



Site Name		Ticket	637141
Site Contact		Scheduled Date/Time	9/2/2021 9:00:00 AM
Site Address	4500 N POINT CIR	OSBT Contact	Jaron Bowens
Site Address		Work Order Sent	August 27, 2021 08:09 AM
City	ALPHARETTA	Site Phone:	7813625522
State, Zip	Georgia	30022-3003	Please confirm scheduled date and time within 24 hours of receipt.

OSBT Ticket #: 637141

OSBT Customer: Windstream Pro Services - AMC

Customer Reference # 7628829

Technician MUST call the OSBT Call Center @ (713) 895-1799 Upon Arrival, and Completion. If you are going to be late to this service call for any reason, you must call the OSBT Call Center to notify prior to the scheduled arrival time. Failure to abide by this instruction will result in a deduction from pay awarded for this service call.

OSBT is now using an automated confirmations system (ACS) to confirm your service appointments 24-48 hours in advance. Please save as a contact and answer calls from (256) 827-8918 to confirm your events and avoid duplicate phone calls.

By accepting this work order as a contractor of OneSource Building Technologies you are agreeing to the following list of assumptions. Your failure to comply with these items may result in reduction in payment or non-payment.

- You will arrive on site on the correct date and time specified above.
- You will be qualified to complete the work described in the scope of work below
- You will all of the tools listed on this work order to complete the scope of work.
- You will submit all collateral required for this service within 24 hours
- After completion of this service call you will receive a billing receipt that you may approve for payment.

Scope of Work:

Standard business hours are 8am to 6pm local time.

Check in/out with OSBT call center 713-895-1794 or (888) 787-8324 (toll free)

****BEFORE AND AFTER PHOTOS OF INSTALL REQUIRED****

ADTRAN/CISCO CONSOLE CABLES ARE MANDATORY FOR THE TECH TO HAVE.

UNSUCCESSFUL SITES DUE TO TECH NOT BEING PREPARED WILL RESULT IN NON-PAYMENT.

Those without the Adtran/Cisco console cable can still console in using a male or female DB-9 connector (tech needs to have both) and the Cisco console cable.

CALL CENTER WILL TRANSFER TECH TO SCHEDULED BRIDGE

****Any work asked to be performed which is out of scope is to be reported to the OSBT project coordinator immediately. This includes, but is not limited to: Wiring greater than 200 feet, extensions between two separate buildings, work on a ceiling with a height greater than 12 feet. Please see your specific work order or contact the project coordinator for any work that you question being in scope. Failure to advise of out of scope work can result in deduction of pay.****

**** Equipment shipped to the tech for the purpose of completing a dispatch must be shipped back within 24 hours of the tech leaving site. (Example PRI TESTER). If for any reason you are not able to ship the equipment back within the time allotted, contact the project coordinator immediately. Failure to do so can result in nonpayment.****

1. If there are any issues causing delays please report them immediately to OneSource by calling the callcenter at 888-787-8324
2. Note that any out of scope work MUST be approved beforehand by a OneSource Project Coordinator. If the out of scope work is not preapproved it may be non-billable.
3. Do not rent or purchase any material or equipment without approval from a OneSource Project Coordinator. Doing so without approval may result in denial of reimbursement for costs incurred.

A. note that the onsite customer and customer phone support are not authorized to give approval, the approval MUST come from OneSource.

4. You must follow the scope and timeline for this work. If anything falls outside of the quoted cost or the expected timeframe onsite it MUST be escalated immediately to OneSource for approval.

5. If there are any safety concerns please escalate immediately to OneSource before proceeding.

SCOPE OF WORK:

***** INSTALL NOTES FOR ACTIVATIONS SCOPE OF WORK *****

CUSTOMER IS CURRENTLY INSTALLED ON WIRELESS BACK UP AND SD WAN SERVICES.

THIS DISPATCH IS TO REPLACE THE CUSTOMER'S WIRELESS BACK UP SERVICE WITH CABLE ACCESS

WILL BE REMOVING THE EXISTING CISCO 819 AND REPLACING WITH CABLE ACCESS ON SFP 2 IN VELO FIELD TECH TO EXTEND THE CABLE ACCESS IF NEEDED FROM THE DEMARC TO THE MDF.

