE AGREEMENT AND PRICING SCHEDULE**

The Discount for a Category shall apply unless a Discount for a Subcategory or a Service Component is shown.

Discount Type		Discount
<b>VPN Transport</b>		60.0 %
	Connection Monthly Charge	
	ALL VNIC COMPONENTS	100.0 %
	All other Connection Monthly Charges	60.0 %
<b>VPN DSL</b>		45.0 %
<b>Managed CPE</b>		45.0 %
	AT&T Business in a Box® Monthly Charge	20.0 %
	AT&T Business in a Box® Add-On Monthly Charge	20.0 %
<b>Non Recurring Charges</b>		100.0 %

**6b. Standard Ethernet Access (United States)**

The following discounts shall apply to the rates described in the AT&T Bandwidth Service Guide.

Rate Table	Discount
<b>US Domestic Ethernet Access Channels – Switched – Monthly Recurring Charges</b>	29.0 %
<u>Tables:</u> ACS-SETH (All)	

**6c. Custom Ethernet Access (United States) Rates**

Service Components must be ordered and installed within twelve (12) months after the Effective Date. Special Construction Charges also may apply.

Country	Address	City	ST	Zip/ Postal Code	Phone#	Ethernet Access Speed	Qty	Monthly Ethernet Local Access Charge	Ethernet Access Activation Charge
United States	2241 GREEN VALLEY RD	New Albany	IN	47150		AVPN Ethernet Access 20 Mbps	1	USD 1955.00	USD 0.00

**6c.1. Custom Ethernet Access (United States) Discounts**

No Discounts are applicable

This is the last page of the Pricing Document

## ENDRES, JAM (Legal)

---

**From:** DAUGHERTY, KERRY L  
**Sent:** Thursday, April 21, 2016 12:47 AM  
**To:** WOOD, BRADLEY D; BLACK, PAUL E  
**Subject:** FW: \*\*URGENT\*\* | SR# 1-4FPDXL2 | ASSOCIATES IN DERMATO

Guys I have the Igloo and SA uploaded but on the VPN contract there is no voice on it. There is an ABN Express with Voice signed a year earlier but I know nothing about this account. So how are we ordering the Voice? And TNs?

### **Kerry Daugherty**

Strategic/Tactical Application Sales Consultant II – TN/KY

### **AT&T Small Business Solutions**

m 270.316.7683 | [kd0925@att.com](mailto:kd0925@att.com)

*"I can help you with that"* [www.att.com/helpme](http://www.att.com/helpme)

---

**From:** WANG, ISABELLA  
**Sent:** Thursday, April 14, 2016 2:58 PM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; DAUGHERTY, KERRY L <[kd0925@att.com](mailto:kd0925@att.com)>  
**Subject:** \*\*URGENT\*\* | SR# 1-4FPDXL2 | ASSOCIATES IN DERMATO

Kerry and Bradley,

I received this order:

*"Upgrading existing 10MB point to point to 20 MB Circuit ID MLEC.521671..ATI with 6 call paths. Please contact Brad Wood (BW6258) or Kerry Daugherty (KD0925) with any questions."*

My question here is:

1. What services are you ordering? ABN or regular flex?
2. Are you moving TNs from an existing to the new circuit? What do you mean by point to a circuit?
3. Missing documents below:
  - 1). Countersigned contract for bvoip
  - 2). IGLOO
  - 3). Bvoip SA form
  - 4). Complete list of TN needs to be moved or ported

Once you have provided everything above I will be able to process this order, please provide them by COB 4/18/16, thanks!

Thank you,

• **Isabella Wang**

Client Services Specialist – Global Ordering, Customer Service  
AT&T Technology and Network Operations  
Mobile: (404) 986.5888  
Email: [xw2108@att.com](mailto:xw2108@att.com)



*This e-mail and any files transmitted with it are AT&T property, are confidential, and are intended solely for the use of the individual or entity to whom this email is addressed. If you are not one of the named recipient(s) or otherwise have reason to believe that you have received this message in error, please notify the sender and delete this message immediately from your computer. Any other use, retention, dissemination, forwarding, printing, or copying of this e-mail is strictly prohibited.*

---

**From:** SIAPCO, CATHERINE TULLAO  
**Sent:** Thursday, April 14, 2016 11:57 AM  
**To:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>; WANG, ISABELLA <[xw2108@att.com](mailto:xw2108@att.com)>  
**Cc:** CARRINGTON, WENDY <[wc323b@att.com](mailto:wc323b@att.com)>  
**Subject:** Package Assignment Notice | SR# 1-4FPDXL2 | ASSOCIATES IN DERMATO

To Bradley Wood,

Your eCRM Support Request 1- 4FPDXL2 for ASSOCIATES IN DERMATO has been received by the Global Ordering, Front End Ordering Team. Isabella Wang has been assigned to process your request. Isabella will be in contact with you to confirm your order and move forward with the request. If you have any further questions, Isabella can be reached at 1 (404) 986-5888.

\*\*Please note that for the new SIP process the CSS will *accept* the SR within 48 hours of assignment at which point the seller can submit their request for SIP. Please understand that requests for prioritization of assignment or acceptance cannot be honored as complete order packages are assigned on a first in, first out basis. \*\*

Thanks,

**Catherine T. Siapco**  
Client Support Specialist – Global Ordering, Customer Service  
AT&T Technology and Operations  
☎ Office: 866.412.7741  
✉ [cs955m@att.com](mailto:cs955m@att.com)  
For Escalations please contact:  
Area Manager: Wendy Carrington – [wc323b@att.com](mailto:wc323b@att.com)

*"This e-mail and any files transmitted with it are AT&T property, are confidential, and are intended solely for the use of the individual or entity to whom this email is addressed. If you are not one of the named recipient(s) or otherwise have reason to believe that you have received this message in error, please notify the sender and delete this message immediately from your computer. Any other use, retention, dissemination, forwarding, printing, or copying of this e-mail is strictly prohibited."*

## ENDRES, JAM (Legal)

---

**From:** WOOD, BRADLEY D  
**Sent:** Friday, April 8, 2016 8:58 AM  
**To:** BLACK, PAUL E  
**Cc:** Hope Flannery  
**Subject:** RE: Associates in Dermatology Bills

Hope,

I am glad to help with this and will look into this here shortly and respond back.

Regards,  
Brad

---

**From:** BLACK, PAUL E  
**Sent:** Friday, April 08, 2016 8:55 AM  
**To:** WOOD, BRADLEY D <bw6258@att.com>  
**Cc:** Hope Flannery <lhf@associatesindermatology.com>  
**Subject:** FW: Associates in Dermatology Bills

Brad:

Hope Flannery over at Associates in Dermatology needs assistance with some POTS accounts for an alarm line.

Thanks!

## Paul Black

AT&T Small Business Solutions  
Sales Manager  
Phone: 502-561-5835  
Mobile: 502-553-3788  
Fax: 866-398-2530  
Email: [pb7183@att.com](mailto:pb7183@att.com)

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

Need help with a personal account? Click here.

[www.att.com/help](http://www.att.com/help)

---

**From:** Hope Flannery [<mailto:lhf@associatesindermatology.com>]  
**Sent:** Thursday, April 07, 2016 7:14 AM  
**To:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject:** Associates in Dermatology Bills

Good Morning, Paul.

I think we still have confusion over the church alarm phone. Please find attached copies of 2 bills that we get each month. One of the bills is being sent to the physical address and the other is being mailed to my location. The line in question is used by our alarm company for monitoring services. I believe the \$129.62 invoice is the correct one (but I think it is too high) as it has the phone number listed. I have no idea what the \$100 invoice is for. Can you look into this and get this straightened out ASAP.

Thanks.

Hope Flannery  
CFO  
502-625-2221

**ENDRES, JAM (Legal)**

---

**From:** Hope Flannery <lhf@associatesindermatology.com>  
**Sent:** Thursday, April 7, 2016 7:14 AM  
**To:** BLACK, PAUL E  
**Subject:** Associates in Dermatology Bills  
**Attachments:** AT&T BILLS.pdf

Good Morning, Paul.

I think we still have confusion over the church alarm phone. Please find attached copies of 2 bills that we get each month. One of the bills is being sent to the physical address and the other is being mailed to my location. The line in question is used by our alarm company for monitoring services. I believe the \$129.62 invoice is the correct one (but I think it is too high) as it has the phone number listed. I have no idea what the \$100 invoice is for. Can you look into this and get this straightened out ASAP.

Thanks.

Hope Flannery  
CFO  
502-625-2221





ASSOCIATE IN  
DERMATOLOGY  
3810 SPRINGHURST BLVD # 200  
LOUISVILLE KY 40241-6100

Page 1 of 2  
Account Number 502 589-5090 001 0486  
Billing Date Mar 26, 2016

Web Site att.com

# Monthly Statement

## Bill-At-A-Glance

Previous Bill	340.10
Payment Received 3-12 Thank You!	340.10CR
Adjustments	.00
Balance	.00
Current Charges	129.62
<b>Total Amount Due</b>	<b>\$129.62</b>
Amount Due in Full by	Apr 17, 2016

## Billing Summary

Online: att.com/myatt	Page	
<b>Plans and Services</b>	1	129.62
1 866-620-6000		
PIN: 2996		
<b>Repair Service:</b>		
1 888 804-6444		
<b>Total Current Charges</b>		<b>129.62</b>

## News You Can Use Summary

- PREVENT DISCONNECT
  - DIRECTORY ASSISTANCE
  - EXPRESS TICKETING
  - CARRIER INFORMATION
  - MOVING SOON?
- See "News You Can Use" for additional information.

## Plans and Services

### Monthly Service - Mar 26 thru Apr 25

1. Business Line	109.00
------------------	--------

### Surcharges and Other Fees

Item	No.	Description	Quantity	
	2.	KY - GRT Surcharge		1.52
	3.	Federal Universal Service Fee	1	1.18
	4.	Federal Subscriber Line Charge	1	6.50
<b>Total Surcharges and Other Fees</b>				<b>9.20</b>

### Government Fees and Taxes

Item	No.	Description	Quantity	
	5.	Federal Excise Tax		3.51
	6.	KY - State Tax		7.00
	7.	Kentucky Lifeline Support	1	.08
	8.	Telecommunication Relay Svc-KY	1	.04
	9.	Emergency 911 Service	1	.79
<b>Total Government Fees and Taxes</b>				<b>11.42</b>

### Total Plans and Services

**129.62**

## News You Can Use

### PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges **MUST** be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$129.62. Also, neglecting to pay for remaining charges may result in interruption or removal of these remaining services or further collection action.

