

Subject: NEED PHONE CALL ON WEDNESDAY MORNING, March 9
From: BDHI <contact@bdhi.us>
Date: 3/6/2022, 10:33 PM
To: "Stubbs, Jacob" <jacob.stubbs@verizonwireless.com>
CC: BKelley@thisiscsg.com, Melanie Dowler
<messages.5466279.11175422.df0b3c2de2@5466279.email.netsuite.com>

Good morning, Jacob:

In your last email to me, on Feb 14, you asked me to phone tech support for the speed issue. I responded to your email with several concerns OTHER than the speed, and got no further reply from you.

My #1 concern was the BILLING. We are still working on the other issues, but on Friday afternoon, we got our first bill. It is considerably HIGHER than we expected, and we can not decipher it. We need to speak with you to sort it out - charges do not seem to match what you told us. **PLEASE call ON WEDNESDAY MORNING, MARCH 9, after 9am, 570-637-4371.** I know you are not available evenings, and as I have previously told you, I work several jobs; Wednesday is the ONLY day this coming week that I can be at home for a call.

Meanwhile, I am trying to organize the piles of notes since this began, to have a reasonable chronology to refer to. Speed continues to be a problem, but after a temporary fix on February 23rd, I have not been able to call for further tech help during regular hours because of my other jobs. (I was supposed to get a call BACK from someone on that date, but did not.) A replacement ARRIS was ordered and delivered, but without further conversation with tech, I am uncertain of our next step. I'll try to reach them again after we talk on Wednesday (so **PLEASE call in the morning, leaving me TIME to also call them on Wednesday.**)

Thank you,

Laura H Hewitt

PS - I have also finally received the below "Welcome" email from CSG - curiously LONG after purchasing and already setting up the ARRIS and phone. I DO still have questions about some of the phone functions, but have not yet contacted Melanie back, since the email notes we DO have 90 days of free report. (MUCH better than what Latoya told us.)

On 2/15/2022 8:18 PM, Melanie Dowler wrote Re: BLACK DIAMOND HOME INSPECTION LLC Arris Router Set-up Guide from Connected Solutions Group, LLC.

BLACK DIAMOND HOME INSPECTION LLC,

Welcome, and Congratulations on the purchase of your new Arris Router. We here at Connected Solutions Group have partnered with Verizon Wireless to offer you **FREE** support on your device for the first 90 days after your purchase. Attached you will find a "Quick Set-up Guide" to help you with your

hardware installation and set-up. The support technicians here at CSG are also here to assist you with any troubleshooting needs or any questions you may have about your setup and installation.

[Arris Set-Up Guide](#)

Please don't hesitate to reach out to us via our 24-hour Support Hotline at (804)238-6111 or you can email us at support@thisiscsg.com.

We're excited to have you!