

To: james ce [REDACTED]
Cc: [REDACTED]; Lesley Groff [REDACTED]
Richard Kahr [REDACTED] **Bella Klein** [REDACTED]
From: [REDACTED]
Sent: Mon 2/23/2015 2:14:15 PM
Subject: Re: TWC apt 10B

Hello James
I'm out of the city
Could you please fix it on wed ?
Thank you

Sent from my iPhone

On Feb 20, 2015, at 7:39 PM, james ce | personal genius [REDACTED] wrote:

[REDACTED], what is your availability tomorrow?



James Ce
your Personal Genius

☐ Certified Support Professional 10.6

On Feb 20, 2015, at 6:28 PM [REDACTED] wrote:

Please I need the Internet connection asap . Now I even can't reach
neither apt's signal . So I'm completely off .
Thank you

Sent from my iPhone

On Feb 20, 2015, at 12:01 PM [REDACTED]
[REDACTED] wrote:

The modem now is in [REDACTED] apartment.

Thanks

Merwin Dela Cruz
[REDACTED]

917-607-0626

On Feb 18, 2015, at 8:21 PM, james.ce | personal genius
[REDACTED] wrote:

So the good news is that I found the modem
from 10B, I've connected it and it is working
great (no need to buy a replacement).

The bad news is that the new modem for 10N is still at 71st Street, so I
couldn't hook up [REDACTED] internet tonight.

Merwin, could you please ask [REDACTED] to take the modem back to her
apartment tomorrow? I'll coordinate with
her based on her travel schedule a time for
me to install it.

Thanks!



James Ce
your Personal Genius



On Feb 10, 2015, at 10:12 AM,
bellaklein
[REDACTED] wrote:

it is very old and has to be exchanged.
Thank you,
Bella



On Feb 10, 2015, at
10:11 AM,
[REDACTED]

[REDACTED]
[REDACTED] wrote:

James

Why do we need to exchange the modem when we can
just put it back to
10N since that's
where it belongs?

Merwin Dela Cruz
[REDACTED]

On Feb 9, 2015, at 11:48 AM, bellaklein

[REDACTED]
[REDACTED] wrote:

Merwi
n,
Please
ask
Jojo to
replace
the box
by
Wed
and
have it
in a
safe
place,
as it
might
be
misplac
ed with
[REDACTED]
move.

Thank you,
Bella
[REDACTED]

On Feb 9, 2015, at 11:44 AM, Lesley Groff
[REDACTED] wrote:

Gregory hopes her apt will be finished by this
Wed.

On Feb 9, 2015, at 11:36 AM, bellaklein
[REDACTED] wrote:

[REDACTED] Merwin

Please help to find modem from 11B as
it is not efficient for James to visit 301
for 1 apartment only. Do we know
when [REDACTED] is moving back to 10n?
Thank you,
Bella

[REDACTED]

On Feb 9, 2015, at 11:11 AM,
james ce | personal genius
[REDACTED]
wrote:

The modem from 10N that is
currently in 10B is not working.
It's provisioned to the 10N
account and won't work
anywhere else.

[REDACTED] is using the signal from
11B.

I'd like to get the modem
exchanged and set up in 10N as
soon as we can since she won't be
able to use 11B when she's back
in 10N.

*Anyone else hungry for Alphabits
cereal now?*

James Ce
your Personal Genius

☐ Certified Support
Professional 10.6



On Feb 9, 2015, at 10:15 AM, bellaklein <[REDACTED]> wrote:

As i understand [REDACTED]
currently has access to
internet. I would not make
any changes before she
moves back in to 10N.
After she moves Jojo will
help exchange the old
modem from 10N (that is
currently in 10B) for the
new one at TWC office.
Hopefully [REDACTED] can find
modem from 10B, that was
installed in November
during the move. If we
have no success on finding
it, Jojo will need to
purchase new modem.
After will coordinate with
James to set up both
apartments.
Thank you,
Bella

On Feb 6, 2015, at
10:12 PM, james ce |
personal genius

[REDACTED]
[REDACTED] wrote:

Since [REDACTED] is going to move out of 10B and back into 10N sometime next week, I think we should hold off on buying a replacement modem for 10B quite yet — in may turn up in the move.

In the meantime, we should exchange the black Arris modem that is in currently unplugged in 10B for a modern modem.

The bill (with Account #, etc) for 10N is attached (the modem in 10B belongs to that account). Once the toxic work in 10N has completed, I'll set up the new modem in there so it's up and running for when Julia moves back.

<NES_TW_10N_48
06_123014_173.10_
123014.pdf>



James Ce
your Personal Geni

☐ Certified Support
Professional 10.6

On Feb 6,
2015, at 4:21
PM



> wrote:

Bella,
I will ask him
to purchase a
new modem.
Please provide
acct number.

Thanks

Merwin Dela
Cruz



On Feb 6,
2015, at 4:09
PM, bellaklein



wrote:

On Nov
3rd
technici
an from
TWC
installed
new
modem
in apt
10B.



please
confirm
with the

super
that
building
doesn't
have it.

To
order
new
modem
from
TWC is
\$150. If
we are
sure the
modem
walked
away i
would
ask
Merwin
to
purchas
e new
one -
will cost
less.

Apt
10N will
be
active
tomorro
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Merwin
, please
ask Jojo
to
exchang
e
modem
at TWC
office.
Please
update
when
we have
new

equipment and
James
will
assist to
install.
Thank
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Bella



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On Feb 4, 2015, at 12:50 PM, Lesley Groff <lesley.jee@gmail.com> wrote:

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