### CARRIER INFORMATION

Our records show that you have not selected a primary local toll or long distance carrier. Please contact us if this does not agree with your records.

### DIRECTORY ASSISTANCE

Beginning on or after May 1, 2016, the rate for Directory Assistance Service will increase from \$2.29 to \$2.49. For more information, please visit us online at att.com/servicepublications, reference your Service Agreement or call your AT&T Representative at the toll-free number on this statement.

### MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3288). Moves of Lifeline service must be placed via phone.



ASSOCIATES IN DERMATOLOGY  
374 E BROADWAY  
LOUISVILLE KY 40202

Page 1 of 2  
Account Number 831-000-8034 727  
Billing Date Mar 11, 2016  
Questions? 1 800 235-7524  
Web Site att.com

Invoice 1475371307  
AT&T Tax ID 13-4924710

## Invoice

Bill: At - A - Glance

Previous Bill	100.00
Payment - Thank You!	100.00CR
Adjustments	.00
Balance	.00
Current Charges	100.00
<b>Total Amount Due</b>	<b>\$100.00</b>
Payment Due Date	Apr 5, 2016

News You Can Use

### News You Can Use

#### ACCOUNT STATUS

Where allowed by law, AT&T may implement late payment interest of no more than 18% annually. Rates will vary based on state regulations. Interest will be calculated based upon daily balances and will be applicable for each day that a delinquent balance is outstanding. This charge will apply to all balances that are delinquent through such time that payment in full is received at AT&T. The late payment interest will be billed on a monthly basis. Accounts billed outside the US will not be charged LPI.

Where allowed by law, AT&T may implement a \$25 service fee for restoration of service where delinquency has caused an interruption. This fee will be applicable to each account that is being restored and will be included on your monthly billing statement.

Some products require electronic billing as their official bill media. When electronic billing is the official bill media, an informational statement may be sent containing some of the same information as the electronic bill. The informational statement is not your bill. However, if you choose to mail your payment instead of paying electronically, the informational statement has a tear-off that can be used to submit your payment.

#### REGULATORY NEWS

Attention California Customers:

The following charges are "Government Fees and Taxes": Federal Excise Tax; CHCF-A, CHCF-B; Univ Lifeline Tele Serv Sur, Com Dev Fnd/Deaf & Disabled, California Teleconnect Fund, State 9-1-1 Surcharge, Utility User's Tax, and Local 911 Charge.

Thank You For Choosing AT&T Where Every Customer Counts!

### Billing Summary

For detailed information of your charges go to  
[www.businessdirect.att.com](http://www.businessdirect.att.com)

Questions? Call: 1 800 235-7524

AT&T Business Services	
Account/Group Charges	100.00
Total Account/Group Charges	100.00
<b>Total Current Charges</b>	<b>100.00</b>

### Current Charges

Account/Group Charges	
Invoice Format Options	
Recurring Charges:	
Mar 10, 2016 thru Mar 10, 2016	
1. Optional Media	100.00
Qty: 1.00 Items at 100.00	
Total Invoice Format Options	100.00
Total Account/Group Charges	100.00
<b>Total Current Charges</b>	<b>100.00</b>

53000-08  
H

PAID  
MAR 30 2016  
BY: 4155

## ENDRES, JAM (Legal)

---

**From:** WOOD, BRADLEY D  
**Sent:** Wednesday, April 6, 2016 10:49 PM  
**To:** Al Appel; 'Bart Meyer'; BLACK, PAUL E  
**Subject:** RE: AT&T Contract Ready for Your eSignature \*\*Associates in Dermatology\*\*

Al,

Looks like the order for the increase to the 20MB got stuck in limbo and was never assigned to an order manager to process. I am reaching out now to the order manager to get this back on track and will get them to expedite this order. I will follow up with you once I see it moving and let you know next steps and a timeline. I would also like to get out there in the next couple weeks to introduce myself and learn more about your business needs. I will be in touch soon to set that meeting setup, if you need anything in the meantime don't hesitate to reach out to me.

Regards,  
Brad

---

**From:** Al Appel [mailto:[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)]  
**Sent:** Wednesday, April 06, 2016 1:51 PM  
**To:** 'Bart Meyer' <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Subject:** RE: AT&T Contract Ready for Your eSignature \*\*Associates in Dermatology\*\*

No, I worked with Miles Fitzpatrick on this order.

Al

**From:** Bart Meyer [mailto:[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)]  
**Sent:** Wednesday, April 06, 2016 1:49 PM  
**To:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Cc:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; WOOD, BRADLEY D <[bw6258@att.com](mailto:bw6258@att.com)>  
**Subject:** Re: AT&T Contract Ready for Your eSignature \*\*Associates in Dermatology\*\*

I'm betting Vicki tudor is still our account manager.

On Wednesday, April 6, 2016, BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)> wrote:

Al:

Brad Wood is your newly assigned Account Manager that works on my team. He will be happy to assist.

Brad:

Please reach out to Mr. Appel to introduce yourself and dig in to his request.

Thanks!

## Paul Black

AT&T Small Business Solutions

Sales Manager

Phone: 502-561-5835

Mobile: 502-553-3788

Fax: 866-398-2530

Email: [pb7183@att.com](mailto:pb7183@att.com)

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

Need help with a personal account? Click here.

[www.att.com/help](http://www.att.com/help)

---

**From:** Al Appel [mailto:[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)]

**Sent:** Tuesday, April 05, 2016 4:04 PM

**To:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** Bart Meyer <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>

**Subject:** RE: AT&T Contract Ready for Your eSignature

Hi Paul,

Can you help me?

Al

*Al Appel*

**Chief Administrative Officer**

**Associates in Dermatology, PLLC**

**3810 Springhurst Blvd., Suite 200**

**Louisville, KY 40241**

**Phone 502-583-1749**

**Fax 502-329-7599**

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---

**From:** HOLDER, GAIL [<mailto:gh6282@att.com>]  
**Sent:** Tuesday, April 05, 2016 3:59 PM  
**To:** Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>  
**Cc:** Bart Meyer <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>  
**Subject:** RE: AT&T Contract Ready for Your eSignature

Al,

So sorry, this looks like an AVPN Type order, I only handle BVOIP Voice over IP type orders.

Bertram should be able to assist.

Sincerely,

BERTRAM  
CBS - APPLICATION SALES CONSULTANT S1\*  
AT&T

502-561-5966  
[bb531x@us.att.com](mailto:bb531x@us.att.com)

Gail Holder

Order Manager Global Ordering EaFlex

Phone: (404) 986-2170

E-mail [gh6282@att.com](mailto:gh6282@att.com)

Customer Self Order Status Website: [OSM](#)

AT&T Internal Order Status Tool: [IOS](#)

Please refer to AT&T Internal Support Guide in advance of engaging next level support: [Link](#)

Next Level Support Contact: Area Manager Lashun Burns (404) 745-6132 [lb1369@att.com](mailto:lb1369@att.com)

[I promise to deliver an extraordinary customer experience in all customer interactions.](#)

---

**From:** Al Appel [<mailto:aappel@associatesindermatology.com>]  
**Sent:** Tuesday, April 05, 2016 3:46 PM  
**To:** HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>  
**Cc:** Bart Meyer <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>  
**Subject:** FW: AT&T Contract Ready for Your eSignature

Hi Gail,

Here is the contract I signed in August. Can you help us figure out what the next step is?

Thank you,

Al

---

**From:** [bb531x@us.att.com](mailto:bb531x@us.att.com) [<mailto:bb531x@us.att.com>]

**Sent:** Monday, August 10, 2015 3:00 PM

**To:** [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)

**Cc:** [bb531x@us.att.com](mailto:bb531x@us.att.com)

**Subject:** AT&T Contract Ready for Your eSignature

Dear Al Appel,

The AT&T eSignature process enables you to sign your contracts with your voice on the phone, through the web or via fax.

With eSignature, your electronic signature is equivalent to your hand written signature. Should you elect not to sign your contracts via the phone, web, or fax, please contact me at 502-561-5966. If you are not the authorized person of **ASSOCIATES IN DERMATOLOGY** that will ultimately choose to sign or not sign this contract, again, please contact me on 502-561-5966 or at [bb531x@us.att.com](mailto:bb531x@us.att.com).

**Choices:**

**To sign via phone:**

1. Dial 1-866-374-4633 or 1-866-eSigned.
2. When prompted, **enter** or **say** the digits of the **Contract ID(s)** below.

<u>Contract ID</u>	<u>Contract To Sign</u>
4586341	Pricing Schedule

**To sign via web:**

1. To log into eSign, use **esign1103671** as your username.
2. To obtain your password check your email for - Subject: **Your Login to AT&T eSignature is Enabled.**
3. With your login and password open [this link](#) and follow the instructions.

**To sign via fax:**

1. Print the attached contract documents. (Retain the fax cover sheet as the first page of each attached contract).
2. Sign the contracts as indicated on the Documents.
3. Assemble all contract pages following each fax cover sheet into one package. (Fax cover sheets are used as contract document separators).
4. See the fax cover sheet for fax numbers and additional instructions.

Thank you for using AT&T

Sincerely,

BERTRAM  
CBS - APPLICATION SALES CONSULTANT S1\*  
AT&T  
502-561-5966  
[bb531x@us.att.com](mailto:bb531x@us.att.com)

Disclaimer:

This message and any attachments to it contain PRIVILEGED AND CONFIDENTIAL CLIENT INFORMATION AND/OR CONTRACT DOCUMENTATION exclusively for intended recipients. In addition, any attached contracts may not be altered. Please DO NOT FORWARD OR DISTRIBUTE to anyone else.



## ENDRES, JAM (Legal)

---

**From:** Bart Meyer <bartmeyer@tekconnection.com>  
**Sent:** Wednesday, April 6, 2016 1:49 PM  
**To:** BLACK, PAUL E  
**Cc:** Al Appel; WOOD, BRADLEY D  
**Subject:** Re: AT&T Contract Ready for Your eSignature \*\*Associates in Dermatology\*\*

I'm betting Vicki tudor is still our account manager.

On Wednesday, April 6, 2016, BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)> wrote:

Al:

Brad Wood is your newly assigned Account Manager that works on my team. He will be happy to assist.

Brad:

Please reach out to Mr. Appel to introduce yourself and dig in to his request.

Thanks!

### Paul Black

AT&T Small Business Solutions

Sales Manager

Phone: 502-561-5835

Mobile: 502-553-3788

Fax: 866-398-2530

Email: [pb7183@att.com](mailto:pb7183@att.com)

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

Need help with a personal account? Click here.

