

**To:** [REDACTED]  
**From:** james | personal genius  
**Sent:** Wed 12/6/2017 6:03:31 PM  
**Subject:** Re: Painfully slow internet!

I know. I'm on the phone with eero support (not getting anywhere) trying to avoid coming out there again today.

I'm so sorry. So so sorry.

Thank you,

James Ce  
your Personal Genius  
 Certified Support Professional 10.6  
<http://personalgenius.co>

On Dec 6, 2017, at 1:00 PM, [REDACTED] wrote:

Hi James...hate to report...but internet painfully slow here at the house again....can you have a look see?!