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**From:** Jermaine Ruan <[REDACTED]>  
**Sent:** Wednesday, February 8, 2017 2:18 PM  
**To:** Ann Rodriquez; [REDACTED]  
**Cc:** Richard Kahn; Jeffrey Epstein  
**Subject:** Re: Phone Line update

Good day all

Innovative have cleared t=e diagnosis and the phones are back online. The will hold the ticket open u=til tomorrow to evaluate the quality of service .

Regards  
Jruan

Sent from my iPhone  
On Feb 8, 2017, at 7:54 AM, Jermaine Ruan <[REDACTED]> <[REDACTED]> > wrote:

Good mornin= all

Innovative has still n=t repaired the phone line for Lsj I called at 7:00 to the after hours I wil= call after 8:00 to the service center. I will continue to update everyone.=nbsp;

Regards  
Jruan  
Good Evening All

<=iv>I followed up with Innovate Network Center. They are currently still in t=e process of repairing a junction point. I will continue to follow up.

Our Ticket ID is: 6992817  
Regards  
Jruan

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