On 4/22/15, 7:11 AM, "Terrence Rabsatt" ‹███████████████ wrote:

>Rich,
>That statement is not close to being true, from the time I did the Five
>Palms. My system has worked 100%, the issues were your fiber and
>Choices backhaul which has been giving us trouble from day one. I
>believe you don't understand how this system works. Please remember
>that we are not our own ISP as we first wanted to do so we are at the
>mercy of choice. I have not had any issues my my links or the wifi
>system. We had issues were JE was on the wrong system as some of the
>old APs weren't turned off. So I would appreciate it if you have all
>the facts before you say my system.
>JE's last trip to the island was flawless and he more than enjoyed the
>service. I monitored it and made sure to avoid any headaches with
>Choice. They went down twice but I was on top of it and had it back up
>before it was even noticed on LSJ. I have been available to Anna and
>Jermaine for any problems even thou they weren't on my side of the
>network. Every time the system has been down has never been because
>you couldn't get on the wifi. I have even sent pictures showing the
>the DW was up and talking to St Thomas Choice side but no internet.
>My Service contract would include monitoring Choice's side and all of
>the equipment at LSJ and STC. I can also just service my equipment and
>my links at LSJ and STC and leave Choice 's side as is, which would
>mean you guys would have to deal with them direct. The whole issue
>comes down to keeping the system up and running, it's very challenging
>because of so many parts. It's not like most places were you have a
>straight feed, so it takes know how and time to avoid downtime.
>I look forward to talking to you today to get this ironed out finally.
>
>Warm Regards,
>Terrence Rabsatt
>T's Computer Services
>SmarthomesVI
███████████████
>
>Sent from my iPad
>
>> On Apr 21, 2015, at 5:09 PM, Richard Kahn ███████████████
>>wrote:
>>
>> terrence the system you sold us has not worked 100% properly since it

>>was installed you told me before work began that we had a 1 year
>>equipment warranty along with a 3 month service warranty in my mind
>>neither of these clocks have started since system still does not work
>>consistently and has not been signed off by mr epstein please call me
>>with any questions or concerns
>>
>>
>>
>> Richard Kahn
>> HBRK Associates Inc.

████████████████████████

>>
>>
>>
>>> On Apr 21, 2015, at 9:36 AM, Terrence Rabsatt ████████████████
>>>wrote:
>>>
>>> Good Day Rich,
>>>
>>> Hope alls well with you and your family. We have network issues,
>>>which caused LSJ to be without Internet. I am working on it
>>>presently and should have it all completed today. I will be charging
>>>you for this, as I still don't have a service contract with you for the system.
>>> Choice has made it very clear to me that we own our equipment and we
>>>are solely in charge of it. We are paying for bandwidth and tower
>>>space only. I offered you a service contract at $3,500.00 a month
>>>which covers the main links, controllers, bridges, and access points
>>>on LSJ and STC. I have informed Anna of this and will draft up the
>>>service contract for your review. I will notify you as soon as the
>>>service is back up a 100%.
>>>
>>> Warm Regards,
>>> Terrence Rabsatt

████████████████████████

>>> Sent from my iPhone
>>

```xml
<?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>118307</integer>
        <key>date-last-viewed</key>
```

```xml
        <integer>0</integer>
        <key>date-received</key>
        <integer>1429700305</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>500529</string>
</dict>
</plist>
```