

**TO: CVS Store Manager**

**FROM: CVS Store Support Center**

**RE: CVS Broadband Communications**

**DATE: May 7th 1, 2021**

The purpose of the technician visit is to test the installed broadband connection prior to the store being converted from T1 to the broadband circuit. Please accept this memo along with the technician's state driver's license as temporary CVS identification. This authorization is valid from May 1<sup>th</sup> 2021 through October 29<sup>th</sup>, 2021.

- The vendor technician will need access to the following areas:
  - Back room/Telco room (where all phone lines come into the building)
  - Rack Location - short rack in manager's office or 7-foot rack in stock room.

The technician will be connecting the broadband communication device to the CVS router and working with the CVS Rollout Center to test connectivity.

If you have any questions regarding the person's identity or the work that he/she will be performing, please call the CVS Retail Support Center at 1-866-528-7272. The technician will provide you an HPSM ticket number to reference. If the technician does not have the HPSM ticket number, the Support Center will still need to be called so further investigation can take place.

Or

Contact Victor de Jesus at 401-770-6723 or Tim Trafford at 401-770-6719

Thank you,  
Rodney Steel  
Sr. Manager Store Technical Services  
CVS Rollout Operations Center

### CVS Broadband Pilot Manual

1. Tech will need to log in with NET at 608-827-2270. Be ready with your Site ID and WOID.
2. Introduce yourself to the Manager on duty. Let them know you are there to connect the Broadband modem - provide LOA and IM ticket number if they need to verify the visit.
3. Ask the manager for the package containing a bright pink patch cord (most likely not delivered as they stopped sending patch cables. Will need to use own). If they cannot locate the package, notify the ROC upon login. (You may need to use your own patch cord if the pink one cannot be located)
4. Login with CVS ROC at 888-401-4601 or 700-600-4601 (from a store phone is possible). Provide the site number, your name and cell number.
5. Ask Manager on duty for access to the data rack (either in manager's office or back stockroom). If it is a 7ft cabinet you may need to get a key from the manager. (This is stored in a pill bottle in the managers safe).
6. Look for the Broadband Modem (modem model will vary, although it will likely be the predominant carrier in your area).



7. **IMPORTANT-** If the modem is installed in Managers Office at data rack, Modem MUST be connected to the UPS battery backup connection. If the modem is installed at the demarc this will not apply. If no available ports on UPS, tech can plug into next available power source. If this is a Target site, UPS will be at UPS rack at the CVS Rx rack. This information will be reported to NET at log out. Take photo of modem power connection to UPS



**CVS Rx Rack at Targets- UPS located on back of rack and ports can be accessed from the sides**

**Back of Rack**

(Houses the 48 port patch panel, UPS Units and RX Treadnet Switch)



8. Plug your patch cord into the Ethernet port on the Broadband Modem. (note: actual patch cord should be pink if provided- otherwise any color is acceptable if you use your own)



(NOTE – If you have a 7ft cabinet site, check to see if the coax is long enough to place the Broadband Modem inside the cabinet. If the Modem is in the manager office or other location, be sure that it is in a safe location that cannot be accidentally bumped offline).

9. Plug the other end of your patch cable into the GE 0/2 port on the Cisco 2911 Router. Hopefully you will get a link light.



10. The modem must be power cycled at this point (tip: It will take about 5 minutes to for the modem to fully connect to the network so please complete steps 10-12 before calling the ROC).
11. Label both the modem patch cord cable (Pink) "CVS Broadband Cable" and Modem Power Cord: "Modem Power". Labels should be affixed to the cables approximately 12-inches from the Modem side (handwritten label ok).
12. Take 4 required photos:
  - a. Close-up of front of modem (showing entire unit, with indicator lights)
  - b. Close-up of back of modem (showing entire unit, with patch cord connected and showing LABELS)
  - c. Close-up of G0/2 on the Cisco 2911 Router (with patch cord connected)
  - d. Wide view of equipment rack.
13. Send photos to ROC20@cvscaremark.com (store # MUST be in subject line).
14. Call ROC for testing. ROC should provide a release code after testing complete (or ask why if they cannot).
15. Send photos to [DSS@nettechnology.com](mailto:DSS@nettechnology.com) with the [WOID] in brackets in the subject line.
16. Call NET to logout at 608-827-2270. Provide the ROC code.