

Capizzi, David

From: Kendall, Christopher  
 Sent: Tuesday, June 16, 2009 2:52 PM  
 To: Capizzi, David  
 Subject: Kintetsu -- FW: KWE Chicago Terminal: AT&T Headaches  
 --- Original Message ---

From: GLENN, ROSS A (RUSTY), ATTOPS  
 To: Deni Palmer  
 Cc: mike park ; john gavras ; kat nanto ; octavio suero ; Komoda san  
 Sent: Friday, February 20, 2009 8:31 AM  
 Subject: RE: Kintetsu Accounts

Thank you Deni,  
 Per my voicemail earlier this week, please touch base with me to review.  
**Your World, Delivered- America's Most Admired Telecommunications Company**  
**Rusty Glenn**  
**AT&T Account Manager (Data/IP/Voice)**  
**704 696-0493 (Voice)**  
**281-664-3019 (E-Fax)**  
**[rossglenn@att.com](mailto:rossglenn@att.com)**

**Partner**  
**Chris Wengatz**  
**Business Solutions Manager**  
**631-424-3192**  
**[cwengatz@att.com](mailto:cwengatz@att.com)**

**QUOTE OF THE DAY - "An optimist will tell you the glass is half-full; the pessimist, half-empty; and the engineer will tell you the glass is twice the size it needs to be"**

From: Deni Palmer [<mailto:deni.palmer@am.kwe.com>]  
 Sent: Thursday, February 19, 2009 7:12 PM  
 To: GLENN, ROSS A (RUSTY), ATTOPS  
 Cc: mike park; john gavras; kat nanto; octavio suero; Komoda san  
 Subject: Re: Kintetsu Accounts

Hi Rusty,  
 We did some internal investigation and found out that all three accounts have been transferred to Xo Communications back in 2003.  
 Here are the work order numbers from 4/24/03 from XO to take over the service:  
 1. 630 299-0656 845  
 C1175664906 and C1175664907. The install date was 5/12/03.  
 2. 630 299-1495 991  
 C1175674635. The install date is 7/14/2003  
 3. 630 299-1496 991  
 C1175660920 and C1175660921. The install date is 05/12/2003  
 This information should prove that the numbers were ported over when XO took over service. AT&T should not have been billing KWE for services that were provided by XO.  
 AT&T owes refund to KWE for all three of the above listed accounts from 05/13/2003 till current, Feb of 2009.  
 Please advise when can we expect the refund!  
 Many Thanks and Best Regards,  
 Deni Palmer  
 Chicago Air Export Department  
 Kintetsu World Express (USA) Inc.  
 Tel: (630) 787-5100  
 Fax: (630) 787-5101  
 Email: [deni.palmer@am.kwe.com](mailto:deni.palmer@am.kwe.com)

----- Original Message -----  
 From: GLENN, ROSS A (RUSTY), ATTOPS  
 To: Deni Palmer  
 Sent: Monday, February 02, 2009 2:31 PM  
 Subject: RE: Kintetsu Accounts

Deni,  
 Just got a message back & my team has indicated that these circuits are not currently being used. They could not go back historically to verify but I did want you to know that they do not see activity on them at this time.  
**Your World, Delivered- America's Most Admired Telecommunications Company**  
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From: GLENN, ROSS A (RUSTY), ATTOPS  
 Sent: Friday, January 30, 2009 2:25 PM  
 To: Deni Palmer  
 Subject: RE: Kintetsu Accounts

Deni,  
 Here's the detail. Thanks again for all your patience. I'm checking into usage.  
 1) 630 299-1495 991 -102 T1 BNSVILBV WDDLILDQH00 (Ticket: HC555506)  
 (Alarm system maybe?)  
 2) 630 299-1496 991  
 Ded Fac ID: 101 T1 BNSVILBV WDDLILDQH00 (Ticket: HC555505)  
 Lines:  
 630 787-1592  
 630 787-1606  
 630 787-1673



9/9/2010

630 787-1701  
630 787-1764  
630 787-1847  
630 787-1856  
630 787-1859  
630 787-1860  
630 787-1862  
630 787-1863  
630 787-1871  
630 787-1875  
630 787-1878  
630 787-1897  
630 787-1981

3) 630 299-0656 845

PRI Facility Circuit: 101 T1ZF BNSVILBVDC0 WDDLILDQH00 (Ticket: HC555503)

630 787-5151  
630 787-5152  
630 787-5153  
630 787-5154  
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630 787-5156  
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630 787-5199  
630 787-5150  
630 787-6125

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From: Deni Palmer [mailto:deni.palmer@am.kwe.com]

Sent: Thursday, January 29, 2009 7:03 PM

To: ross.glen@att.com

Subject: Kintetsu Accounts

Hi Rusty,

Thank you so much for your kind attention to this matter.

I realize you were working on resolving this situation. Please give us an update.

Again the accounts in question are:

630 Z99-1495 991

630 Z99-1496 991

630 Z99-0656 845

Many Thanks and Best Regards,

Deni Palmer

Chicago Air Export Department

Kintetsu World Express (USA) Inc.

Tel: (630) 787-5100

Fax: (630) 787-5101

Email: deni.palmer@am.kwe.com

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Brett C. Campbell  
General Counsel  
Kintetsu World Express  
1505 LBJ Freeway  
Suite 405  
Dallas, TX 75234  
Tel: 214-775-1450  
Fax: 214-775-1499

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--  
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General Counsel  
Kintetsu World Express  
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