PLEASE USE AMC HOSTED VOICE CONVERSION MOP FOR SPECIFIC INSTRUCTIONS TO COMPLETE THE SCOPE OF WORK FOR THIS INSTALL

FIELD TECH TO BE ON SITE TO CALL INTO ACTIVATIONS TO COMPLETE THE CABLE BACK UP INSTALL AND TEST/ACTIVATE WITH ACTIVATIONS AND AMC NOC.

Technician must introduce himself as a representative of EarthLink Business to end users on site.

*****VERY IMPORTANT*****

IT IS IMPERATIVE THAT YOU MAINTAIN THE HIGHEST LEVEL OF PROFESSIONALISM AND PATIENCE WHILE WORKING WITH EARTHLINK AND THE END USERS. IF THERE ARE ANY ISSUES ONSITE WITH THE CUSTOMER STOP AND ESCALATE TO YOUR OSBT PC IMMEDIATELY.

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Technician must introduce himself as a representative of Windstream Business to end users on site.

*****VERY IMPORTANT*****

IT IS IMPERATIVE THAT YOU MAINTAIN THE HIGHEST LEVEL OF PROFESSIONALISM AND PATIENCE WHILE WORKING WITH WINDSTREAM AND THE END USERS.

IF THERE ARE ANY ISSUES ONSITE WITH THE CUSTOMER STOP AND ESCALATE TO YOUR OSBT PC IMMEDIATELY.

Standard business hours are 8am to 5pm local time.

Escalation path:

(713) 895-1794 for OSBT Call Center (must call to check in/out on all orders)

(866) 333-3475 for OSBT Call Center (toll free)

MATERIAL LIST:

- Cat5 Cable (min 300 ft)
- Small Parts - RJ-45 Couplers and Connectors, RJ-11 Connectors, Mounting Equipment (Rack Nuts and Screws), Biscuit Jacks
- 8' Ladder
- Hand tools – Pliers, Multi-Tool, Flashlight, Power drill, LONG drill bits, masonry bits, A general-purpose drill bit set, and a hole-saw, Crimpers, Punch down Tool, Wire Strippers, Screwdrivers (Phillips and Flathead), Tape Measure, Sheetrock Saw, Utility Knife, Torx (Star-shaped) Bits. Fish Tape and/or Glow Rods, LED Headlight.
- Cleaning tools - Compressed air can, Velcro, Tie-Wraps, Magnets, Small Broom or Vacuum
- Diagnostic tools – Multimeter, Loop back plug.
- Buttset
- Toner and Wand

TOOL LIST:

- Laptop with Windows 7 or Later Operating System
- Microsoft Office
- TeamViewer 14
- Cisco / ADTRAN Console Cable (USB to DB9)
- Mobile Hotspot
- Modular Adapters
- Spare Power strip
- Digital Camera /High end Smartphone
- Label Maker

Collateral Requirement:

- Before and after install photos – Including images of installed/tested devices
- Testing results
- Speed Test (If applicable)
- Signed OSBT work order (Service Acknowledgement Disclaimer page) and
- OSBT sign off – with MOD signature

All collateral must be submitted within 24 hours of completing the service call.

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The following must be completed and email to collateral@osbt.com before leaving site.
All additional collateral must be submitted to collateral@osbt.com

Technician Name:	Michael Brooks	Travel Time:		Arrival Time:	
Technician Phone:	(770) 841-5843	Miles Driven:		Departure Time:	

Please describe work completed onsite:

***For Emergencies please contact the
OSBT Safety Team at:
713-895-1799***

Technician Signature:

Customer Name:	Customer Signature:	Date:
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Stop Work Clause:

- If, while onsite, it is requested that you do anything outside of the original scope, contact your coordinator immediately or risk not being compensated for the job. All direction must come from OSBT, unless explicitly stated in the work order.
 - If you are unreachable during the reconfirmation window causing OSBT to exhaust time and resources to recover and/or reschedule a service ticket, the ticket is non-payable.
 - If you did not speak with anyone at OSBT, and were NOT asked to proceed to site, you may not show up and expect to complete the work or be paid.