[www.att.com/help](http://www.att.com/help)

---

**From:** Al Appel [mailto:[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)]

**Sent:** Tuesday, April 05, 2016 4:04 PM

**To:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Cc:** Bart Meyer <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>

**Subject:** RE: AT&T Contract Ready for Your eSignature

Hi Paul,

Can you help me?

Al

*Al Appel*

**Chief Administrative Officer**

**Associates in Dermatology, PLLC**

**3810 Springhurst Blvd., Suite 200**

**Louisville, KY 40241**

**Phone 502-583-1749**

**Fax 502-329-7599**

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---

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**Cc:** Bart Meyer <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>  
**Subject:** RE: AT&T Contract Ready for Your eSignature

Al,

So sorry, this looks like an AVPN Type order, I only handle BVOIP Voice over IP type orders.

Bertram should be able to assist.

Sincerely,

BERTRAM  
CBS - APPLICATION SALES CONSULTANT S1\*  
AT&T  
502-561-5966  
[bb531x@us.att.com](mailto:bb531x@us.att.com)

Gail Holder

Order Manager Global Ordering EaFlex

Phone: (404) 986-2170

E-mail [gh6282@att.com](mailto:gh6282@att.com)

Customer Self Order Status Website: [OSM](#)

AT&T Internal Order Status Tool: [IOS](#)

Please refer to AT&T Internal Support Guide in advance of engaging next level support: [Link](#)

Next Level Support Contact: Area Manager Lashun Burns (404) 745-6132 [lb1389@att.com](mailto:lb1389@att.com)

I promise to deliver an extraordinary customer experience in all customer interactions.

---

**From:** Al Appel [<mailto:aappel@associatesindermatology.com>]  
**Sent:** Tuesday, April 05, 2016 3:46 PM  
**To:** HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>  
**Cc:** Bart Meyer <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>  
**Subject:** FW: AT&T Contract Ready for Your eSignature

Hi Gail,

Here is the contract I signed in August. Can you help us figure out what the next step is?

Thank you,

Al

---

**From:** [bb531x@us.att.com](mailto:bb531x@us.att.com) [<mailto:bb531x@us.att.com>]  
**Sent:** Monday, August 10, 2015 3:00 PM  
**To:** [aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)  
**Cc:** [bb531x@us.att.com](mailto:bb531x@us.att.com)  
**Subject:** AT&T Contract Ready for Your eSignature

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With eSignature, your electronic signature is equivalent to your hand written signature. Should you elect not to sign your contracts via the phone, web, or fax, please contact me at 502-561-5966. If you are not the authorized person of **ASSOCIATES IN DERMATOLOGY** that will ultimately choose to sign or not sign this contract, again, please contact me on 502-561-5966 or at [bb531x@us.att.com](mailto:bb531x@us.att.com).

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<u>Contract ID</u>	<u>Contract To Sign</u>
4586341	Pricing Schedule

**To sign via web:**

1. To log into eSign, use **esign1103671** as your username.
2. To obtain your password check your email for - Subject: ***Your Login to AT&T eSignature is Enabled.***
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Thank you for using AT&T

Sincerely,

BERTRAM  
CBS - APPLICATION SALES CONSULTANT S1\*  
AT&T  
502-561-5966  
[bb531x@us.att.com](mailto:bb531x@us.att.com)

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## ENDRES, JAM (Legal)

---

**From:** Al Appel <aappel@associatesin dermatology.com>  
**Sent:** Wednesday, April 6, 2016 1:51 PM  
**To:** 'Bart Meyer'; BLACK, PAUL E  
**Cc:** WOOD, BRADLEY D  
**Subject:** RE: AT&T Contract Ready for Your eSignature \*\*Associates in Dermatology\*\*

No, I worked with Miles Fitzpatrick on this order.

Al

**From:** Bart Meyer [mailto:bartmeyer@tekconnection.com]  
**Sent:** Wednesday, April 06, 2016 1:49 PM  
**To:** BLACK, PAUL E <pb7183@att.com>  
**Cc:** Al Appel <aappel@associatesin dermatology.com>; WOOD, BRADLEY D <bw6258@att.com>  
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I'm betting Vicki tudor is still our account manager.

On Wednesday, April 6, 2016, BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)> wrote:

Al:

Brad Wood is your newly assigned Account Manager that works on my team. He will be happy to assist.

Brad:

Please reach out to Mr. Appel to introduce yourself and dig in to his request.

Thanks!

**Paul Black**

AT&T Small Business Solutions

Sales Manager

Phone: 502-561-5835

Mobile: 502-553-3788

Fax: 866-398-2530

Email: [pb7183@att.com](mailto:pb7183@att.com)

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

Need help with a personal account? Click here.

[www.att.com/help](http://www.att.com/help)

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Hi Paul,

Can you help me?

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*Al Appel*

Chief Administrative Officer

Associates in Dermatology, PLLC

3810 Springhurst Blvd., Suite 200

**Louisville, KY 40241**

**Phone 502-583-1749**

**Fax 502-329-7599**

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[bb531x@us.att.com](mailto:bb531x@us.att.com)

Gail Holder

Order Manager Global Ordering EaFlex

Phone: (404) 986-2170

E-mail [gh6282@att.com](mailto:gh6282@att.com)

Customer Self Order Status Website: [OSM](#)



AT&T Internal Order Status Tool: [IOS](#)

Please refer to AT&T Internal Support Guide in advance of engaging next level support: [Link](#)

Next Level Support Contact: Area Manager Lashun Burns (404) 745-6132 [lb1733@att.com](mailto:lb1733@att.com)

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Thank you for using AT&T

Sincerely,

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## ENDRES, JAM (Legal)

---

**From:** WOOD, BRADLEY D  
**Sent:** Wednesday, April 6, 2016 2:57 PM  
**To:** Al Appel; 'Bart Meyer'; BLACK, PAUL E  
**Subject:** RE: AT&T Contract Ready for Your eSignature \*\*Associates in Dermatology\*\*

Al,

Just called and left you a message, as Paul stated I am your AT&T account manager going forward and am eager to assist. Please give me a call at your earliest convenience.

Regards,

*Brad Wood*

Client Solutions Executive  
AT&T Corporate Business Solutions  
M 502-287-8027  
BW6258@att.com

---

**From:** Al Appel [mailto:[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)]  
**Sent:** Wednesday, April 06, 2016 1:51 PM  
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Sales Manager

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Hi Paul,

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**Associates in Dermatology, PLLC**

**3810 Springhurst Blvd., Suite 200**

**Louisville, KY 40241**

**Phone 502-583-1749**

**Fax 502-329-7599**

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Gail Holder

Order Manager Global Ordering EaFlex

Phone: (404) 986-2170

E-mail [gh6282@att.com](mailto:gh6282@att.com)

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**Chief Administrative Officer**  
**Associates in Dermatology, PLLC**  
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## **ENDRES, JAM (Legal)**

---

**From:** Hope Flannery <lhf@associatesin dermatology.com>  
**Sent:** Wednesday, February 17, 2016 7:13 AM  
**To:** BLACK, PAUL E  
**Subject:** Statement question

Good Morning, Paul.

Could you get the name changed on account #831-000-5538 323 from Al Appel to Associates in Dermatology. We need to have the company name on all bills instead of individual names.

Any help you can give me on this would be greatly appreciated.

Hope Flannery  
Chief Financial Officer  
Associates in Dermatology, PLLC  
3810 Springhurst Blvd., Suite 200  
Louisville, KY 40241  
Phone - 502-625-2221  
Fax - 502-329-8184

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**ENDRES, JAM (Legal)**

---

**From:** Hope Flannery <lhf@associatesin dermatology.com>  
**Sent:** Tuesday, February 16, 2016 10:37 AM  
**To:** BLACK, PAUL E; nscott@dsrtrials.com  
**Subject:** FW: Security Notice from RingCentral Office@Hand from AT&T

Paul,

When we set up this account, I did not realize information from my cell phone would be changed. This was added to my office cell phone so I need to make sure I can always get into it. What can be done?

---

**From:** RingCentral Office@Hand from AT&T [mailto:officeathand@ringcentral.com]  
**Sent:** Tuesday, February 16, 2016 10:22 AM  
**To:** Nina Scott  
**Subject:** Security Notice from RingCentral Office@Hand from AT&T



Security Notice

---

**Account Number:** (502) 373-2849 x101  
**Service Plan:** RingCentral Office@Hand from AT&T Standard Plan

Dear Hope Flannery ASSOCIATES IN DERMATOLOGY,

This security notice is to advise you that the **Contact Email Address** was recently changed on your account.

If you are unaware of these changes, please contact AT&T Advanced Solutions customer care at (866) 563-4703.

Thank you for using RingCentral Office@Hand from AT&T.

For technical assistance at any time please call AT&T Advanced Solutions customer care at (866) 563-4703 or [Click Here](#) for helpful hints, videos and information about how to use the service.



By subscribing to and/or using RingCentral Office@Hand from AT&T, you acknowledge agreement to the AT&T's [Terms of Service](#) and RingCentral's [End User License Agreement](#).

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AT&T and the AT&T logo are trademarks of AT&T Intellectual Property.  
All other marks, logos, designs and otherwise are the trademarks and intellectual property of RingCentral, Inc.

## ENDRES, JAM (Legal)

---

**From:** Hope Flannery <lhf@associatesin dermatology.com>  
**Sent:** Friday, February 5, 2016 6:45 AM  
**To:** BLACK, PAUL E  
**Subject:** RE: Outstanding issues - Associates in Dermatology

The phones were received yesterday and I am sending them over to the NA office today. I think the training is going to be sometime next week.

What are we changing the number for the church?

---

**From:** BLACK, PAUL E [mailto:pb7183@att.com]  
**Sent:** Thursday, February 04, 2016 10:09 PM  
**To:** Hope Flannery  
**Subject:** RE: Outstanding issues - Associates in Dermatology

Hope:

The attached email from Office @ Hand was for the setup call that was to take place yesterday 2/3. Did this call take place? If so I can help get the number changed. If it did not take place we need to reach out to Office @ Hand tomorrow and reschedule. Also, have you received the phones?

