

Message

From: Kahn, Carl [REDACTED]@fema.dhs.gov]
Sent: 9/25/2016 10:21:19 PM
To: Neal, John [REDACTED]@CBIFederalServices.com]
CC: Means, Mike [REDACTED]@CBIFederalServices.com]; Mitchell, John - (CBI) [REDACTED]@cbi.com]; Dulin, Thomas [REDACTED]@CBIFederalServices.com]; Ford, Robert A [REDACTED]@fema.dhs.gov]; Endicott, Howard [REDACTED]@fema.dhs.gov]; Jones, Robert [REDACTED]@fema.dhs.gov]; DeBlasio, Stephen [REDACTED]@fema.dhs.gov]; Glaze, Johnny [REDACTED]@fema.dhs.gov]; Treadaway, James [REDACTED]@fema.dhs.gov]
Subject: RE: Maintenance Call Center Not Working Properly

Yes, it worked for a couple of us here, but for two of us and for those applicants they got cut off.

The CC admitted that ATT has an issue, and the lady could not hear me on her end for a sentence or two, so it is intermittent.

Thank you.

Carl Kahn

Acquisitions Quality Assurance Specialist
Disaster Acquisition Response Team (DART)
Expeditionary Force Section
DHS-FEMA-MSB-OCPO-AOD-EB
Desk: [REDACTED]
Cell: [REDACTED]
Email: [REDACTED]@fema.dhs.gov

From: Neal, John [REDACTED]@CBIFederalServices.com]
Sent: Sunday, September 25, 2016 5:20 PM
To: Kahn, Carl [REDACTED]@fema.dhs.gov>
Cc: Means, Mike [REDACTED]@CBIFederalServices.com>; Mitchell, John - (CBI) [REDACTED]@cbi.com>; Dulin, Thomas [REDACTED]@CBIFederalServices.com>; Ford, Robert A [REDACTED]@fema.dhs.gov>; Endicott, Howard [REDACTED]@fema.dhs.gov>; Jones, Robert [REDACTED]@fema.dhs.gov>; DeBlasio, Stephen [REDACTED]@fema.dhs.gov>; Glaze, Johnny [REDACTED]@fema.dhs.gov>; Treadaway, James [REDACTED]@fema.dhs.gov>
Subject: Re: Maintenance Call Center Not Working Properly

I just got through and talked to them.

Kevin

John Kevin Neal

Sr. Project Manager
CB&I Federal Services
Engineering & Construction
Cell [REDACTED]

[REDACTED]@cbifederalservices.com

On Sep 25, 2016, at 5:15 PM, Kahn, Carl [REDACTED]@fema.dhs.gov> wrote:

Kevin,

Please be aware our applicants have attempted to call the maintenance hotline (888-414-1989), and have been cut off repeatedly.

FEMA called to test it, and was also cut off.

The call center said it is an ATT issue, and notify us when this is working properly.

Please get this corrected.

Thank you.

Carl Kahn

Acquisitions Quality Assurance Specialist
Disaster Acquisition Response Team (DART)
Expeditionary Force Section

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Desk: [REDACTED]

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