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**From:** Jermaine Ruan <[REDACTED]>  
**Sent:** Friday, July 17, 2015 12:35 AM  
**To:** Ann Rodriguez  
**Cc:** Rich Kahn; jeffrey E.  
**Subject:** Re: LSJ Phones

They have eliminated one possible factor and it is isolated to the network routing. I am trying to get an update on when they will have the issues resolved.

Jruan

Sent from my iPhone

> On Jul 16, 2015, at 8:08 PM, Ann Rodriguez <annrodriguez@yahoo.com>  
> wrote:=> So... What does that mean because our phones are still down?  
>  
> Ann R.  
>  
>> On Jul 16, 2015, at 8:04 PM, Jermaine Ruan <[REDACTED]> wrot=:  
>>  
>> Good night all  
>>  
>> The line crew verified no physical damage  
>>  
>> Jruan  
>>  
>> Sent from my iPhone  
>>  
>>> On Jul 16, 2015, at 6:23 PM, Ann Rodriguez <annrodriguez@yahoo.com> wrot=:  
>>>  
>>> Our Innovative route is down. Jermaine called Yvonne at Innovative after=he checked the Island and the Phone tower, Ms. Yvonne is still working on it and will call us back in a few.  
>>>  
>>> Phone lines on Island:  
>>> Jermaine came out and checked all the phone lines, He found no issues and no problems on our end.  
>>>  
>>> STT phone tower at Cabrita Point:  
>>> I sent Danny with Jermaine to check the lines and Power Box. They said everything looks great and everything is powered up.  
>>>  
>>>  
>>> Ann R.  
<?xml version=.0" encoding=TF-8"?>  
<!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN" "http://www.apple.com/DTDs/PropertyList-1.0.dtd">  
<plist version=.0">  
<dict>  
    <key>date-last-viewed</key>  
    <integer>0</integer>

```
<key>date-received</key>
<integer>1437093315</integer>
<key>flags</key>
<integer>8590195717</integer>
<key>gmail-label-ids</key>
<array>
    <integer>7</integer>
    <integer>27</integer>
</array>
<key>remote-id</key>
<string>526718</string>
</dict>
</plist>
```