

Message

From: Neal, John [REDACTED]@CBIFederalServices.com]
Sent: 10/11/2016 8:17:07 PM
To: Chris Hines [REDACTED]@timberlineconstructiongrp.com]
CC: Dulin, Thomas [REDACTED]@CBIFederalServices.com]; Means, Mike [REDACTED]@CBIFederalServices.com]; Mitchell, John - (CBI) [REDACTED]@cbi.com]
Subject: Re: [REDACTED]

We don't have an 800 number that's the issue. The requirements are after first trailer is installed we need an 800 number for maintenance. We got to have this number active today. We're getting hammered bad on this. Please do what you can.

Kevin

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

[REDACTED]@cbifederalservices.com

On Oct 11, 2016, at 2:35 PM, Chris Hines [REDACTED]@timberlineconstructiongrp.com> wrote:

Yes we have people and process in place to address calls if received. You can forward your 800 number to my cell phone if needed or send info if calls are received. We have techs that can address any problems and will have the 800 number by this afternoon or in the morning at the latest.

We need occupant contact info, it was not on the spreadsheet i was provided.

Neal, John

October 11, 2016 at 1:25 PM

Wow that is a big problem. We have got to have an 800 number going now. Do you have a process set up to respond when called? I am getting killed by FEMA because we are not answering/responding to calls. We need this fixed now.

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

[REDACTED]@cbifederalservices.com

On Oct 11, 2016, at 1:19 PM, Chris Hines [REDACTED]@timberlineconstructiongrp.com> wrote:

I'm process of getting it set up. We have an account with a service and they are getting it reactivated.

You can use my cell phone number if needed. They tell me our official & long term 800 number set up by COB today.

Neal, John

October 11, 2016 at 1:12 PM

Chris I think we have a big problem with the maintenance hotline #. Please send us your # ASAP.

[REDACTED]

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

[REDACTED]@cbifederalservices.com

On Oct 11, 2016, at 12:24 PM, Chris Hines [REDACTED]@timberlineconstructiongrp.com> wrote:

Everything is going well, hope to have it all done by COB today. B/L/T/S should be completed. Plumbing in progress. Electrical permit has been pulled and pole will be installed shortly. Will get update on steps and advise ASAP. Our goal is to have them in the unit tonight.