onesource
BUILDING TECHNOLOGIES

Site Name	Banfield Pet Hospital - # 1571		Ticket		599377
Site Contact	Barbara Williams		Scheduled Date/Time		11/05/20 12:00:00 PM
Site Address	1801 Howell Mill Rd NW		OSBT Contact	Jennifer Jackson	
Site Address	Ste 300		Work Order Sent	November 02, 2020 11:32 AM	
City	Atlanta		Site Phone: (404) 351-1919		
State, Zip	Georgia	30318	**Please confirm scheduled date and time within 24 hours of receipt.**		

OSBT Ticket #: 599377   OSBT Customer: 8x8 - Banfield

Customer Reference #   1571

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:

****ALL DOCUMENTS MUST BE PRINTED BEFORE GOING TO SITE***

SITE # 1571
ADDRESS: 1801 Howell Mill Rd NW Ste 300 Atlanta, GA, 30318

POC: Barbara Williams (404) 351-1919

POLYCOM VVX 450 PHONES
# of Phones: 14
# of Wall Mounts: 11
# of ATAs: 1

DETAILED SCOPE OF WORK:

Detailed Installation Procedure
Arrival / Check In:
1.   Locate site Practice Manager (PM) and introduce yourself as the "8x8 Install Technician"
2.   Review the work to be done while onsite and in what order with the Practice Manager.
3.   Call (360)-991-0357 if you have any issues checking in
4.   Locate NEW Poly phones
5.   Check to ensure inventory matches site user list configuration documentation
6.   Pre-stage NEW Polycom phones and mounts using the MAC addresses shown in site user list configuration document (DO NOT CONNECT ANY PHONES DURING STAGING)

Go-Live / Call Forwarding:

1.   Disconnect the FRONT RECEPTION and one TREATMENT phone and replace them with NEW Poly RECEPTION / TREATMENT phones. They must be RECEPTION / TREATMENT phones for call forwarding to work. Reference the site user list configuration document to locate RECEPTION phone MAC addresses

2.   Confirm NEW phones boot up and activate

•   Call 8x8 support line at (408) 338-0757 if you need assistance with NEW Polycom Reception phone activation. If no assistance required, proceed to step 3

3.   Call Banfield Support Line (360) 991-0357 - Ask them to enable call forwarding. This might require the site PM to assist with call forwarding. Consult with Banfield support team on exact process and troubleshooting techniques if required

4.   Validate call forwarding is working by calling the main hospital with your cell phone

•   IF call forwarding is NOT working, call the Banfield Support Line at (360) 991-0357. Remain in contact with Banfield Support technician until call forwarding issue resolved

5.   IF call forwarding is working, replace remaining Mitel phones with NEW Poly VVX450 Phones starting with Reception, Treatment and finishing with Exam areas.

•   Ensure all phones are accurately placed based on MAC address and locations shown in site user list configuration guide.

•   Use existing RJ45 wall jacks and Ethernet cables to patch NEW Polycom 450 phones

•   Ensure all NEW Poly VVX450 phones have booted and activated properly

•   Call 8x8 support line at (408) 338-0757 if you need assistance with NEW Poly VVX450 phone activation

6.   Install Wall mounts where applicable and permanently install Poly VVX450 phones

7.   Locate and unplug LEGACY Mitel PBX (pictures of LEGACY Mitel PBX shown at bottom of Activity Guide)

8.   Store all legacy Mitel phones in NEW Polycom 450 shipping boxes. Confirm with site lead where box should reside until recycling shipping is arranged

9.   Store ATA device next to IT / Telecom cabinet

LEAVE THE BANFIELD SET UP DETAILED INSTRUCTIONS WITH THE SITE CONTACT*

EQUIPMENT and MATERIALS RETURN:
Decommissioned equipment should be left with site contact

ON SITE/CHECK-OUT PROCEDURES:
•   Ensure the work area is clear of all installation debris prior to calling to checkout
•   Call OSBT to review and confirm you have obtained all Deliverables before leaving the site.
•   Prior to leaving the site to call OSBT Call Center 713-895-1799 to log off site.

COLLATERAL REQUIREMENTS:
PHOTOS CLOSE UP AND DISTANT PHOTO OF :
Entire Inventory including ATAs & Phones before deployment
Photos of Assemble Installed and activated phones & ATA's placed at the designated user desk
Photos showing the connection of the phone to ATA
Completed Banfield Hospital Acceptance Doc
SIGNED Work Order

*** Must Be Emailed to 8x8@osbt.com and collateral@osbt.com prior leaving site ***

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*** Must Be Emailed to 8x8@osbt.com and collateral@osbt.com prior leaving site ***
*Provide receipts for parking and tolls (If applicable).

