
From: Richard Kahn <[REDACTED]>
Sent: Monday, August 31, 2015 5:35 PM
To: jeffrey E.
Subject: GYM Link Equipment Needed
Attachments: Invoice #2.pdf; Untitled attachment 00148.htm

attached is invoice from Terrence for new gym link i believe we paid 2516 for this unit on original quote yet he says it was 3996 none of his descriptions match and when questioned terrence begins to say that he changed this into a main unit and we cannot go by original pricing his story for price discrepancy keeps hanging

terrence says that gym link is now main hub as it initially takes all bandwidth from dragon wave

per terrance the original unit was taken down when gym roof replacement was done (without any care or regard) and placed on its side causing attena signal to weaken when i questioned warranty terrance states that it will not qualify as it still works occasionally but for 1000 and shipping we can refurbish
i have a hard time believing anything he says as story changes each time we speak yet unfortunately we probably do not have many other options

please advise if we should proceed with attached quote of 4,050 (note his original quote for same items 1 week earlier was 4,796) thank you

Begin forwarded message:

From: Terrence Rabsatt <[REDACTED] <mailto:[REDACTED]>>

Subject: Re: Invoice #2 from T's Computer Services

Date: August 31, 2015 at 1:25:17 PM EDT

To: Richard Kahn <[REDACTED]>

Cc: ann rodriquez <[REDACTED] <mailto:[REDACTED]>>

Not sure but we don't use b/g anymore. That is the same unit. If it's a issue I can have here redo it sir.

Regards,

Terrence Rabsatt
T's Computer Services
The Marthome Guys
"We put the Brains in your Home"
[REDACTED]

On Aug 31, 2015, at 1:18 PM, Richard Kahn <[REDACTED] <mailto:[REDACTED]>> wrote:

Terrence if we are purchasing repeater CPE and it reads as =02.11 a / b / g / n on original invoice why does your attached invoice =ead

Ruckus =731 802.11 a/n bridge (where is /b/g) or was that left off =eliberately

please advise
thank you

Richard Kahn
HBRK Associates Inc.

A large rectangular area of the document has been completely blacked out, indicating redacted content.

On Aug =1, 2015, at 1:09 PM, Terrence Rabsatt <[REDACTED]>=wrote:

Hi Rich,

Looking at the invoice you are choosing =he wrong item. The repeater cpe was \$3996.00 and I changed 2 of them =aking a pair into your main link. I had to upgrade the firmware and add =remium support to allow them to handle 100 megs directly from the =ragonwave radio at the tower to the gym. This allowed us to use the =ervice since we lowered the tower height and didn't have any fiber to =he tower.

I hope this clarifies everything. =es I am in business to make money but I am very fair, with my prices =nd labor.

Regards,

Terrence Rabsatt
T's Computer Services
The Smarthouse Guys
"We put the Brains in your =ome"
[REDACTED]

On =ug 31, 2015, at 12:46 PM, Richard Kahn <[REDACTED]> wrote:

please call me when you are free so we can review invoice =ogether

thank you

Richard Kahn
HBRK Associates Inc.

[REDACTED]

On Aug =1, 2015, at 12:43 PM, Terrence Rabsatt <[REDACTED]>=wrote:

Not so you paid more I got a =olume discount. I am ordering one unit now sir.

Regards,

Terrence Rabsatt
T's Computer Services
The Smarhome Guys
"We put the Brains in your =ome"
[REDACTED]

On =ug 31, 2015, at 12:35 PM, Richard Kahn <[REDACTED]> wrote:

it =ppears that we paid 2516 for this same unit on original purchase which =ncluded mounting hardware and H-POE supply

pricing on =our attached quote is 3250 + 350 or 3600
1084 =rice increase (43%) or am i misreading
please =dvide
thank you

Richard Kahn
HBRK Associates Inc.

[REDACTED]

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Begin forwarded =essage:

From: Terrence Rabsatt <[REDACTED]<mailto:[REDACTED]>>>

Subject: Lsj Service

Date: August 30, 2015 at 2:14:34 PM EDT

To: Richard Kahn <[REDACTED]>, Jermaine Ruan <[REDACTED]>, Jeanne Brennan <[REDACTED]>, =ecile deJongh <[REDACTED]> <mailto:[REDACTED]>>, Ann Rodriguez <[REDACTED]>

Emergency situation at LSJ, the gym link is going up and =own. I requested to change this from Monday, or at least order one and =un new cables. This is the main inlet for the internet into LSJ =ifi.

I'm trying my best to circumvent the =ssues but there's only so much I can do with s damaged radio. Please =dvide and I would have it fedex.

I sent out = revised invoice on the request of Leighton, which forwarded to Anna =nd I believe Rich has a copy.

Regards,

Terrence Rabsatt
T's Computer Services
The Smarhome Guys
"We put the Brains in your =ome"
[REDACTED]

Richard Kahn
HBRK Associates Inc.
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Begin forwarded message:

From: =/b>Terrence Rabsatt <[REDACTED]>

Subject: =/b>Invoice #2 from =s Computer Services

Date: =/b>August 29, 2015 at 1:16:55 PM =DT

To: =/b>Richard Kahn <[REDACTED]>, Ann Rodriguez

<[REDACTED]>

Hi,

Here's the revised =nvoice for the replacement radio on the gym on LSJ.

Thank you for your business.

Your Invoice is attached to this email.

<http://www.invoice2go.com/>

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