I checked the order for the alarm line. The new phone number for that line is 502-589-5090. I am not sure why it never completed but I have a request in to get it rescheduled. I should have that tomorrow.

thanks

## Paul Black

AT&T Corporate Business Solutions  
Regional Sales Manager  
Phone: 502-561-5835  
Mobile: 502-553-3788  
Fax: 866-398-2530  
Email: [pb7183@att.com](mailto:pb7183@att.com)

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[www.att.com/help](http://www.att.com/help)

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**From:** Hope Flannery [mailto:lhf@associatesin dermatology.com]  
**Sent:** Thursday, February 04, 2016 9:36 AM  
**To:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject:** Outstanding issues - Associates in Dermatology  
**Importance:** High

Paul,

I really need the phone number for the New Albany office that we worked on. You gave me a Ky number but I requested an Indiana number and you have sent me that info. We need this ASAP so that orders can be placed that they want a phone number on.

Also for the line we need for the alarm company, no one has gotten back with me. We need to get corrected ASAP as the alarm company cannot be notified if there is an issue at the building.

Hope Flannery  
Chief Financial Officer  
Associates in Dermatology, PLLC  
3810 Springhurst Blvd., Suite 200  
Louisville, KY 40241  
Phone - 502-583-1749  
Fax - 502-329-8184

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## ENDRES, JAM (Legal)

---

**From:** BLACK, PAUL E  
**Sent:** Friday, February 5, 2016 9:38 AM  
**To:** 'Hope Flannery'  
**Subject:** RE: Outstanding issues - Associates in Dermatology

OK. The Office @ Hand Implementation advisor can help us change the 502 number to an 812 number.

### Paul Black

AT&T Corporate Business Solutions  
Regional Sales Manager  
Phone: 502-561-5835  
Mobile: 502-553-3788  
Fax: 866-398-2530  
Email: [pb7183@att.com](mailto:pb7183@att.com)

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

Need help with a personal account? Click here.  
[www.att.com/help](http://www.att.com/help)

---

**From:** Hope Flannery [mailto:lhf@associatesindermatology.com]  
**Sent:** Friday, February 05, 2016 6:45 AM  
**To:** BLACK, PAUL E <pb7183@att.com>  
**Subject:** RE: Outstanding issues - Associates in Dermatology

The phones were received yesterday and I am sending them over to the NA office today. I think the training is going to be sometime next week.

What are we changing the number for the church?

---

**From:** BLACK, PAUL E [mailto:pb7183@att.com]  
**Sent:** Thursday, February 04, 2016 10:09 PM  
**To:** Hope Flannery  
**Subject:** RE: Outstanding issues - Associates in Dermatology

Hope:

The attached email from Office @ Hand was for the setup call that was to take place yesterday 2/3. Did this call take place? If so I can help get the number changed. If it did not take place we need to reach out to Office @ Hand tomorrow and reschedule. Also, have you received the phones?

I checked the order for the alarm line. The new phone number for that line is 502-589-5090. I am not sure why it never completed but I have a request in to get it rescheduled. I should have that tomorrow.

thanks

## Paul Black

AT&T Corporate Business Solutions  
Regional Sales Manager  
Phone: 502-561-5835  
Mobile: 502-553-3788  
Fax: 866-398-2530  
Email: [pb7183@att.com](mailto:pb7183@att.com)

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Need help with a personal account? Click here.  
[www.att.com/help](http://www.att.com/help)

---

**From:** Hope Flannery [<mailto:lhf@associatesindermatology.com>]  
**Sent:** Thursday, February 04, 2016 9:36 AM  
**To:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject:** Outstanding issues - Associates in Dermatology  
**Importance:** High

Paul,

I really need the phone number for the New Albany office that we worked on. You gave me a Ky number but I requested an Indiana number and you have sent me that info. We need this ASAP so that orders can be placed that they want a phone number on.

Also for the line we need for the alarm company, no one has gotten back with me. We need to get corrected ASAP as the alarm company cannot be notified if there is an issue at the building.

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3810 Springhurst Blvd., Suite 200  
Louisville, KY 40241  
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Fax - 502-329-8184

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## ENDRES, JAM (Legal)

---

**From:** BLACK, PAUL E  
**Sent:** Friday, February 5, 2016 9:37 AM  
**To:** 'Hope Flannery'  
**Subject:** RE: Outstanding issues - Associates in Dermatology

The order for the alarm line has been rescheduled for Monday. They will call you when coming out.

thanks

### Paul Black

AT&T Corporate Business Solutions  
Regional Sales Manager  
Phone: 502-561-5835  
Mobile: 502-553-3788  
Fax: 866-398-2530  
Email: [pb7183@att.com](mailto:pb7183@att.com)

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Need help with a personal account? Click here.  
[www.att.com/help](http://www.att.com/help)

---

**From:** BLACK, PAUL E  
**Sent:** Thursday, February 04, 2016 10:09 PM  
**To:** 'Hope Flannery' <[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)>  
**Subject:** RE: Outstanding issues - Associates in Dermatology

Hope:

The attached email from Office @ Hand was for the setup call that was to take place yesterday 2/3. Did this call take place? If so I can help get the number changed. If it did not take place we need to reach out to Office @ Hand tomorrow and reschedule. Also, have you received the phones?

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Need help with a personal account? Click here.

[www.att.com/help](http://www.att.com/help)

---

**From:** Hope Flannery [<mailto:lhf@associatesindermatology.com>]

**Sent:** Thursday, February 04, 2016 9:36 AM

**To:** BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Subject:** Outstanding issues - Associates in Dermatology

**Importance:** High

Paul,

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Also for the line we need for the alarm company, no one has gotten back with me. We need to get corrected ASAP as the alarm company cannot be notified if there is an issue at the building.

Hope Flannery  
Chief Financial Officer  
Associates in Dermatology, PLLC  
3810 Springhurst Blvd., Suite 200  
Louisville, KY 40241  
Phone - 502-583-1749  
Fax - 502-329-8184

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## ENDRES, JAM (Legal)

---

**From:** BLACK, PAUL E  
**Sent:** Thursday, February 4, 2016 10:09 PM  
**To:** 'Hope Flannery'  
**Subject:** RE: Outstanding issues - Associates in Dermatology  
**Attachments:** RingCentral Office@Hand from AT&T Appointment Confirmation | ASSOCIATES IN DERMATOLOGY

Hope:

The attached email from Office @ Hand was for the setup call that was to take place yesterday 2/3. Did this call take place? If so I can help get the number changed. If it did not take place we need to reach out to Office @ Hand tomorrow and reschedule. Also, have you received the phones?

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### Paul Black

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Phone: 502-561-5835  
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Email: [pb7183@att.com](mailto:pb7183@att.com)

Click here for information on Wireline & Wireless Support: <https://att.app.box.com/BusinessCustomerCare>

Need help with a personal account? Click here.  
[www.att.com/help](http://www.att.com/help)

---

**From:** Hope Flannery [mailto:lhf@associatesindermatology.com]  
**Sent:** Thursday, February 04, 2016 9:36 AM  
**To:** BLACK, PAUL E <pb7183@att.com>  
**Subject:** Outstanding issues - Associates in Dermatology  
**Importance:** High

Paul,

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Hope Flannery  
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## **ENDRES, JAM (Legal)**

---

**From:** Hope Flannery <lhf@associatesindermatology.com>  
**Sent:** Thursday, February 4, 2016 9:36 AM  
**To:** BLACK, PAUL E  
**Subject:** Outstanding issues - Associates in Dermatology

**Importance:** High

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Also for the line we need for the alarm company, no one has gotten back with me. We need to get corrected ASAP as the alarm company cannot be notified if there is an issue at the building.

Hope Flannery  
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## ENDRES, JAM (Legal)

---

**From:** PORCHE, MARY B  
**Sent:** Tuesday, February 2, 2016 11:21 AM  
**To:** HOLDER, GAIL; Tanna Mabrey; Al Appel; 'Bart Meyer'  
**Cc:** 'Hope Flannery'; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; BLACK, PAUL E  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

As advised earlier, we have nothing for the month to move the numbers at 6PM EST. Unless you are going to do it earlier in the day or just turn up the data and test the voice with the test numbers, you have all day open. As for the moving the number, nothing has changed with the times.

Thanks

Mary Porche, Order Specialist

**AT&T BVOIP IP FLEX Global Ordering Move Team**

Phone: (925) 543-1529 Email: [mp1485@att.com](mailto:mp1485@att.com)

Next Level Support:

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support:

[Link](#)

Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 – [jw1934@att.com](mailto:jw1934@att.com)

I promise to deliver an extraordinary customer experience in all customer interactions.

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AT&T Internal Order Status Tool: [IOS](#) & [OSM](#)

AT&T Internal partners please refer to the [Internal Support Guide](#) in advance of engaging next level support.

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---

**From:** HOLDER, GAIL  
**Sent:** Tuesday, February 02, 2016 8:10 AM  
**To:** Tanna Mabrey; Al Appel; PORCHE, MARY B; 'Bart Meyer'  
**Cc:** 'Hope Flannery'; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; BLACK, PAUL E; HOLDER, GAIL  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Tanna,



I was trying to negotiate a date for the data to be released, if you're wanting the final test and turn up and the Hot Cut Moving of existing numbers Mary and I both have to confirm the date and time.

Mary, can you confirm a date for the week of 2/15 thru 2/19?

Gail Holder

Order Manager Global Ordering EaFlex

Phone: (404) 986-2170

E-mail [gh6282@att.com](mailto:gh6282@att.com)

Customer Self Order Status Website: [OSM](#)

AT&T Internal Order Status Tool: [IOS](#)

Please refer to AT&T Internal Support Guide in advance of engaging next level support: [Link](#)

Next Level Support Contact: Area Manager Howard Boyer (732) 844-5592 [hb2695@att.com](mailto:hb2695@att.com)

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---

**From:** Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

**Sent:** Tuesday, February 02, 2016 10:24 AM

**To:** HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; PORCHE, MARY B <[mp1485@att.com](mailto:mp1485@att.com)>; 'Bart Meyer' <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>

**Cc:** 'Hope Flannery' <[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team

I am sorry that I haven't got back to everyone on Matrix Integration role in this project. I have had to switch engineers. This has opened up every day in the week of 02/15 – 02/19 to do everything at one time if we all want to still try and make that happen.

In the previous email, Gail you mentioned doing it on 02/15 at 5:00 pm this works for Matrix if it works for AI?

Let me know your thoughts.