Tools Required:
Gloves & Mask (Practice Social Distancing)
Standard Telecom Tools
Laptop & Charger

Phone & Charger
Buttset
Tone & Wand
Label Maker
Drill

CDC: Use of Cloth Face Coverings to Help Slow the Spread of COVID-19
- https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html
- Published by the CDC and reviews:
o How to Wear/Remove a Cloth Face Covering
o How to Clean/Sterilize a Cloth Face Covering
o How to Make a Suitable Cloth Face Covering

Some Fabrics are More Effective than Others for Making DIY Face Masks — here's which ones are best
- https://www.marketwatch.com/story/some-fabrics-are-more-effective-than-others-for-making-diy-face-masks-heres-which-ones-are-best-2020-04-07
- Includes a video by the Surgeon General on how to create a cloth face coverings and the most effective fabrics to use.

Call OSBT to check in (713) 895-1794 or (866) 333-3475

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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:		Travel Time:		Arrival Time:	
Technician Phone:		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:

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.**
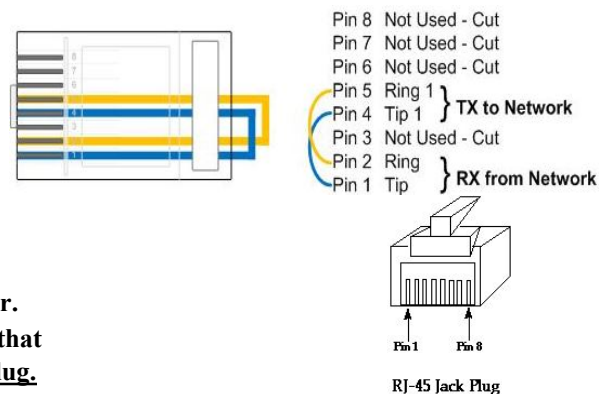
Fit for Duty/Fatigue Management Policy:

- **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 <u>Pin 1</u> of the RJ45 connector.**
    - **Note: To ensure a good connection, make sure that <u>each wire goes all the way into the end of the plug.</u>**
    - **Refer to drawing on the left for RJ45 pin layout.**
  - **Insert the other end of wire 1 into <u>Pin 4</u> of the RJ45 connector.**
  - **Insert one end of wire 2 into <u>Pin 2</u> of the RJ45 connector.**
  - **Insert the other end of wire 2 into <u>Pin 5</u> of the RJ45 connector.**
  - **Crimp the connector.**

Pin 8 Not Used - Cut
Pin 7 Not Used - Cut
Pin 6 Not Used - Cut
Pin 5 Ring 1 } TX to Network
Pin 4 Tip 1
Pin 3 Not Used - Cut
Pin 2 Ring } RX from Network
Pin 1 Tip

Pin 1   Pin 8

RJ-45 Jack Plug

11750 Clay Road. Houston, TX 77041 - tel 713-895-1799

COVID-19 Safety Measures:

- **If you have traveled internationally within the last 28 days, please make us aware of this prior to accepting this assignment**
- **If anyone living in your home including housemates, family members, or friends have traveled internationally within the last 28 days please make us aware of this prior to accepting this assignment**
- **If you, or anyone you've come in contact with, has a respiratory illness or a fever greater than 100.4° F please refrain from work and remain home until cleared by a medical doctor**
- **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**
- **Purell and other alcohol-based hand sanitizers are not 100% effective at killing viruses, specifically COVID-19**
- **Make use of disinfectant wipes on tools, electronics, cell phones and steering wheels.**
- **It is recommended that all partners do everything they can to limit the touching of their faces.**
- **Bleach and chlorinated wipes are effective at killing viruses including COVID-19**
- **Travel with gloves and face masks, in case asked by a customer to wear these items**
- **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**
- **PROPER FACE COVERING - CDC: Use of Cloth Face Coverings to Help Slow the Spread of COVID-19**
  - **https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html**
  - **Published by the CDC and reviews:**
    - **How to Wear/Remove a Cloth Face Covering**
    - **How to Clean/Sterilize a Cloth Face Covering**
    - **How to Make a Suitable Cloth Face Covering**
- **PROPER FACE COVERING – Fabrics Which are Most Effective for DIY Face Masks**
  - **https://www.marketwatch.com/story/some-fabrics-are-more-effective-than-others-for-making-diy-face-masks-heres-which-ones-are-best-2020-04-07**
  - **Includes a video by the Surgeon General on how to create a cloth face coverings and the most effective fabrics to use.**
- **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 will wear 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

11750 Clay Road. Houston, TX 77041 - tel 713-895-1799