

**Title**

Connect 2 routers to U-verse circuits and modems \*FIRM ETA\*

**Assignment Date**

September 24, 2020 9:00AM EDT

**CHECK IN REQUIRED**

**ARRIVAL TIME**

AM/PM

**DEPARTURE TIME**

AM/PM

**Description**

Connect TWO client's routers to TWO newly installed ATT U-verse circuits and modems. Service will have to be extended to each of the ATM's which are approx. 90 and 60 feet from the 2nd floor comms room. Please ensure the tech is equipped with a laptop for testing purposes and that the tech contacts the client's Helpdesk upon arrival.

NOTE - Equipment is shipped with no signature required, would need to keep an eye out for equipment.

Tech must check in with both the client's helpdesk and our service desk.

Ensure that ALL work is complete before checking out with both Helpdesk (Including obtaining a signed work order and cleaning up the site). If the client's Help desk checks you out before you clean up, get the documents signed, and uploaded you will need to call the client's Help Desk again. This is to obtain a new check out code to reflect the time it took for you to clean up and get work orders signed.

\*\*Tech is liable for any lost/misplaced equipment, this includes failure to ship equipment back to the client\*\*

\*\*Tech must provide proof that equipment has been shipped back to the client via tracking number/receipt\*\*

\*\* Equipment to be shipped directly to the tech\*\*

\*\*Tech must have a laptop with Power Supply and a 50' extension cord for testing purposes\*\*

\*\*Tech must escalate to Telaid if equipment hasn't been received before the scheduled ETA so we can inform the client about the missing shipment\*\*

**Contact Information**

**Support Contact**

Service Desk  
(866) 566-4295

**Assignment Location**

**DCCU - Delta Community CU**

445 Peachtree Pkwy  
Cumming, GA 30041  
USA

**Custom Information**

- Client Name: VENTUS GLOBAL NETWORK SOLUTIONS
- Case ID #: PRJTASK3701489
- Customer PO #:
- Customer Ticket #:

**Notes**

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**Approval**

By signing below, you acknowledge your agreement with the satisfactory completion of the assignment details listed above. Additionally, you verify the accuracy of the arrival and departure time(s) entered on this form.

Customer Name (Printed)

Customer Signature

Date

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\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

**Title**

Connect 2 routers to U-verse circuits and modems \*FIRM ETA\*

All spend limit requests must be documented and approved.  
Questions, change of scope or spend limit requests should be directed to:  
Service Desk,service@telaid.com,(866) 566-4295

**Assignment Date**

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AM/PM

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**Contact Information**
**Support Contact**

Service Desk  
(866) 566-4295

**Assignment Location**
**DCCU - Delta Community CU**

445 Peachtree Pkwy  
Cumming, GA 30041  
USA

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**Instructions**

**\*\* ETA SHARP\*\***

**\*\* TECH MUST CHECK IN AND OUT WITH BOTH TELAID AND VENTUS HELPDESK\*\***

Tech must complete the following or payment will be affected:

- Contact Telaid helpdesk and will conference with the Ventus Helpdesk (800-620-3586) upon arrival at the site to capture the Ventus helpdesk tech's name.
- Ensure that ALL work is complete before checking out with Ventus and Telaid Helpdesk (Including obtaining a signed work order and cleaning up the site). If the Ventus Help desk checks you out before you clean up, get the documents signed, and uploaded you will need to call the Ventus Help Desk again. This is to obtain a new check out code to reflect the time it took for you to clean up and get work orders signed.
- Upon Checkout, the technician will call the Ventus Helpdesk to check out of the job. A closing code from the Ventus Helpdesk MUST be obtained! Tech will then proceed to checkout with the Telaid Helpdesk. Check out times must be identical with both Helpdesks.

Site Contact: Gary Bishop 404-201-1698

**Scope of Work:**

Connect TWO Ventus routers to TWO newly installed ATT U-verse circuits and modems. Service will have to be extended to each of the ATM's which are approx. 90 and 60 feet from the 2nd floor comms room. Please ensure the tech is equipped with a laptop for testing purposes and that the tech contacts the Ventus Helpdesk upon arrival at

800-620-3586.

Locations:

ATM ONE: (DRIVE UP)

ATM ID: 140218

ATT CIRCUIT ID: 307729002

Distance: Approx 90 Feet

ATM TWO: (WALK UP)

ATM ID: 140219

ATT CIRCUIT ID: 30772904

Distance: Approx 60 Feet

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## Completion Details

### Instructions

Upon Checkout, the technician will call the Ventus Helpdesk to check out of the job.

**Technician must record name of person they speak with. A Closing code from the Ventus Helpdesk MUST be obtained!** Tech will then proceed to checkout with the Telaid Helpdesk

All Required deliverables are due upon completion of site. Deliverables must be submitted prior to requesting an expense reimbursement. This will allow Telaid to review for timely payment approval.

If deliverables are not received within 24 hours of site completion, a 10% deduction penalty will be automatically applied to the assignment.

If no deliverables are received within 72 hours of completion, a \$0 payment will be applied to your assignment and another resource will be dispatched to complete the scope of work.

### Deadline

Deadline to submit attachments is **24** hours after assignment start.

### Deliverables

You are required to include **3** attachment(s) for this assignment:

- 1 Photos
- 1 Sign Off Form
- 1 Photos

## Custom Information

- Client Name: VENTUS GLOBAL NETWORK SOLUTIONS

- Case ID #: PRJTASK3701489
- Customer PO #:
- Customer Ticket #:

### Parts & Logistics

Parts will be supplied by the client.  
The parts will be shipped to the address specified on your profile.  
1058 Chase Creek Ct, Lawrenceville, GA 30044, USA  
Lawrenceville, GA 30044

### Code of Conduct

Technicians must represent themselves as a Telaid technician, wear either a polo shirt or a buttoned shirt with collar, and clean pants.

### Terms of Agreement

If you are running late, you must notify us before the ETA is missed and provide us with your new ETA. •A 5% deduction penalty will be applied for late arrival to service jobs, unless client penalty is greater. •A \$100 deduction penalty will be applied for each late arrival occurrence on project work, unless client penalty is greater. •If late arrival occurred on work requiring a firm ETA, you risk losing Firm ETA jobs (service or project) for 30-60 days at our discretion. •The firm ETA penalty above will be cross-referenced to all Auto-Routed talent pools and repeat offenders will be removed from Auto-Routing for 30-60 days at our discretion. All required deliverables are due upon Check Out. Deliverables must be submitted prior to requesting an expense reimbursement. This will allow Telaid to review for timely payment approval. If deliverables are not received within 24 hours of Check Out, a 10% deduction penalty will be automatically applied to the assignment. If no deliverables are received within 72 hours from Check Out, a \$0 payment will be applied to your assignment and another resource will be dispatched to complete the scope of work.

## Print Badge

Use this badge to take with you and show on site for your assignment.



**Marlon Dardaine**

On behalf of: **Telaid**

Valid: 9/24/2020 9:00AM EDT

For: Connect 2 routers to U-verse circuits and modems \*FIRM  
ETA\* (1162183006)