

SR16700526

##EE731A943##



ShopperTrak
170 Chastain Meadows Ct
Kennesaw, GA 30144

CTN3101649

Service Request

SR16700526

Rev 0

ShopperTrak Helpdesk #: 800-493-0016**SR Type: Site Survey (US)**

Dispatch Type: (SS)

Reference Number: S80186115

End User Reference: 3SRI

Date: 06/08/2021 Window: 10:00 to 12:00 EDT Expected Duration: 132 PO#: T01370429

Site Contact: MOD Phone: 631-724-1240 Alt. Phone:

Company: T-Mobile - LI Central Islip - Address: 318 Smith Haven Mall STE 208

City: Lake Grove State: NY Zip: 11755

TAC: 404.536.4721 (AT&T) | 678.332.8358 (Verizon) | 678.460.2530 (Other)

SR DETAILS**ShopperTrak Ticket Requester:** Emily**ShopperTrak Rep Phone Number:** Unknown**DESCRIPTION OF WORK**

Site Survey (US): Call TAC for Details

SR CHECKLIST

1. Call Genesis +1.800.493.0016 to log onsite
2. Refer to the attached install guide for specific installation instructions.
3. Verify all installation areas are clean and that you properly dispose of all trash.
4. Please submit all deliverables
5. Leave site.
6. Submit all Post Visit Completion (PVC) tasks within 24 hours of logging off site.

To be completed by the Field Engineer (FE): 35357

Call Result: <input type="checkbox"/> Successful <input type="checkbox"/> Incomplete	Incomplete Reason:	Installed Equipment: Make/ModelSerial Number <table border="1"><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr></table>																				
Materials Used: DescriptionQty <table border="1"><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr></table>													Required for all calls: Time at Log-on: ____:____ EDT Time at Log-off: ____:____ EDT Customer Helldesk Rep. Name: _____ Customer Call Closure Code: _____ Onepath TAC Rep. Name: _____ Onepath TAC Closure Code: _____	RMA Equipment: Make/ModelSerial Number <table border="1"><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr></table>								
FE Initials	End-User Name (Please Print)Title	End-User SignatureDate																				

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Description: This is a site survey for ShopperTrak to complete a survey form for orbit placement and cabling to the device. Call Genesis with any questions.

Required Tools: Standard Telco + 10ft ladder

Required Materials: Standard Telco

Required Skills: Network and Cabling

RMA Handling: For unused or defective ShopperTrak provided gear: If there was a return label provided with the equipment, DISCARD IT. All returns will follow the call tag process. Record the make/model/serial of any unused or defective equipment on the Equipment Return Form and package the device(s) in the box the new gear came in. Seal the box so it is ready for shipment and ask the MOD to keep in a safe place. Advise the MOD that FedEx will be onsite in 1-5 business days with their own return label - all the MOD has to do is hand FedEx the box. Ask the MOD sign the equipment return form, acknowledging receipt of the return gear and their understanding of the return process. Upload a photo of the signed equipment return form to myESP.

FE Overage Threshold: 1 hour

Description: Site survey.

Orbit Type & Connectivity: Orbit 8 - IP

Store Open: Y

Date Requested: 6/2 to 6/4

Time Requested: 00:00 AM/PM

Notes: Need all additional costs returned for review. Please confirm with store manager 631-724-1240 Yeliz Cayan

Yeliz.Cayan@T-Mobile.com

Equipment:



March 11, 2021

Re: COVID 19 - City/County/State/Federal Orders

To whom it may concern:

Please be informed that the bearer of this letter is subcontracted by Genesis Networks, a communications and information technology company providing essential critical infrastructure as outlined by the Cybersecurity and Infrastructure Security Agency (CISA); an agency operating under the Department of Homeland Security.

Under CISA guidelines, these workers must be able to travel to and gain access to infrastructure facilities and offices during curfews and restricted travel periods. CISA identifies the following list as essential to continued critical infrastructure:

Communications:

- Maintenance of communications infrastructure- including privately owned and maintained communication systems- supported by technicians, operators, call-centers, wireline and wireless providers, cable service providers, satellite operations, undersea cable landing stations, Internet Exchange Points, and manufacturers and distributors of communications equipment
- Workers who support radio, television, and media service, including, but not limited to front line news reporters, studio, and technicians for newsgathering and reporting
- Workers at Independent System Operators and Regional Transmission Organizations, and Network Operations staff, engineers and/or technicians to manage the network or operate facilities
- Engineers, technicians and associated personnel responsible for infrastructure construction and restoration, including contractors for construction and engineering of fiber optic cables
- Installation, maintenance and repair technicians that establish, support or repair service as needed
- Central office personnel to maintain and operate central office, data centers, and other network office facilities
- Customer service and support staff, including managed and professional services as well as remote providers of support to transitioning employees to set up and maintain home offices, who interface with customers to manage or support service environments and security issues, including payroll, billing, fraud, and troubleshooting
- Dispatchers involved with service repair and restoration



Information Technology:

- Workers who support command centers, including, but not limited to Network Operations Command Center, Broadcast Operations Control Center and Security Operations Command Center
- Data center operators, including system administrators, HVAC & electrical engineers, security personnel, IT managers, data transfer solutions engineers, software and hardware engineers, and database administrators
- Client service centers, field engineers, and other technicians supporting critical infrastructure, as well as manufacturers and supply chain vendors that provide hardware and software, and information technology equipment (to include microelectronics and semiconductors) for critical infrastructure
- Workers responding to cyber incidents involving critical infrastructure, including medical facilities, SLTT governments and federal facilities, energy and utilities, and banks and financial institutions, and other critical infrastructure categories and personnel
- Workers supporting the provision of essential global, national and local infrastructure for computing services (incl. cloud computing services), business infrastructure, web-based services, and critical manufacturing
- Workers supporting communications systems and information technology used by law enforcement, public safety, medical, energy and other critical industries
- Support required for continuity of services, including janitorial/cleaning personnel

All persons performing critical operations have been instructed to comply with hygiene and social distancing requirements as established by the Centers for Disease Control and Prevention.

Please do not hesitate to contact me should you have any questions regarding this letter or our operations.

Sincerely,

A handwritten signature in black ink, appearing to read "Bryan Hann", written over a light blue horizontal line.

Bryan Hann

Area Vice President – Deployed Services, Genesis Networks





Cybersecurity & Infrastructure
Security Agency
Washington, DC 20528

May 27, 2020

To Whom It May Concern:

The U.S. Department of Homeland Security (DHS) Cybersecurity and Infrastructure Security Agency (CISA) issues this letter to facilitate work in the interest of homeland security by Communications Sector workers identified in the CISA Essential Critical Infrastructure Workers advisory guidance, dated May 19, 2020.¹ CISA requests any courtesy that can be extended to essential workers involved in communications infrastructure operations, maintenance and restoration **in response to the COVID-19 Pandemic and any other regional disasters (e.g., hurricanes, tornadoes, wildfires, earthquakes) that may occur during any COVID-19 response phase.**

CISA developed the **Essential Critical Infrastructure Workers** advisory guidance identifying workers that conduct a range of operations and services deemed essential to continued critical infrastructure viability. This list is intended to support State, local, tribal, and territorial officials' decision-making as they work to protect their communities, while ensuring continuity of functions critical to public health and safety, as well as economic and national security.

In developing this advisory guidance, CISA determined that essential workers need access to jobsites based on our judgment that organizations affiliated with the Communications Sector engage in activity that could reasonably be included within the scope of "critical infrastructure" as that term is defined in law; and critical communications infrastructure is necessary to ensure first responder, emergency responder, and 911 communications capabilities are functional during this response and recovery period. In the course of providing this support, identified Essential Critical Infrastructure Workers in the Communications Sector should be able to travel to and access necessary critical infrastructure facilities in order to prevent loss of service or restore critical communications services.

CISA greatly appreciates your cooperation. For any questions or concerns related to this request, please contact the CISA at 888-282-0870 or CISAservicedesk@cisa.dhs.gov.

Sincerely,

Christopher C. Krebs
Director
Cybersecurity and Infrastructure Security Agency (CISA)

¹ "Guidance on the Essential Critical Infrastructure Workforce," Cybersecurity and Infrastructure Security Agency, <https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce>.

