

From: jim@soundconceptsllc.com
Sent: Thursday, July 23, 2020 8:54 AM
To: 'dbmayo7696@aol.com'
Subject: Your internet service

Dan, I know this is not in our purvey under this contract with you but I wanted to be a bit proactive regarding your internet service.

Obviously I do not know what is actually going on with you relationship with Spectrum but here is what I found in your back room;

1. There is a modem (A) that is currently operating properly. This I know is operating properly
 - a. There is a WiFi (A) attached to it that is working
 - b. We have connected to that WiFi for the streaming system
2. There is a modem (B) that is currently powered on. I do not know if this is active as I didn't test it.
 - a. There is a WiFi (B) attached to it.
 - b. There is also a WiFi (white) (C) connected to the above WiFi or modem, don't remember which.
3. There is also a phone modem (D) powered on and connected to the cable system. Untested
 - a. There is nothing attached to it.

Suggestions:

1. Call Spectrum and make sure that you are only getting billed for the one service on modem A.
2. Make sure that you are only getting billed for one WiFi service attached to modem A.
3. Power down the phone modem & return to Spectrum.
4. Power down modem B and return to Spectrum. I assume the black WiFi attached to modem B is a Spectrum owned device also.
5. Power down all other WiFi units other than the one attached to modem A.
 - a. Note that when there are WiFi transmitters that close together there will be radio interference causing delays in the data transmission. Only one WiFi unit should be in a single location unless the system is designed for multiple internet connections or is designed specifically to share the frequency spectrum with other WiFi devices.

If you have any questions I will be glad to attempt to answer them.

Jim Murphy
513-703-0147

Providing high quality Sound, Video, Projection, Streaming, Computer Networks/WiFi, Acoustic Control, Theatrical/Architectural Lighting, Surveillance and Integrated Systems Control

Sound Concepts LLC
www.soundconceptsllc.com



From: dbmayo7696@aol.com <dbmayo7696@aol.com>
Sent: Wednesday, July 22, 2020 5:24 PM

To: jim@soundconceptslc.com

Subject: Re: Invoice 14630

Thank you Jim. We will get a check in tomorrow's mail... We appreciate all your great work.. Dan

-----Original Message-----

To: Rev Dan Mayo <dbmayo7696@aol.com>

Sent: Wed, Jul 22, 2020 5:11 pm

Subject: Invoice 14630

Dan, here is the final invoice. Thanks.

Jim Murphy
513-703-0147

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