Thanks

**Tanna Mabrey**

Project Management Specialist

[Matrix Integration](#)

p (812) 481-5160 | c (812) 827-3232 | f (812) 482-5064 | e [tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)

---

**From:** HOLDER, GAIL [<mailto:gh6282@att.com>]

**Sent:** Friday, January 29, 2016 4:21 PM

**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; PORCHE, MARY B <[mp1485@att.com](mailto:mp1485@att.com)>; 'Bart Meyer' <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>  
**Cc:** Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; 'Hope Flannery' <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Al,  
Please forgive my delay, Mary advised you wish to move forward with activating the data and test the voice with the test numbers No porting.  
This will be a standard test and turn up not the hot cut move and we can do the test and turn up at any time of day with our engineer's available time frames of course.  
Our earliest to test would be 2/15 5PM ET still available and that day is pretty much open if we schedule quickly.

Gail Holder  
Order Manager Global Ordering EaFlex  
Phone: (404) 986-2170  
E-mail [gh6282@att.com](mailto:gh6282@att.com)

Customer Self Order Status Website: [OSM](#)  
AT&T Internal Order Status Tool: [IOS](#)

Please refer to AT&T Internal Support Guide in advance of engaging next level support: [Link](#)

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---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Friday, January 29, 2016 3:56 PM  
**To:** PORCHE, MARY B <[mp1485@att.com](mailto:mp1485@att.com)>; 'Bart Meyer' <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>  
**Cc:** 'Tanna Mabrey' <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; 'Chris Schmitt' <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; 'Hope Flannery' <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>; 'Pete Mikiten' <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

If we move the data early and we are just porting over the phone lines we can do a 5:00 pm slot. Which days do you have available?

Al

---

**From:** PORCHE, MARY B [<mailto:mp1485@att.com>]  
**Sent:** Tuesday, January 26, 2016 4:16 PM  
**To:** Bart Meyer <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Cc:** Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Hope Flannery <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>; BYAM, BERTRAM B

<[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We don't have any 6PM EST slots available for the month of February. The latest is 5PM EST and then it jumps to 8PM EST with an opening on the 15<sup>th</sup> and 17<sup>th</sup>. Let me know.

Thanks

Mary Porche, Order Specialist  
**AT&T BVOIP IP FLEX Global Ordering Move Team**  
Phone: (925) 543-1529 Email: [mp1485@att.com](mailto:mp1485@att.com)

Next Level Support:

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[Link](#)  
Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 –  
[jw1934@att.com](mailto:jw1934@att.com)

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AT&T Internal Order Status Tool: [IOS](#) & [OSM](#)

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**From:** Bart Meyer [<mailto:bartmeyer@tekconnection.com>]

**Sent:** Tuesday, January 26, 2016 12:39 PM

**To:** Al Appel

**Cc:** Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

**Subject:** Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

---

**From:** Tanna Mabrey [mailto:[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)]

**Sent:** Tuesday, January 26, 2016 3:19 PM

**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; 'PORCHE, MARY B' <[mp1485@att.com](mailto:mp1485@att.com)>; Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** 'FITZGERALD, MILES' <[mf079j@att.com](mailto:mf079j@att.com)>; 'BYAM, BERTRAM B' <[bb531x@att.com](mailto:bb531x@att.com)>; 'PORTARO, THOMAS L' <[tp7892@att.com](mailto:tp7892@att.com)>; 'PAGUNTALAN, CHLOE JANE' <[cp754g@att.com](mailto:cp754g@att.com)>; 'SARMIENTO, KRISTINE' <[ks812c@att.com](mailto:ks812c@att.com)>; 'HOLDER, GAIL' <[gh6282@att.com](mailto:gh6282@att.com)>; 'Bart Meyer' <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; 'Hope Flannery' <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

**Tanna Mabrey**

Project Management Specialist

Matrix Integration

p (812) 481-5160 | c (812) 827-3232 | f (812) 482-5064 | e [tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)

---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Tuesday, January 26, 2016 2:00 PM  
**To:** 'PORCHE, MARY B' <[mp1485@att.com](mailto:mp1485@att.com)>; Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>  
**Cc:** 'FITZGERALD, MILES' <[mf079j@att.com](mailto:mf079j@att.com)>; 'BYAM, BERTRAM B' <[bb531x@att.com](mailto:bb531x@att.com)>; 'PORTARO, THOMAS L' <[tp7892@att.com](mailto:tp7892@att.com)>; 'PAGUNTALAN, CHLOE JANE' <[cp754g@att.com](mailto:cp754g@att.com)>; 'SARMIENTO, KRISTINE' <[ks812c@att.com](mailto:ks812c@att.com)>; 'HOLDER, GAIL' <[gh6282@att.com](mailto:gh6282@att.com)>; 'Bart Meyer' <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; 'Hope Flannery' <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

---

**From:** PORCHE, MARY B [<mailto:mp1485@att.com>]  
**Sent:** Friday, January 22, 2016 11:35 AM  
**To:** Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>  
**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; Bart Meyer <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; 'Hope Flannery' <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

**AT&T BVOIP IP FLEX Global Ordering Move Team**

Phone: [\(925\) 543-1529](tel:9255431529) Email: [mp1485@att.com](mailto:mp1485@att.com)

Next Level Support:

AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support: [Link](#)

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – [jw1934@att.com](mailto:jw1934@att.com)

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**From:** Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

**Sent:** Thursday, January 21, 2016 5:42 PM

**To:** Al Appel; PORCHE, MARY B; Tanna Mabrey; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Pete Mikiten

**Cc:** FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

**Chris Schmitt**

Systems Engineer

Matrix Integration

p [812-481-5157](tel:812-481-5157) | c [502-356-2013](tel:502-356-2013) | e

[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)

**From:** Al Appel [<mailto:aappel@associatesindermatology.com>]

**Sent:** Thursday, January 21, 2016 6:54 PM

**To:** 'PORCHE, MARY B' <[mp1485@att.com](mailto:mp1485@att.com)>; Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** 'FITZGERALD, MILES' <[mf079j@att.com](mailto:mf079j@att.com)>; 'BYAM, BERTRAM B' <[bb531x@att.com](mailto:bb531x@att.com)>; 'PORTARO, THOMAS L' <[tp7892@att.com](mailto:tp7892@att.com)>; 'PAGUNTALAN, CHLOE JANE' <[cp754g@att.com](mailto:cp754g@att.com)>; 'SARMIENTO, KRISTINE' <[ks812c@att.com](mailto:ks812c@att.com)>; 'HOLDER, GAIL' <[gh6282@att.com](mailto:gh6282@att.com)>; Bart Meyer <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; 'Hope Flannery' <[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

---

**From:** PORCHE, MARY B [<mailto:mp1485@att.com>]

**Sent:** Thursday, January 21, 2016 3:27 PM

**To:** Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; Hope Flannery <[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,



I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

**AT&T BVOIP IP FLEX Global Ordering Move Team**

Phone: [\(925\) 543-1529](tel:9255431529) Email: [mp1485@att.com](mailto:mp1485@att.com)

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – [jw1934@att.com](mailto:jw1934@att.com)

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---

**From:** Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

**Sent:** Thursday, January 21, 2016 10:33 AM

**To:** PORCHE, MARY B; Al Appel; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Chris Schmitt; Pete Mikiten

**Cc:** FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

**Tanna Mabrey**

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c (812) 827-3232 | f (812) 482-5064 | e [tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)

---

**From:** PORCHE, MARY B [<mailto:mp1485@att.com>]

**Sent:** Thursday, January 21, 2016 1:32 PM

**To:** Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; Hope Flannery <[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17<sup>th</sup> or 18<sup>th</sup>. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

**AT&T BVOIP IP FLEX Global Ordering Move Team**

Phone: (925) 543-1529 Email: [mp1485@att.com](mailto:mp1485@att.com)

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AT&T Internal partners please refer to the internal Support Guide in advance of engaging next level support:  
[Link](#)

Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 –  
[jw1934@att.com](mailto:jw1934@att.com)

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---

**From:** Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

**Sent:** Thursday, January 21, 2016 10:08 AM

**To:** PORCHE, MARY B; Al Appel; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Chris Schmitt; Pete Mikiten

**Cc:** FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

**Tanna Mabrey**

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c (812) 827-3232 | f (812) 482-5064 | e [tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)

---

**From:** PORCHE, MARY B [<mailto:mp1485@att.com>]

**Sent:** Thursday, January 21, 2016 12:53 PM

**To:** Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; Hope Flannery <[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19<sup>th</sup> will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do

it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19<sup>th</sup> is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

**AT&T BVOIP IP FLEX Global Ordering Move Team**

Phone: [\(925\) 543-1529](tel:9255431529) Email: [mp1485@att.com](mailto:mp1485@att.com)

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell (732) 397-4796 –  
[jw1934@att.com](mailto:jw1934@att.com)

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**From:** Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]  
**Sent:** Thursday, January 21, 2016 9:40 AM  
**To:** Al Appel; PORCHE, MARY B; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Chris Schmitt; Pete Mikiten  
**Cc:** FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

**Tanna Mabrey**

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c (812) 827-3232 | f (812) 482-5064 | e [tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)

---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Thursday, January 21, 2016 12:33 PM  
**To:** 'PORCHE, MARY B' <[mp1485@att.com](mailto:mp1485@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>; Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>  
**Cc:** 'FITZGERALD, MILES' <[mf079j@att.com](mailto:mf079j@att.com)>; 'BYAM, BERTRAM B' <[bb531x@att.com](mailto:bb531x@att.com)>; 'PORTARO, THOMAS L' <[tp7892@att.com](mailto:tp7892@att.com)>; 'PAGUNTALAN, CHLOE JANE' <[cp754g@att.com](mailto:cp754g@att.com)>; 'SARMIENTO, KRISTINE' <[ks812c@att.com](mailto:ks812c@att.com)>; 'HOLDER, GAIL' <[gh6282@att.com](mailto:gh6282@att.com)>; Hope Flannery <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19<sup>th</sup> at 3:00 pm. Will this work for everyone?

Thank you,

Al

---

**From:** PORCHE, MARY B [<mailto:mp1485@att.com>]  
**Sent:** Tuesday, January 05, 2016 9:00 PM  
**To:** 'aappel@associatesin dermatology.com' <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; 'lhf@associatesin dermatology.com' <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>; 'Chris Schmitt' <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; 'Pete Mikiten' <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>; 'Tanna Mabrey' <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>  
**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; PORCHE, MARY B <[mp1485@att.com](mailto:mp1485@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)- (5102098877)

Project Scope: Moving 51 TN's from your existing **20mbps MIS TDM Digital PRI MMEC.959433** to **50mbps EaMIS TDM Digital PRI BBEC.554292** that is **currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.**

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959
502	5697344	5697344
502	5697711	5697711
502	5831749	5831749
502	5835024	5835024
502	5835228	5835228
502	5839061	5839061
502	6143008	6143008
502	6252200	6252221
502	8227101	8227102

The TN move will follow the Hot Cut processes.

