

**To:** N E M [REDACTED]  
**Cc:** Jeffrey Epstein[jeevacation@gmail.com]  
**From:** William Murphy  
**Sent:** Mon 8/24/2009 1:13:40 PM  
**Subject:** RE: Phonelines

Hi Nadia,

Just got in touch with Steve at ETC who is going to try to coordinate a resource to stop by today and assist. He said there are 3 things we will want to check first:

1. If you are walking from the kitchen toward the pool, toward the right-most set of sliders, there is a wall on the left. There is a piece of furniture on that wall with pictures and maybe another phone. The base for the portable phone should be hidden on that piece of furniture. Make sure that the base has power and is connected to the phone line.
2. Also there is a button on the bottom of the base that can toggle the phone between cordless mode and phone mode. If this button was accidentally pressed, the cordless phone will not work.
3. Lastly, try standing closer to the base to ensure the portable was not out of range of the base station.

Please let me know if you do resolve the issue so we can remove the need for an ETC on-site visit today. I am at my desk 646-862-4813, if you need assistance.

Thanks,

WM

---

**From:** N E M [mailto:REDACTED]  
**Sent:** Sunday, August 23, 2009 1:51 PM  
**To:** William Murphy  
**Subject:** Re: Phonelines

Hi, Bill.

We are having trouble with the portable phone in the living room and story is away on vacation so I thought you might know what we can do with it to fix it. All it says is 'aquiring link' and we can't make any calls. Do you know who installed it or how to make it work?

Thanks

Nadia