

From: bellaklein <[REDACTED]>
To: james ce | personal genius <[REDACTED]>
Cc: [REDACTED], Rich Kahn <[REDACTED]>, [REDACTED]
<[REDACTED]>, Merwin Dela cruz <[REDACTED]>
Subject: TWC apt 10B
Date: Fri, 06 Feb 2015 21:09:31 +0000

On Nov 3rd technician from TWC installed new modem in apt 10B. [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 walked away i would ask Merwin to purchase new one - will cost less. Apt 10N 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 10B 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 10N (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 11B so she's okay until she moves back into 10N next week.

The 10N modem is old and will likely be disabled by TWC soon after we reactivate it in 10N. **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, [REDACTED] > wrote:

James you may meet up with [REDACTED] in 8A at 10am on Friday and from there go on to see [REDACTED] in 10B (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, 10B and 10N. 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 10B attached. Also if 10n is finished you can check wifi and internet connection too, but note that i suspended service in 10n for 1 month till February 8th. Please advise when you are available to help.

<NES_TW_8a_4800_012515_129.47.pdf>

<NES_TW_10N_4806_123014_173.10_123014.pdf>

<NES_TW_10B_1562_152.31_120214.pdf>

Thank you,
Bella

[REDACTED]

Tel: [REDACTED]

Begin forwarded message:

Subject: Re: 8A Wifi not working

From: [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. [REDACTED] has her settings from apt

10n that is under renovation.

Thank you,
Bella

[REDACTED]

Tel: [REDACTED]

On Feb 4, 2015, at 11:01 AM, [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...