- . Moving 51 TN's
- . AT&T provided Leave behind TN:
- . Hot Cut process approved on 12/21/2015 by customer (email attached)
- . Customer is requesting a move date of 1/22/2016 @3PM EST

Sales Account Mgr: Name: Miles Fitzgerald [502\) 415-5639](tel:5024155639) [mf079j@att.com](mailto:mf079j@att.com)

TSC: Bertram Byam Jr. [502\) 836-6131](tel:5028366131)- [bb531x@att.com](mailto:bb531x@att.com)

CSS: Chloe Jane Paguntalan - [402-399-4041](tel:4023994041)- [cp754g@att.com](mailto:cp754g@att.com)

Order Specialist: Mary Porche- [MP1485@att.com](mailto:MP1485@att.com)-<<mailto:MP1485@att.com>> [9255431529](tel:9255431529)

Project Manager: Kristine Sarmiento [402-392-9324](tel:4023929324) [ks812c@att.com](mailto:ks812c@att.com)

Flex/EaFlex OM: GAIL HOLDER [gh6282@att.com](mailto:gh6282@att.com)

[\(404\)986-2170](tel:4049862170)



New Start order numbers:

**New Start Order: CSM151109122752**

**USRP Order: IP15085440**

**GIOM Order: ISR15110943075 - 158897693**

- Acknowledge acceptance of the "Hot Cut" process: **YES (a minimum of 3 hours downtime )**
- Confirm the list of TNs to move: **YES**
- Provide a current number on the PBX that we can leave behind: **AT&T provided**
- Confirm if we are disconnecting MMEC.959433 circuit after the move is completed. **YES**

Mary Porche, Order Specialist

**AT&T BVOIP IP FLEX Global Ordering Move Team**

Phone: (925) 543-1529 Email: [mp1485@att.com](mailto:mp1485@att.com)

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell (732) 397-4796 – [jw1934@att.com](mailto:jw1934@att.com)

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## ENDRES, JAM (Legal)

---

**From:** HOLDER, GAIL  
**Sent:** Tuesday, February 2, 2016 11:10 AM  
**To:** Tanna Mabrey; Al Appel; PORCHE, MARY B; 'Bart Meyer'  
**Cc:** 'Hope Flannery'; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; BLACK, PAUL E; HOLDER, GAIL  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Tanna,

I was trying to negotiate a date for the data to be released, if you're wanting the final test and turn up and the Hot Cut Moving of existing numbers Mary and I both have to confirm the date and time.

Mary, can you confirm a date for the week of 2/15 thru 2/19?

Gail Holder  
Order Manager Global Ordering EaFlex  
Phone: (404) 986-2170  
E-mail gh6282@att.com

Customer Self Order Status Website: [OSM](#)  
AT&T Internal Order Status Tool: [IOS](#)

Please refer to AT&T Internal Support Guide in advance of engaging next level support: [Link](#)

Next Level Support Contact: Area Manager Howard Boyer (732) 844-5592 [hb2895@att.com](mailto:hb2895@att.com)

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**From:** Tanna Mabrey [mailto:tmabrey@matrixintegration.com]  
**Sent:** Tuesday, February 02, 2016 10:24 AM  
**To:** HOLDER, GAIL <gh6282@att.com>; Al Appel <aappel@associatesindermatology.com>; PORCHE, MARY B <mp1485@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>  
**Cc:** 'Hope Flannery' <lhf@associatesindermatology.com>; Pete Mikiten <pmikiten@matrixintegration.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; BLACK, PAUL E <pb7183@att.com>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team

I am sorry that I haven't got back to everyone on Matrix Integration role in this project. I have had to switch engineers. This has opened up every day in the week of 02/15 – 02/19 to do everything at one time if we all want to still try and make that happen.

In the previous email, Gail you mentioned doing it on 02/15 at 5:00 pm this works for Matrix if it works for AI?

Let me know your thoughts.

Thanks

**Tanna Mabrey**  
Project Management Specialist

**Matrix Integration**

p (812) 481-5160 | c (812) 827-3232 | f (812) 482-5064 | e [tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)

---

**From:** HOLDER, GAIL [<mailto:gh6282@att.com>]  
**Sent:** Friday, January 29, 2016 4:21 PM  
**To:** Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; PORCHE, MARY B <[mp1485@att.com](mailto:mp1485@att.com)>; 'Bart Meyer' <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>  
**Cc:** Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; 'Hope Flannery' <[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Al,  
Please forgive my delay, Mary advised you wish to move forward with activating the data and test the voice with the test numbers No porting.  
This will be a standard test and turn up not the hot cut move and we can do the test and turn up at any time of day with our engineer's available time frames of course.  
Our earliest to test would be 2/15 5PM ET still available and that day is pretty much open if we schedule quickly.

Gail Holder  
Order Manager Global Ordering EaFlex  
Phone: (404) 986-2170  
E-mail [gh6282@att.com](mailto:gh6282@att.com)

Customer Self Order Status Website: [OSM](#)  
AT&T Internal Order Status Tool: [IOS](#)

Please refer to AT&T Internal Support Guide in advance of engaging next level support: [Link](#)

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---

**From:** Al Appel [<mailto:aappel@associatesindermatology.com>]  
**Sent:** Friday, January 29, 2016 3:56 PM  
**To:** PORCHE, MARY B <[mp1485@att.com](mailto:mp1485@att.com)>; 'Bart Meyer' <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>  
**Cc:** 'Tanna Mabrey' <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; 'Chris Schmitt' <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; 'Hope Flannery' <[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)>; 'Pete Mikiten' <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

If we move the data early and we are just porting over the phone lines we can do a 5:00 pm slot. Which days do you have available?

Al

---

**From:** PORCHE, MARY B [<mailto:mp1485@att.com>]

**Sent:** Tuesday, January 26, 2016 4:16 PM

**To:** Bart Meyer <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>

**Cc:** Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Hope Flannery <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>; BYAM, BERTRAM B

<[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>;

SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We don't have any 6PM EST slots available for the month of February. The latest is 5PM EST and then it jumps to 8PM EST with an opening on the 15<sup>th</sup> and 17<sup>th</sup>. Let me know.

Thanks

Mary Porche, Order Specialist

**AT&T BVOIP IP FLEX Global Ordering Move Team**

Phone: (925) 543-1529 Email: [mp1485@att.com](mailto:mp1485@att.com)

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[Link](#)

Next Level Support Contact: Area Manager Jane Wilson (732) 844-5113 or Cell (732) 397-4796 –

[jw1934@att.com](mailto:jw1934@att.com)

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**From:** Bart Meyer [<mailto:bartmeyer@tekconnection.com>]

**Sent:** Tuesday, January 26, 2016 12:39 PM

**To:** Al Appel

**Cc:** Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

**Subject:** Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

---

**From:** Tanna Mabrey [mailto:[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)]

**Sent:** Tuesday, January 26, 2016 3:19 PM

**To:** Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; 'PORCHE, MARY B' <[mp1485@att.com](mailto:mp1485@att.com)>; Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** 'FITZGERALD, MILES' <[mf079j@att.com](mailto:mf079j@att.com)>; 'BYAM, BERTRAM B' <[bb531x@att.com](mailto:bb531x@att.com)>; 'PORTARO, THOMAS L' <[tp7892@att.com](mailto:tp7892@att.com)>; 'PAGUNTALAN, CHLOE JANE' <[cp754g@att.com](mailto:cp754g@att.com)>; 'SARMIENTO, KRISTINE' <[ks812c@att.com](mailto:ks812c@att.com)>; 'HOLDER, GAIL' <[gh6282@att.com](mailto:gh6282@att.com)>; 'Bart Meyer' <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; 'Hope Flannery' <[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

**Tanna Mabrey**

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e [tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)

---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]

**Sent:** Tuesday, January 26, 2016 2:00 PM

**To:** 'PORCHE, MARY B' <[mp1485@att.com](mailto:mp1485@att.com)>; Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** 'FITZGERALD, MILES' <[mf079j@att.com](mailto:mf079j@att.com)>; 'BYAM, BERTRAM B' <[bb531x@att.com](mailto:bb531x@att.com)>; 'PORTARO, THOMAS L' <[tp7892@att.com](mailto:tp7892@att.com)>; 'PAGUNTALAN, CHLOE JANE' <[cp754g@att.com](mailto:cp754g@att.com)>; 'SARMIENTO, KRISTINE' <[ks812c@att.com](mailto:ks812c@att.com)>; 'HOLDER, GAIL' <[gh6282@att.com](mailto:gh6282@att.com)>; 'Bart Meyer' <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; 'Hope Flannery' <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

---

**From:** PORCHE, MARY B [<mailto:mp1485@att.com>]

**Sent:** Friday, January 22, 2016 11:35 AM

**To:** Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>;

Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

Cc: FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; Bart Meyer <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; 'Hope Flannery' <[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

**AT&T BVOIP IP FLEX Global Ordering Move Team**

Phone: [\(925\) 543-1529](tel:9255431529) Email: [mp1485@att.com](mailto:mp1485@att.com)

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell [\(732\) 397-4796](tel:7323974796) – [jw1934@att.com](mailto:jw1934@att.com)

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---

**From:** Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

**Sent:** Thursday, January 21, 2016 5:42 PM

**To:** Al Appel; PORCHE, MARY B; Tanna Mabrey; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Pete Mikiten

**Cc:** FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

**Chris Schmitt**

Systems Engineer

Matrix Integration

p [812-481-5157](tel:812-481-5157) | c [502-356-2013](tel:502-356-2013) | e

[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)

---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]

**Sent:** Thursday, January 21, 2016 6:54 PM

**To:** 'PORCHE, MARY B' <[mp1485@att.com](mailto:mp1485@att.com)>; Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** 'FITZGERALD, MILES' <[mf079j@att.com](mailto:mf079j@att.com)>; 'BYAM, BERTRAM B' <[bb531x@att.com](mailto:bb531x@att.com)>; 'PORTARO, THOMAS L' <[tp7892@att.com](mailto:tp7892@att.com)>; 'PAGUNTALAN, CHLOE JANE' <[cp754g@att.com](mailto:cp754g@att.com)>; 'SARMIENTO, KRISTINE' <[ks812c@att.com](mailto:ks812c@att.com)>; 'HOLDER, GAIL' <[gh6282@att.com](mailto:gh6282@att.com)>; Bart Meyer <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; 'Hope Flannery' <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