ShopperTrak

Field Engineer- Please Read

Covid-19 Procedures and PPE Requirements

As the US starts to re-open, many ShopperTrak customers have asked that ShopperTrak Field Engineers agree to certain safety requirements as a condition for scheduling ShopperTrak installations or break-fix visits. The requirements are summarized below:

1. Field Engineers are **required to wear face coverings and gloves at all times** when entering, working in, or exiting stores.
 - a. This can include any of the following based on CDC guidelines: **reusable or disposable masks**.
 - b. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
2. Field Engineers are **required to maintain social distancing** while in stores and follow all posted instructions for customer queuing/metering.
3. **CALL TAC IF THIS APPLIES BEFORE GOING TO SITE:** Field Engineers should refrain from visiting stores if they have a fever of 100.4 F (37.94 C) or higher, or have exhibited any symptoms of COVID-19 within 14 days of the scheduled visit, (ex: fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell).
 - a. Or if in the last 14 days, they have been out of the country, traveled by plane/cruise ship or been to areas known to have high concentrations of COVID-19 infections, or been in close contact with a person(s) with a positive or presumed positive COVID-19 case.
4. If a Field Engineer is diagnosed with COVID-19 or shown symptoms of COVID-19 within 2 weeks of visiting a store, **inform TAC of the diagnosis**.



To Whom It May Concern:

This technician is at your location on behalf of ShopperTrak to survey for, install, or service your ShopperTrak traffic counter solution equipment.

Survey

The survey is anticipated to take 1 hour and may occur during operating business hours. The ShopperTrak technician will be taking store specific measurements and pictures that will not disrupt operations.

Installation

The installation typically takes 3 hours to complete but could last longer depending on the complexity of the install. The ShopperTrak technician will need access to your ceiling and backroom network hardware.

Service

Equipment may need to be serviced for various reasons including but not limited to loss of connectivity and equipment replacement. The ShopperTrak technician may need access to your ceiling and/or backroom network hardware.

If there are any questions or concerns, please send an email to Orders@shoppertrak.com with your store name and address included.

Thank you for your cooperation.

Sincerely,

ShopperTrak Traffic Insights



Customer Site Survey Form

Instructions

1. Fill out all applicable fields completely.
2. If you have any questions, please contact your service provider for assistance.
3. Follow the entrance and photo guides at the end of this document.

Site survey and photos must be submitted before scope of work will be considered complete.

Location Information

Task #:	ShopperTrak Site ID:	Tech Name:
Location Name:		Store #:
Location Address:		Suite #:
Primary Site Contact:		Contact Phone #:
Hours of access for installation:		Type of location: MALL RETAIL STORE
Store Opening Date:		Network live date:

Entrance Information

How many Shoppertrak full installations have you completed? 0-5 6-15 16+

Store Entrance	Floor Level	Door Type	Door Swing	Door Width <i>Measured in INCHES</i>	*Ceiling Height <i>at mounting location</i>	Ceiling Type	Ceiling Color	Means of Mounting	Vestibule Entrance Y/N
1st									
2nd									
3rd									
4th									

*Measure the ceiling height at the following distances

from the door in INCHES: 0-12____ 24____ 30____ 36____

Length of cable run:_____FT *Please include service loops

If multiple entrances: Cable Distance from Entrance 1 - Entrance 2:_____FT
Cable Distance from Entrance 2 - Entrance 3:_____FT
Cable Distance from Entrance 3 - Entrance 4:_____FT

Are there any obstacles between the door and 36" mounting location? YES NO

If YES, state what the obstacles are and their distance from the door:_____

Can the Orbit be surface mounted? YES NO Can the Orbit be flush mounted? YES NO

If Orbit cannot be surface mounted, please explain how _____
you will mount it and at what height:

If flush mounting, can you confirm there are no obstructions above the ceiling? YES NO

