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**From:** Terrence Rabsatt <[REDACTED]>  
**Sent:** Friday, July 24, 2015 11:10 PM  
**To:** Jermaine Ruan  
**Cc:** Richard Kahn; ann rodriquez; Daphne Wallace; Jeffrey Epstein  
**Subject:** Re: PRI card

Hi everyone,

I had a innovative tech run a trace and nothing seems to be wrong with the line. So I'm back to what we told them before. It's the circuit. So I'm glad they finally decided to send someone to check it as there really isn't anything else Jermaine or myself can do at this point. Once the circuit issue is resolved and they want to place us on the new one. We will switch over.

Terrence Rabsatt  
T's Computer Services  
The Smarthome Guys  
"We put the Brains in your Home"  
[REDACTED]

On Jul 24, 2015, at 5:24 PM, Jermaine Ruan <[REDACTED]> wrote:

Good Evening All

The phones are still proving to be an issue. The new card was received but there is still a routing issue (incoming and outgoing calls). Terrence even reset the cards in the phone switch and cycled the power with no change in the performance. The Network supervisor Mr. Jackson will request permission for one of their line tech to do a site visit LSJ next week. He will try to arrange it for Tuesday or Wednesday. I am to confirm on Monday. They may run further test, I ask that they alert me before they do so that we are aware of what's going on. '

Regards  
J Ruan

On Fri, Jul 24, 2015 at 4:38 PM, Richard Kahn <[REDACTED]> <mailto:[REDACTED]> wrote:

any updates?

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