---

**From:** PORCHE, MARY B [<mailto:mp1485@att.com>]

**Sent:** Thursday, January 21, 2016 3:27 PM

**To:** Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO,

KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; Hope Flannery  
<[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

**AT&T BVOIP IP FLEX Global Ordering Move Team**  
Phone: [\(925\) 543-1529](tel:9255431529) Email: [mp1485@att.com](mailto:mp1485@att.com)

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[jw1934@att.com](mailto:jw1934@att.com)

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**From:** Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]  
**Sent:** Thursday, January 21, 2016 10:33 AM  
**To:** PORCHE, MARY B; Al Appel; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Chris Schmitt; Pete Mikiten  
**Cc:** FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

**Tanna Mabrey**

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:812-481-5160) | c (812) 827-3232 | f (812) 482-5064 | e [tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)

---

**From:** PORCHE, MARY B [<mailto:mp1485@att.com>]  
**Sent:** Thursday, January 21, 2016 1:32 PM  
**To:** Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>  
**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; Hope Flannery <[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17<sup>th</sup> or 18<sup>th</sup>. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

**AT&T BVOIP IP FLEX Global Ordering Move Team**

Phone: [\(925\) 543-1529](tel:9255431529) Email: [mp1485@att.com](mailto:mp1485@att.com)

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[jw1934@att.com](mailto:jw1934@att.com)

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---

**From:** Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

**Sent:** Thursday, January 21, 2016 10:08 AM

**To:** PORCHE, MARY B; Al Appel; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Chris Schmitt; Pete Mikiten

**Cc:** FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

**Tanna Mabrey**

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c (812) 827-3232 | f (812) 482-5064 | e [tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)

---

**From:** PORCHE, MARY B [<mailto:mp1485@att.com>]

**Sent:** Thursday, January 21, 2016 12:53 PM

**To:** Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; Hope Flannery

<[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19<sup>th</sup> will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19<sup>th</sup> is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

**AT&T BVOIP IP FLEX Global Ordering Move Team**

Phone: [\(925\) 543-1529](tel:9255431529) Email: [mp1485@att.com](mailto:mp1485@att.com)

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[Link](#)

Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell (732) 397-4796 –  
[jw1934@att.com](mailto:jw1934@att.com)

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---

**From:** Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]  
**Sent:** Thursday, January 21, 2016 9:40 AM  
**To:** Al Appel; PORCHE, MARY B; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Chris Schmitt; Pete Mikiten  
**Cc:** FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

This will work for Matrix Integration.

Thanks

**Tanna Mabrey**

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:812-481-5160) | c (812) 827-3232 | f (812) 482-5064 | e [tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)

---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Thursday, January 21, 2016 12:33 PM  
**To:** 'PORCHE, MARY B' <[mp1485@att.com](mailto:mp1485@att.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>; Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>  
**Cc:** 'FITZGERALD, MILES' <[mf079j@att.com](mailto:mf079j@att.com)>; 'BYAM, BERTRAM B' <[bb531x@att.com](mailto:bb531x@att.com)>; 'PORTARO, THOMAS L' <[tp7892@att.com](mailto:tp7892@att.com)>; 'PAGUNTALAN, CHLOE JANE' <[cp754g@att.com](mailto:cp754g@att.com)>; 'SARMIENTO, KRISTINE' <[ks812c@att.com](mailto:ks812c@att.com)>; 'HOLDER, GAIL' <[gh6282@att.com](mailto:gh6282@att.com)>; Hope Flannery <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION



Good afternoon,

With the inclement weather forecasted for our area our Executive Committee has decided to close our practice on Friday 1/22/16. We will regretfully have to reschedule this move.

The next availability we have is Friday February 19<sup>th</sup> at 3:00 pm. Will this work for everyone?

Thank you,

Al

---

**From:** PORCHE, MARY B [<mailto:mp1485@att.com>]  
**Sent:** Tuesday, January 05, 2016 9:00 PM  
**To:** '[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)' <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; '[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)' <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>; 'Chris Schmitt' <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; 'Pete Mikiten' <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>; 'Tanna Mabrey' <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>  
**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; PORCHE, MARY B <[mp1485@att.com](mailto:mp1485@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team~

This letter is to recap your upcoming Telephone Number (TN) "move".

Customer Name: ASSOCIATES IN DERMATOLOGY

Customer Contacts: Al Appel- [aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)- (5102098877)

Project Scope: Moving 51 TN's from your existing **20mbps MIS TDM Digital PRI MMEC.959433** to **50mbps EaMIS TDM Digital PRI BBEC.554292** that is **currently located at 3810 Springhurst Blvd Louisville KY 40241 to the same address.**

Gateway City Code	PBX Begin Range	PBX End Range
502	3221940	3221959
502	5697344	5697344
502	5697711	5697711
502	5831749	5831749
502	5835024	5835024
502	5835228	5835228
502	5839061	5839061
502	6143008	6143008
502	6252200	6252221
502	8227101	8227102

The TN move will follow the Hot Cut processes.

- . Moving 51 TN's
- . AT&T provided Leave behind TN:
- . Hot Cut process approved on 12/21/2015 by customer (email attached)
- . Customer is requesting a move date of 1/22/2016 @3PM EST

Sales Account Mgr: Name: Miles Fitzgerald ([502\) 415-5639](tel:5024155639) [mf079j@att.com](mailto:mf079j@att.com)

TSC: Bertram Byam Jr. ([502\) 836-6131](tel:5028366131)- [bb531x@att.com](mailto:bb531x@att.com)

CSS: Chloe Jane Paguntalan - [402-399-4041](tel:4023994041)- [cp754g@att.com](mailto:cp754g@att.com)

Order Specialist: Mary Porche- [MP1485@att.com](mailto:MP1485@att.com)-<<mailto:MP1485@att.com>>-> [9255431529](tel:9255431529)

Project Manager: Kristine Sarmiento [402-392-9324](tel:402-392-9324) [ks812c@att.com](mailto:ks812c@att.com)

Flex/EaFlex OM: GAIL HOLDER [gh6282@att.com](mailto:gh6282@att.com)

[\(404\)986-2170](tel:(404)986-2170)

New Start order numbers:

**New Start Order: CSM151109122752**

**USRP Order: IP15085440**

**GIOM Order: ISR15110943075 - 158897693**

- **Acknowledge acceptance of the "Hot Cut" process: YES (a minimum of 3 hours downtime )**
- **Confirm the list of TNs to move: YES**
- **Provide a current number on the PBX that we can leave behind: AT&T provided**
- **Confirm if we are disconnecting MMEC.959433 circuit after the move is completed. YES**

Mary Porche, Order Specialist

**AT&T BVOIP IP FLEX Global Ordering Move Team**

Phone: [\(925\) 543-1529](tel:(925)543-1529) Email: [mp1485@att.com](mailto:mp1485@att.com)

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:(732)844-5113) or Cell (732) 397-4796 – [jw1934@att.com](mailto:jw1934@att.com)

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## ENDRES, JAM (Legal)

---

**From:** Tanna Mabrey <tmabrey@matrixintegration.com>  
**Sent:** Tuesday, February 2, 2016 10:24 AM  
**To:** HOLDER, GAIL; Al Appel; PORCHE, MARY B; 'Bart Meyer'  
**Cc:** 'Hope Flannery'; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; BLACK, PAUL E  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team

I am sorry that I haven't got back to everyone on Matrix Integration role in this project. I have had to switch engineers. This has opened up every day in the week of 02/15 – 02/19 to do everything at one time if we all want to still try and make that happen.

In the previous email, Gail you mentioned doing it on 02/15 at 5:00 pm this works for Matrix if it works for AI?

Let me know your thoughts.

Thanks

**Tanna Mabrey**  
Project Management Specialist

**Matrix Integration**  
p (812) 481-5160 | c (812) 827-3232 | f (812) 482-5064 | e [tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)

---

**From:** HOLDER, GAIL [mailto:gh6282@att.com]  
**Sent:** Friday, January 29, 2016 4:21 PM  
**To:** Al Appel <aappel@associatesin dermatology.com>; PORCHE, MARY B <mp1485@att.com>; 'Bart Meyer' <bartmeyer@tekconnection.com>  
**Cc:** Tanna Mabrey <tmabrey@matrixintegration.com>; Chris Schmitt <cschmitt@matrixintegration.com>; 'Hope Flannery' <lhf@associatesin dermatology.com>; Pete Mikiten <pmikiten@matrixintegration.com>; BYAM, BERTRAM B <bb531x@att.com>; PORTARO, THOMAS L <tp7892@att.com>; PAGUNTALAN, CHLOE JANE <cp754g@att.com>; SARMIENTO, KRISTINE <ks812c@att.com>; BLACK, PAUL E <pb7183@att.com>; HOLDER, GAIL <gh6282@att.com>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Al,  
Please forgive my delay, Mary advised you wish to move forward with activating the data and test the voice with the test numbers No porting.  
This will be a standard test and turn up not the hot cut move and we can do the test and turn up at any time of day with our engineer's available time frames of course.  
Our earliest to test would be 2/15 5PM ET still available and that day is pretty much open if we schedule quickly.

Gail Holder

Order Manager Global Ordering EaFlex  
Phone: (404) 986-2170  
E-mail [gh6282@att.com](mailto:gh6282@att.com)

Customer Self Order Status Website: [OSM](#)  
AT&T Internal Order Status Tool: [IOS](#)

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---

**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Friday, January 29, 2016 3:56 PM  
**To:** PORCHE, MARY B <[mp1485@att.com](mailto:mp1485@att.com)>; 'Bart Meyer' <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>  
**Cc:** 'Tanna Mabrey' <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; 'Chris Schmitt' <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; 'Hope Flannery' <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>; 'Pete Mikiten' <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

If we move the data early and we are just porting over the phone lines we can do a 5:00 pm slot. Which days do you have available?

Al

---

**From:** PORCHE, MARY B [<mailto:mp1485@att.com>]  
**Sent:** Tuesday, January 26, 2016 4:16 PM  
**To:** Bart Meyer <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>  
**Cc:** Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Hope Flannery <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; BLACK, PAUL E <[pb7183@att.com](mailto:pb7183@att.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We don't have any 6PM EST slots available for the month of February. The latest is 5PM EST and then it jumps to 8PM EST with an opening on the 15<sup>th</sup> and 17<sup>th</sup>. Let me know.

