

---

**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 light 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 and third light should be flashing and it doesn't. They will send us a warranty replacement unit by USPS. Delivery is in 5-6 business days. Confirmation order # [REDACTED].

I will send numbers covered in next mail..

Per James :

Mcell is located in kitchen and will only cover dining room and kitchen

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

Begin forwarded message:

Subject: Re: M Cell Not Working At JE's House

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 dining room and the kitchen. It only works with the AT&T numbers programmed into it.

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

James Ce  
your Personal Genius

• =ertified Support Professional 10.6

<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:

Subject: Your recent ATT order =tatus

=

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 =tatus of your order at anytime by visiting [www.att.com/wirelessorderstatus](http://www.att.com/wirelessorderstatus) or by calling our automated system at [REDACTED] =nd entering [REDACTED] when prompted for the order =umber.

Non-Corporate =ustomers can update their device =nformation at [www.att.com/updatedevice](http://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

<=div>

=/div>

On May 5, 2015, at 2:16 PM, Richard Kahn =It [REDACTED]  
[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 =venue 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...

=