Fit for Duty/Fatigue Management Policy:

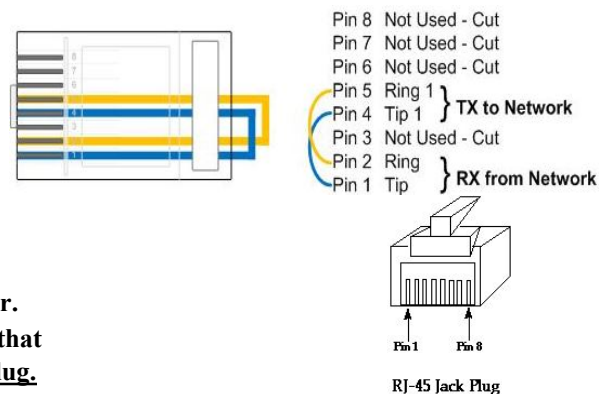
- Any employee (or contractor) working 8+ hours should be allotted a 1-hour lunch break – this is not required and can be used at your discretion with proper communication with your PC/PM.
- Per OSBT's Fit for Duty SP-035-02:
 - Fatigue management is always a requirement whenever working on client sites. Worker fatigue can be a factor in incidents or risk to personnel. Therefore, we must ensure that:
 - Contractors report to work rested to prevent fatigue during a planned work schedule for that day.
 - Work shall be planned such that no one is scheduled to work for more than 14 continuous hours, including breaks and meal times (two consecutive shifts), and travel to/from the site.
 - As soon a subcontractor recognizes that they may exceed 14 continuous hours of work, you must request an extension from your assigned PC or PM.
 - OSBT and its subcontractors monitor activities, pay close attention to critical tasks and behavior to determine if an employee/subcontractor should be removed from the work site to obtain rest, or should be given a rest period upon arriving at the work site before beginning work.

Incident Reporting | Proper Protocol Reminder:

- Please do not forget that any incident resulting in injury, illness, and/or damage to OSBT, equipment vendor or customer tools/equipment while in the office or on a customer site, must be reported. This is especially true for any incident where medical treatment is required. By law, we are required to complete and file incident reports for these instances.
- If you experience any of the above while onsite, please complete the [OSBT Incident Reporting Form](#) and immediately engage your assigned PC/PM.

T1 Loopback Plug:

- Materials
 - Unused RJ45 male mod plug
 - Two strands (one pair) of category 5 wire (approximately two inches in length)
 - RJ45 crimp tool
- Method
 - Insert one end of wire 1 into Pin 1 of the RJ45 connector.
 - Note: To ensure a good connection, make sure that each wire goes all the way into the end of the plug.
 - Refer to drawing on the left for RJ45 pin layout.
 - Insert the other end of wire 1 into Pin 4 of the RJ45 connector.
 - Insert one end of wire 2 into Pin 2 of the RJ45 connector.
 - Insert the other end of wire 2 into Pin 5 of the RJ45 connector.
 - Crimp the connector.



Firearms Policy:

- OSBT prohibits the possession of ANY weapons, whether open carry or concealed, while on customer premises. This includes firearms, location-restricted knives (box-cutters are allowed), clubs, and other weapons, regardless of whether a license is held.

COVID-19 Safety Measures:

- OSBT partners are required to follow any local guidelines regarding safety precautions.
- All OSBT partners (contractors, subcontractors, helpers, company employees, etc.) must confirm that you will be prepared with PPE (Personal Protective Equipment) supplies and wear the required PPE (if required by customer), for the entire time on site. PPE is defined as (Face mask to cover mouth and nose as well as latex or vinyl gloves).
- Please ensure to cover your noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available)
- Please wash your hands with soap and water as frequently as possible / reasonable.
- Use Purell and other alcohol-based hand sanitizers and/or wipes as a substitute
- Make use of disinfectant wipes on tools, electronics, cell phones and steering wheels.
- Some customer sites may require, upon arrival, temperature checks to verify a temperature of 100.4 or lower.
- Practice SOCIAL DISTANCING while on-site:
 - Refrain from shaking hands or touching others, greet verbally, with a wave, head nod, or some other appropriate professional gesture
 - Be mindful of physical space – attempt to maintain at least 6 feet away from others
- TRAVEL GUIDELINES
When traveling, all field technicians will follow these guidelines to help ensure that they do not come contract COVID-19 while on the way to, or returning from work locations:
 - All field technicians are encouraged to a face cloth mask while in airports, hotel lobbies, or Uber/public transportation
 - All field technicians are required to wash hands or apply hand sanitizer when entering new public transit spaces
 - Field Technicians, when possible, will maintain social distance a minimum of 6ft
 - Field Technicians are encouraged to stay in their own hotel rooms or at least keep 6ft away from each other if, not possible

Sincerely,
OSBT Management