Is there an existing ShopperTrak device installed? YES NO

If yes, please list type and locations of devices:_____

Cabling and Install Information			
Will union labor be required?	YES	NO	
Are any permits required?	YES	NO	If yes, specify permit type:
Is the store pre-cabled for ShopperTrak?	YES	NO	If not pre-cabled, tech is responsible for running the cable during the install.
Does the cable require it's own means of support or conduit?	YES	NO	
What is the highest point between the door and cable room you must reach? _____ FT			
What type of ceiling does the cable need to be run through?			
Do you know how to run the cable without being exposed?	YES	NO	
Are there usable access panels or points?	YES	NO	
Installation Requirements and Materials			
Is there a ladder on-site tall enough to reach all specified heights?	YES	NO	
If no, do you have access to a tall enough ladder?	YES	NO	
Circle what is needed to complete the install: Ladder Rental Lift 2 Techs Conduit Wire Mold			
If you circled any of the above, please explain install plan: _____			
Network Information			
Location of network device:		Type of network device:	
Is network installed and operational?	YES	NO	
If yes, are there available ports on the network device?	YES	NO	How many? _____
Are there available power outlets by the network?	YES	NO	How many? _____
Entrance Guide			
The following are acceptable options for filling out the entrance information.			
Floor Level (<i>refers to store only, not floor level in mall</i>): Lower, 1st, 2nd, etc			
Door type: Single, Double, Gate, Open, Sliding, Revolving			
Door swing: In, Out, Roll-up, Sliding, Revolving			
Ceiling type: Drop Tile, Dry Wall, Exposed, Hard Lid			
Means of mounting: Y-bracket(<i>Surface</i>), Angle Bracket, Flush Mount, Post Mount, Toggle Bolt, Beam Mount			
Site Photo Guide			
Photos MUST follow this naming convention: Site ID - Description - View.jpg			
<input type="checkbox"/> Front of entrance/entrances from OUTSIDE of store (Site ID-Entrance#-Front.jpg) <input type="checkbox"/> Back of entrance/entrances from INSIDE of store (Site ID-Entrance#-Back.jpg) <input type="checkbox"/> Ceiling approx. 36" back from entrance, at mounting location (Site ID-Entrance#-Ceiling.jpg) <input type="checkbox"/> Left side of entrance, as viewed from the right side (Site ID-Entrance#-Left.jpg) <input type="checkbox"/> Right side of entrance, as viewed from the left side (Site ID-Entrance#-Right.jpg) <input type="checkbox"/> Ceiling transition and direct line of cable route (Site ID-Entrance#-Ceiling Transition.jpg) <input type="checkbox"/> Network frame (Site ID-Network Frame-Front.jpg) <input type="checkbox"/> Demarc or Demarc extension (Site ID-Demarc-Front.jpg) <input type="checkbox"/> If solid ceiling, photos of available access panels (Site ID-Access Panel-Ceiling.jpg) <input type="checkbox"/> If wire mold is required, photos of wire mold route (Site ID-Cable Route-Front.jpg) <input type="checkbox"/> If replacing existing Orbit(s), photos of existing equipment (Site ID-ExistingEQ-Ceiling.jpg)			

ShopperTrak: Site Survey (Version 2.0)

Overview: You will be performing a site survey for the future installation of a ShopperTrak ST600 and Orbits devices. The ShopperTrak ST600 will be installed by the customer's existing equipment, and the Orbits camera(s) will be mounting on the ceiling above the various entry ways onsite. Perform a survey for a LAN drop between these locations and the physical camera mounting locations. Please complete the Survey form and submit all deliverables in real time via MyESP.

Contact List	Number
TAC (logon)	1-800-493-0016 opt 1
TAC (logoff)	1-800-493-0016 opt 2
Onepath Support	1-800-493-0016 opt 3

ALL DELIVERABLES MUST BE SUBMITTED IN REAL TIME VIA MYESP. THE EXCEL DOC WILL BE EMAILED TO shoppertrakdeliverables@1path.com



Project Checklist



Check in with Onepath

- ☐ 1. Call Onepath TAC upon arrival to login to your SR.
- ☐ 2. Confirm you have the Site Survey Form and Excel Document.
- ☐ 3. Meet and Greet with the site contact and introduce yourself as a representative of ShopperTrak. Explain that you will be performing a Site Survey for a future installation.

Prepping for Site Survey

- ☐ 4. Have the customer show you their network equipment as the ST600 will be installed here in a future dispatch. From the customer's network room, we would then require LAN drops coming from this location and going to the various entrances that will require an orbits camera for coverage.
- ☐ 5. Identify all customer entrance/exits and determine how many orbits will be required. A normal orbits device that is mounted 10ft high, can capture a space of 10ft across. This will cover single doors and most double doors, however, for larger open entrances that cover 16-20ft, then two (2) orbits maybe required.
- ☐ 6. Orbits devices can be daisy chained up to four (4) so not all of them will require an individual LAN drop, but we will need a different LAN drop for each entrance as they will most likely be spread out.

Complete Site Survey

- ☐ 7. Complete the attached site survey form and Excel File.
- ☐ 8. Capture all photos listed on the second page of the survey form.
- ☐ 9. You will email the Excel Document to Onepath TAC at shoppertrakdeliverables@1path.com
- ☐ 10. This Survey form and all photos must be submitted in real time via MyESP.

Deliverables

- ☐ 11. Take all required photos and submit them in real time via the MyESP app for TAC approval.
- ☐ 12. If the site is pre-cabled, please take a photo of the existing cable coiled up on the jack the cable is terminated on.