Thanks

Mary Porche, Order Specialist  
**AT&T BVOIP IP FLEX Global Ordering Move Team**  
Phone: (925) 543-1529 Email: [mp1485@att.com](mailto:mp1485@att.com)

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**From:** Bart Meyer [<mailto:bartmeyer@tekconnection.com>]

**Sent:** Tuesday, January 26, 2016 12:39 PM

**To:** Al Appel

**Cc:** Tanna Mabrey; PORCHE, MARY B; Chris Schmitt; Hope Flannery; Pete Mikiten; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; BLACK, PAUL E

**Subject:** Re: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Just let me know the final date and time and I will work on adjusting my schedule.

On Tue, Jan 26, 2016 at 3:28 PM, Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)> wrote:

We can do: 2/15 or 2/17 at 6:00 pm.

Will these work for anyone?

I am unable to do this on any Thursday due to a late clinic.

Al

---

**From:** Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

**Sent:** Tuesday, January 26, 2016 3:19 PM

**To:** Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; 'PORCHE, MARY B' <[mp1485@att.com](mailto:mp1485@att.com)>; Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** 'FITZGERALD, MILES' <[mf079j@att.com](mailto:mf079j@att.com)>; 'BYAM, BERTRAM B' <[bb531x@att.com](mailto:bb531x@att.com)>; 'PORTARO, THOMAS L' <[tp7892@att.com](mailto:tp7892@att.com)>; 'PAGUNTALAN, CHLOE JANE' <[cp754g@att.com](mailto:cp754g@att.com)>; 'SARMIENTO, KRISTINE' <[ks812c@att.com](mailto:ks812c@att.com)>; 'HOLDER, GAIL' <[gh6282@att.com](mailto:gh6282@att.com)>; 'Bart Meyer' <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; 'Hope Flannery' <[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Unfortunately those two days will not work for Matrix.

Some dates that would work for us are 02/15, 02/17, and 02/18. We are also open a couple days the week before but not the week after.

Thanks

**Tanna Mabrey**

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:(812)481-5160) | c [\(812\) 827-3232](tel:(812)827-3232) | f [\(812\) 482-5064](tel:(812)482-5064) | e [tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)

---

**From:** Al Appel [<mailto:aappel@associatesindermatology.com>]

**Sent:** Tuesday, January 26, 2016 2:00 PM

**To:** 'PORCHE, MARY B' <[mp1485@att.com](mailto:mp1485@att.com)>; Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** 'FITZGERALD, MILES' <[mf079j@att.com](mailto:mf079j@att.com)>; 'BYAM, BERTRAM B' <[bb531x@att.com](mailto:bb531x@att.com)>; 'PORTARO, THOMAS L' <[tp7892@att.com](mailto:tp7892@att.com)>; 'PAGUNTALAN, CHLOE JANE' <[cp754g@att.com](mailto:cp754g@att.com)>; 'SARMIENTO, KRISTINE' <[ks812c@att.com](mailto:ks812c@att.com)>; 'HOLDER, GAIL' <[gh6282@att.com](mailto:gh6282@att.com)>; 'Bart Meyer'



<[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; 'Hope Flannery' <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

Please check on 2/16 or 2/23 at 6:00 pm.

Al

---

**From:** PORCHE, MARY B [<mailto:mp1485@att.com>]

**Sent:** Friday, January 22, 2016 11:35 AM

**To:** Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; Bart Meyer <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; 'Hope Flannery' <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I was not aware of your schedule on Friday's. If you need to do a Friday, we can do a Friday but just not Friday the 19th. If you need me to check another Friday's date, let me know and I will. It is just safer to be able to have the support if something goes wrong for the next day and we have no support on the weekend. Let me know what you would like to do and I will get it scheduled for you.

Thanks

Mary Porche, Order Specialist

**AT&T BVOIP IP FLEX Global Ordering Move Team**

Phone: [\(925\) 543-1529](tel:9255431529) Email: [mp1485@att.com](mailto:mp1485@att.com)

Next Level Support:

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:732-844-5113) or Cell [\(732\) 397-4796](tel:732-397-4796) –  
[jw1934@att.com](mailto:jw1934@att.com)

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**From:** Chris Schmitt [<mailto:cschmitt@matrixintegration.com>]

**Sent:** Thursday, January 21, 2016 5:42 PM

**To:** Al Appel; PORCHE, MARY B; Tanna Mabrey; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Pete Mikiten

**Cc:** FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Bart Meyer; 'Hope Flannery'

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I don't know if you are aware but Friday afternoons the customer generally doesn't have any patients scheduled and Friday afternoons are an ideal time slot for them.

Al,

Please correct me if I am wrong but I am pretty sure this is accurate....

Thanks

**Chris Schmitt**

Systems Engineer

Matrix Integration  
p [812-481-5157](tel:812-481-5157) | c [502-356-2013](tel:502-356-2013) | e

[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)

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**From:** Al Appel [<mailto:aappel@associatesin dermatology.com>]  
**Sent:** Thursday, January 21, 2016 6:54 PM  
**To:** 'PORCHE, MARY B' <[mp1485@att.com](mailto:mp1485@att.com)>; Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>  
**Cc:** 'FITZGERALD, MILES' <[mf079j@att.com](mailto:mf079j@att.com)>; 'BYAM, BERTRAM B' <[bb531x@att.com](mailto:bb531x@att.com)>; 'PORTARO, THOMAS L' <[tp7892@att.com](mailto:tp7892@att.com)>; 'PAGUNTALAN, CHLOE JANE' <[cp754g@att.com](mailto:cp754g@att.com)>; 'SARMIENTO, KRISTINE' <[ks812c@att.com](mailto:ks812c@att.com)>; 'HOLDER, GAIL' <[gh6282@att.com](mailto:gh6282@att.com)>; Bart Meyer <[bartmeyer@tekconnection.com](mailto:bartmeyer@tekconnection.com)>; 'Hope Flannery' <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

I know we are unable to shut down our medical practice 3 hours early on this day. I will send out another email with some other dates/times.

Thanks,

Al

---

**From:** PORCHE, MARY B [<mailto:mp1485@att.com>]

**Sent:** Thursday, January 21, 2016 3:27 PM

**To:** Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; Al Appel <[aappel@associatesindermatology.com](mailto:aappel@associatesindermatology.com)>; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; Hope Flannery <[lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

I have scheduled for 2/18 at 3:00 PM EST. Please advise if this date and time is good and I will resend the calendar invite.

Thanks

Mary Porche, Order Specialist

**AT&T BVOIP IP FLEX Global Ordering Move Team**

Phone: (925) 543-1529 Email: [mp1485@att.com](mailto:mp1485@att.com)

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[jw1934@att.com](mailto:jw1934@att.com)

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**From:** Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

**Sent:** Thursday, January 21, 2016 10:33 AM

**To:** PORCHE, MARY B; Al Appel; [lhf@associatesindermatology.com](mailto:lhf@associatesindermatology.com); Chris Schmitt; Pete Mikiten

**Cc:** FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Same time is fine for Matrix.

**Tanna Mabrey**

Project Management Specialist

Matrix Integration

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**From:** PORCHE, MARY B [<mailto:mp1485@att.com>]  
**Sent:** Thursday, January 21, 2016 1:32 PM  
**To:** Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>  
**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; Hope Flannery <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>  
**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Team,

We can do the 17<sup>th</sup> or 18<sup>th</sup>. The Friday is the maintenance day. Are you looking at the same time or a different time?

Mary Porche, Order Specialist

**AT&T BVOIP IP FLEX Global Ordering Move Team**

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Next Level Support Contact: Area Manager Jane Wilson [\(732\) 844-5113](tel:7328445113) or Cell (732) 397-4796 – [jw1934@att.com](mailto:jw1934@att.com)

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**From:** Tanna Mabrey [<mailto:tmabrey@matrixintegration.com>]

**Sent:** Thursday, January 21, 2016 10:08 AM

**To:** PORCHE, MARY B; Al Appel; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Chris Schmitt; Pete Mikiten

**Cc:** FITZGERALD, MILES; BYAM, BERTRAM B; PORTARO, THOMAS L; PAGUNTALAN, CHLOE JANE; SARMIENTO, KRISTINE; HOLDER, GAIL; Hope Flannery

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Mary,

Did you mean the entire week (02/15 – 02/19) was a maintenance week or just the day of 02/19?

Matrix is available 02/17 or 02/18 of that week. If we have to push it past that day I will need to find another resource or push it to March.

Thanks

**Tanna Mabrey**

Project Management Specialist

Matrix Integration

p [\(812\) 481-5160](tel:8124815160) | c (812) 827-3232 | f (812) 482-5064 | e [tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)

---

**From:** PORCHE, MARY B [<mailto:mp1485@att.com>]

**Sent:** Thursday, January 21, 2016 12:53 PM

**To:** Tanna Mabrey <[tmabrey@matrixintegration.com](mailto:tmabrey@matrixintegration.com)>; Al Appel <[aappel@associatesin dermatology.com](mailto:aappel@associatesin dermatology.com)>; [lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com); Chris Schmitt <[cschmitt@matrixintegration.com](mailto:cschmitt@matrixintegration.com)>; Pete Mikiten <[pmikiten@matrixintegration.com](mailto:pmikiten@matrixintegration.com)>

**Cc:** FITZGERALD, MILES <[mf079j@att.com](mailto:mf079j@att.com)>; BYAM, BERTRAM B <[bb531x@att.com](mailto:bb531x@att.com)>; PORTARO, THOMAS L <[tp7892@att.com](mailto:tp7892@att.com)>; PAGUNTALAN, CHLOE JANE <[cp754g@att.com](mailto:cp754g@att.com)>; SARMIENTO, KRISTINE <[ks812c@att.com](mailto:ks812c@att.com)>; HOLDER, GAIL <[gh6282@att.com](mailto:gh6282@att.com)>; Hope Flannery <[lhf@associatesin dermatology.com](mailto:lhf@associatesin dermatology.com)>

**Subject:** RE: ASSOCIATES IN DERMATOLOGY -3810 Springhurst Blvd Louisville KY 40241- SR# 1-3X8AMFJ - FINAL MOVE ORDER CONFIRMATION

Hi Team,

February 19<sup>th</sup> will not work. We have system upgrades on that day and all of the systems go down early and if we run into an issue, it won't be able to get resolved until that Monday. If possible, the best way to go is to do it either Tuesday through Thursday. This way if we have any issues, the support is there all night to get it resolved. Please provide another day but the 19<sup>th</sup> is a maintenance week and no moves can be scheduled.

Thanks and sorry for the inconvenience.

Mary Porche, Order Specialist

**AT&T BVOIP IP FLEX Global Ordering Move Team**

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