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**From:** Jermaine <[REDACTED]>  
**Sent:** Thursday, July 16, 2015 10:56 PM  
**To:** 'Ann Rodriquez'; 'Rich Kahn'  
**Cc:** 'jeffrey E.'  
**Subject:** RE: LSJ Phones

Good Day All,

Yvonne has escalated our trouble ticket and the network team can work on it. The line crew will verify that all is well with the Dmark about 9:00 PM, but it appears to be a routing issue not a physical problem. I will continue to pass updates as I get them.

Regards  
Jruan

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

From: Ann Rodriquez [mailto:[REDACTED]]  
Sent: Thursday, July 16, 2015 6:24 PM  
To: Rich Kahn; Jermaine Ruan  
Cc: jeffrey E.  
Subject: LSJ Phones

Our Innovative route is down. Jermaine called Yvonne at Innovative after he checked the Island and the Phone tower, Ms. Yvonne is still working on it and will call us back in a few.

Phone lines on Island:

Jermaine came out and checked all the phone lines, He found no issues and no problems on our end.

STT phone tower at Cabrita Point:

I sent Danny with Jermaine to check the lines and Power Box. They said everything looks great and everything is powered up.

Ann R.

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN" "http://www.apple.com/DTDs/PropertyList-1.0.dtd">
<plist version="1.0">
<dict>
  <key>conversation-id</key>
  <integer>110081</integer>
  <key>date-last-viewed</key>
  <integer>0</integer>
  <key>date-received</key>
  <integer>1437087387</integer>
  <key>flags</key>
```

```
<integer>8590195713</integer>
<key>gmail-label-ids</key>
<array>
    <integer>6</integer>
    <integer>2</integer>
</array>
<key>remote-id</key>
<string>526660</string>
</dict>
</plist>
```