

From: "[REDACTED]" <[REDACTED]>
To: james ce | personal genius <[REDACTED]>
Cc: Lesley Groff <[REDACTED]>, Richard Kahn <[REDACTED]>, [REDACTED]
[REDACTED] <[REDACTED]>, Bella Klein <[REDACTED]>
Subject: Re: TWC apt [REDACTED]
Date: Fri, 20 Feb 2015 17:01:51 +0000

The modem now is in [REDACTED] apartment.

Thanks

Merwin Dela Cruz
[REDACTED]
[REDACTED]

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 [REDACTED], I've connected it and it is working great (no need to buy a replacement).

The bad news is that the new modem for [REDACTED] 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

Certified Support Professional 10.6

<http://personalgenius.us>

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

it is very old and has to be exchanged.

Thank you,
Bella

[REDACTED]
Tel: [REDACTED]

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

James

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

Merwin Dela Cruz

[REDACTED]
[REDACTED]

On Feb 9, 2015, at 11:48 AM, bellaklein <[REDACTED]> wrote:

Merwin,

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

Thank you,
Bella

[REDACTED]

Tel: [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 [REDACTED] as it is not efficient for James to visit 301 for 1 apartment only. Do we know when [REDACTED] is moving back to [REDACTED]?

Thank you,
Bella

[REDACTED]

Tel: [REDACTED]

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

The modem from [REDACTED] that is currently in [REDACTED] is not working. It's provisioned to the [REDACTED] account and won't work anywhere else.

[REDACTED] is using the signal from [REDACTED].

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

Anyone else hungry for Alphabits cereal now?



James Ce
your Personal Genius

Certified Support Professional 10.6

<http://personalgenius.us>

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 [REDACTED]. After she moves Jojo will help exchange the old modem from [REDACTED] (that is currently in [REDACTED]) for the new one at TWC office. Hopefully [REDACTED] can find modem from [REDACTED], 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

[REDACTED]
Tel: [REDACTED]

On Feb 6, 2015, at 10:12 PM, james ce | personal genius <[REDACTED]> wrote:

Since [REDACTED] is going to move out of [REDACTED] and back into [REDACTED] sometime next week, I think we should hold off on buying a replacement modem for [REDACTED] 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 [REDACTED] for a modern modem. The bill (with Account #, etc) for [REDACTED] is attached (the modem in [REDACTED] belongs to that account). Once the toxic work in [REDACTED] has completed, I'll set up the new modem in there so it's up and running for when [REDACTED] moves back.

<[REDACTED].pdf>



James Ce
your Personal Genius

Certified Support Professional 10.6

<http://personalgenius.us>

On Feb 6, 2015, at 4:21 PM, [REDACTED] <[REDACTED]> wrote:

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

Thanks

Merwin Dela Cruz
[REDACTED]
[REDACTED]

On Feb 6, 2015, at 4:09 PM, bellaklein <[REDACTED]> wrote:

On Nov 3rd technician from TWC installed new modem in apt [REDACTED]. [REDACTED], 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 worked away i would ask Merwin to purchase new one - will cost less. Apt [REDACTED] will be active tomorrow. Merwin, please ask Jojo to exchange modem at TWC office. Please update when we have new equipment and James will assist to install.

Thank you,
Bella

[REDACTED]
Tel: [REDACTED]

On Feb 6, 2015, at 11:44 AM, james ce | personal genius <[REDACTED]> wrote:

Wifi in 8A is working now. The TWC modem/wifi was replaced, there's no AirPort Basestations at all. I changed the network name and password on the wifi to 8A / bemyguest. It's connecting fast & furious now.

The modem for the TWC account in [REDACTED] is missing. [REDACTED] says it wasn't there when she was moved in -- the power supply for the old modem is on her windowsill. *Any idea who would know what happened to it?*

The modem & AirPort Extreme there are from [REDACTED] (I called TWC and confirmed). That account is on seasonal hold until tomorrow so that modem can't be used right now. [REDACTED] is using the signal for [REDACTED] so she's okay until she moves back into [REDACTED] next week.

The [REDACTED] modem is old and will likely be disabled by TWC soon after we reactivate it in [REDACTED]. **We should see if we can get them to send us the upgraded modem now**, so as soon as the work is done in the apartment I can install it and have it up and running before [REDACTED] moves back in.



James Ce
your Personal Genius

Certified Support Professional 10.6

[REDACTED]
<http://personalgenius.us>

On Feb 4, 2015, at 12:50 PM, Lesley Groff <[REDACTED]> wrote:

James you may meet up with [REDACTED] in 8A at 10am on Friday and from there go on to see [REDACTED] in [REDACTED] (I said it would be around 10:45am or so...but you can keep in touch with them) OK?

On Feb 4, 2015, at 12:32 PM, james ce | personal genius <[REDACTED]> wrote:

I have Friday available to check the internet in apartments 8A, [REDACTED] and [REDACTED]. Please let me know what times would work best and who will be available to give me access to the apartments.

Thanks,



James Ce
your Personal Genius

Certified Support Professional 10.6

<http://personalgenius.us>

On Feb 4, 2015, at 11:31 AM, bellaklein <[REDACTED]> wrote:

James,
[REDACTED] and [REDACTED] having problems with WIFI, see below details. I am not sure if internet connection is working as well. TWC info for 8A and [REDACTED] attached. Also if [REDACTED] is finished you can check wifi and internet connection too, but note that i suspended service in [REDACTED] for 1 month till February 8th. Please advise when you are available to help.

<NES TW 8a 4800 012515 129.47.pdf>
<[REDACTED].pdf>
<[REDACTED].pdf>

Thank you,
Bella

[REDACTED]
Tel: [REDACTED]

Begin forwarded message:

Subject: Re: 8A Wifi not working
From: Lesley Groff <[REDACTED]>
Date: February 4, 2015 at 11:08:50 AM EST
To: Bella Klein <[REDACTED]>

ok, so contact James and set it up when convenient...then we will let the girls know when to expect him

On Feb 4, 2015, at 11:07 AM, bellaklein <[REDACTED]> wrote:

I can call TWC to troubleshoot but need somebody in there to be present and follow instructions. I think James needs to look into. [REDACTED] also is having problems with wifi. She has her settings from apt [REDACTED] that is under renovation.

Thank you,
Bella

[REDACTED]
Tel: [REDACTED]

On Feb 4, 2015, at 11:01 AM, Lesley Groff <[REDACTED]> wrote:

HI Bella... [REDACTED] is staying in 8A..she says the wifi in 8A is not working...not sure if you want to get James there or if it is a time warner thing...