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**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=/  
Jruan

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

Good morning boss

=/  
Jruan

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  
Jruan

----- 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 Jon=h <[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, =nd let me know what the issue. Also please give an expected time fram= as to when the service will be restored, so I can inform my supervisors.<=div>

Thanks  
Regards  
Jruan