Close Your SR

- ☐ 13. Contact TAC to log off and confirm you completed all work and obtained all required deliverables.

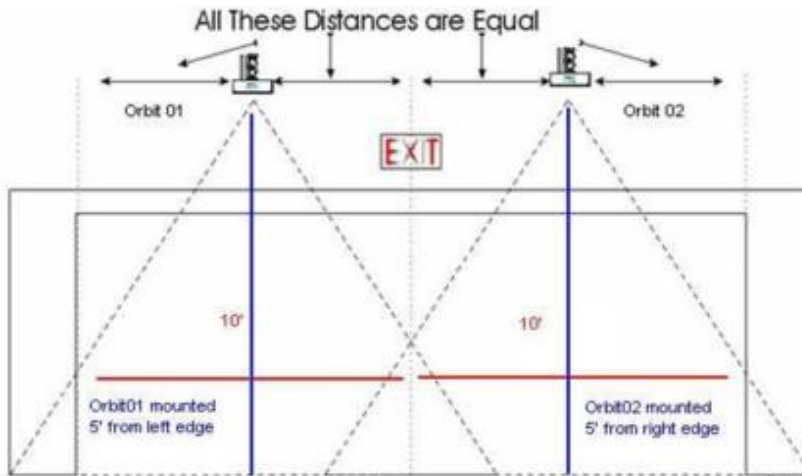


Take notes!

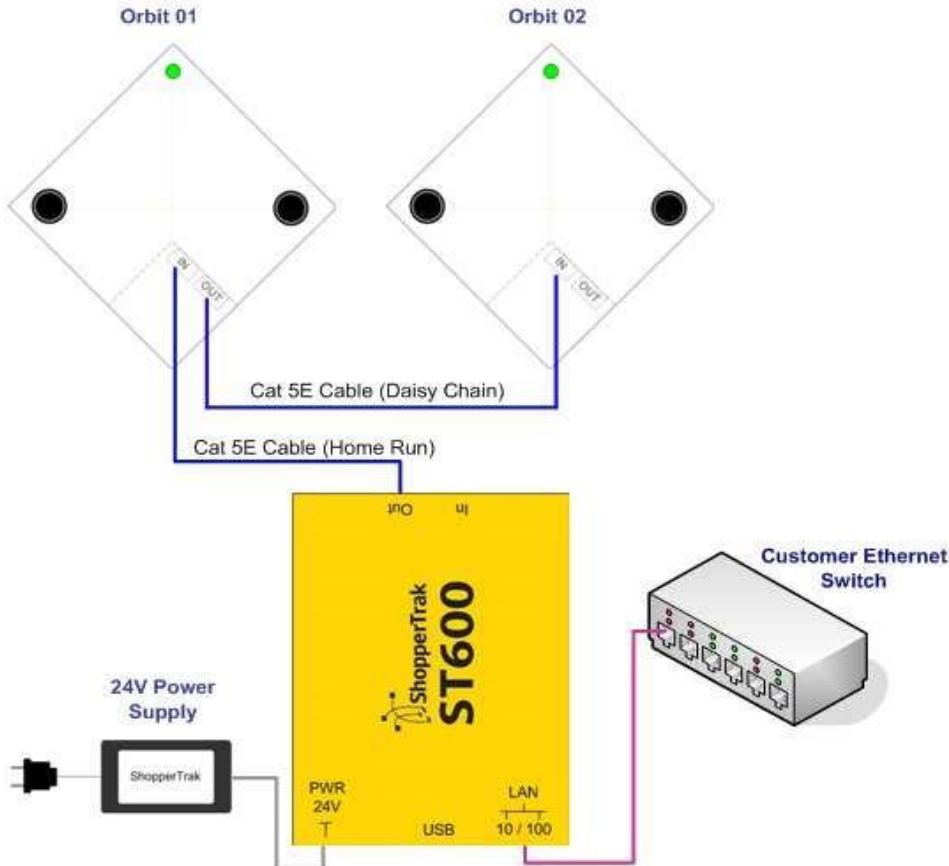


Appendix A: Orbit Placement for Wide Entrances & ShopperTrak Wiring Diagram

For example for a 20' (6.096 m) wide doorway requiring two units, the unit on the left will be mounted 5' (1.524 m) from the left side wall, there will be a 10' (3.048 m) separation between the units, and the unit on the right will be mounted 5' (1.524 m) from the right sidewall.



ST600 Wiring Diagram



Take notes!

