
From: Richard Kahn [REDACTED] >
Sent: Tuesday, May 5, 2015 7:24 PM
To: jeffrey E.
Cc: Lesley Groff
Subject: Fwd: M Cell Not Working At JE's House

Per Bella :

Merwin tried to reconnect unit, but only one =ight turned on. Att confirmed that the unit is dead as nothing works , =only power light. It doesn't try to connect to the internet. The second =nd third light should be flashing and it doesn't. They will send us a =arranty replacement unit by USPS. Delivery is in 5-6 business days. =onfirmation order # [REDACTED].

I will send numbers covered in next =mail..

Per =ames :

Mcell =s located in kitchen and will only cover dining room and =itchen

Richard Kahn
HBRK Associates Inc.
575 Lexington =venue 4th Floor
New York, NY 10022
[REDACTED]

Begin =orwarded message:

Subject: Re: M Cell Not Working At JE's =ouse

From: james ce | personal genius [REDACTED]

Date: May 5, 2015 at 2:54:56 PM EDT

Cc: bellaklein [REDACTED]

To: Richard Kahn [REDACTED]

The Mcell is in the kitchen, so covers pretty much only the =ining room and the kitchen. It only works with the AT&T numbers =rogrammed into it.

I'll be happy to take a look, but it'd be helpful to know =hich phone (number) he's trying to use and what is happening (whether =t's not seeing the Mcell at all or if calls are dropping / poor =uality).

James Ce
your Personal Genius

• =ertified Support Professional 10.6

[REDACTED]
<http://personalgenius.us>

Begin forwarded message:

Date: May 5, 2015 at 3:16:53 PM EDT

From: "ATTOrderStatus@ordertrack.wireless.att-mail.com" <ATTOrderStatus@ordertrack.wireless.att-mail.com>

To: [REDACTED]

Subject: Your recent ATT order =status

=

AT&T Order =onfirmation

Dear Jeffrey E =pstein,

Thank you for being =he most important part of the AT&T family. This email is =onfirmation that your warranty replacement is being processed. For your =ecords, the mobile number and the order number associated with this =rder are:

Mobile Number: [REDACTED]
Order Number: [REDACTED]

We are working now to fulfill your =rder. Once your order ships, we will send an email confirmation =ncluding a tracking number for your convenience. You can check the =status of your order at anytime by visiting www.att.com/wirelessorderstatus or by calling our automated system at [REDACTED] =nd entering [REDACTED] when prompted for the order =umber.

Non-Corporate =customers can update their device =nformation at www.att.com/updatedevice .

Learn more about your =evice at <http://www.att.com/devicesupport>. <<http://www.att.com/devicehowto/>>

Thank you for choosing AT&T as our wireless provider.

Sincerely,
AT&T

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On May 5, 2015, at 2:16 PM, Richard Kahn <[REDACTED]>

> wrote:

james can you please advise
do you need to go by house to determine issue?

bella is it something on =he account
can you check if active
thanks

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022
[REDACTED]

Begin forwarded message:

From: Lesley Groff <[REDACTED]>

Subject: M Cell Not Working At JE's House

Date: May 5, 2015 at 2:15:07 PM EDT

To: Rich Kahn <[REDACTED]>

Jeffrey requested I let you know the M cell =s not working at the house...this has actually been happening a lot =ecently...it works and then doesn't work off and on...but I think this =ust may be the nature of the animal??

But Jeffrey wanted you to know...

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