
From: Jermaine Ruan <[REDACTED]>
Sent: Monday, November 26, 2018 4:53 PM
To: Jeffrey Epstein
Subject: Re: LSJ's Phone Service

Good afternoon boss

The phone services are currently back online. Brice was able to call the office and I was able to call back to the island. Eddie of VIYA will monitor for 2 hrs. to ensure quality of service.

Regards=
Juan

On Mon, Nov 26, 2018 at 11:39 AM Jermaine Ruan <[REDACTED]> wrote:

Good morning boss

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I email the situation, and spoke with Abigail Atwell to stressed that you weren't happy with this level of service. She stated 'she will get someone on it as soon as possible'.

=egards
Juan

----- Forwarded message -----

From: Jermaine Ruan <[REDACTED]>
Date: Mon, Nov 26, 2018 at 11:33 AM
Subject: LSJ's Phone Service
To: Abigail Atwell <[REDACTED]>, Sheraz Butt <[REDACTED]>
<[REDACTED]>
Cc: Cecile de Jonh <[REDACTED]>, Richard Kahn
<[REDACTED]>, brice gordon <[REDACTED]>
<[REDACTED]>, Ann Rodriguez <[REDACTED]>

Good morning Abigail and Sheraz

The boss just told me that the phone service is down again (this is the third time).

Please have someone look into this asap, and let me know what the issue. Also please give an expected time frame as to when the service will be restored, so I can inform my supervisors.<=div>

Thanks
Regards
Juan