fyi

Jaime Hernandez  
Vice President of Information Technology  
Phone: (323) 954-9957  


---------- Forwarded message ---------  
From: **Jaime Hernandez** <[jhernandez@brightstarschools.org](mailto:jhernandez@brightstarschools.org)>  
Date: Thu, Jul 20, 2017 at 9:21 AM  
Subject: Fwd: Bright Star 486/SPI  
To: Frew, Maria C <[Maria.Frew@charter.com](mailto:Maria.Frew@charter.com)>

Maria,

Can we start applying the discount to our bills?

Thank you,



Jaime Hernandez  
Information Technology Director  
Phone: (323) 954-9957

---------- Forwarded message ----------  
From: **Dawn Palermo** <[dawn.palermo@getfunded.net](mailto:dawn.palermo@getfunded.net)>  
Date: Wed, Jul 19, 2017 at 11:11 AM  
Subject: Bright Star 486/SPI  
To: "Jaime Hernandez ([jhernandez@brightstarschools.org](mailto:jhernandez@brightstarschools.org))" <[jhernandez@brightstarschools.org](mailto:jhernandez@brightstarschools.org)>

Good Morning Jaime,

I was on vacation for two weeks, so I apologize for the delayed response. Attached is the latest DRT for Bright Star Schools. Jive was able to start SPI, however I do not see that Time Warner or AT&T completed that. Part of the problem is that USAC had a customer service case#183908 open, because the EPC showed the 486 was in review. USAC completed a system fix and the case was closed on July 7, 2017.

Dawn Palermo

Account Manager

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