

SR16421856

##E1A9H4EKK##



**Interface Security**  
170 Chastain Meadows Ct  
Kennesaw, GA 30144

CTN3071139

SR16421856

Rev 0

## Service Request

ISS Helpdesk #: 1-800-493-0016

**SR Type: CosmoProf VoIP Conversion**

Dispatch Type: (IN)

Reference Number: CPB08712

End User Reference: I0353198

Date: 09/30/2020 Window: 10:00 to 12:00 PDT Expected Duration: 258 PO#: PO0612143

Site Contact: MOD Phone: null Alt. Phone:

Company: Cosmo, Address: 3282 S MOONEY BLVD

City: VISALIA State: CA Zip: 93277

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

### SR DETAILS

Stores published number: (559) 635-9508

### DESCRIPTION OF WORK

CosmoProf VoIP Conversion: Call TAC for Details

### SR CHECKLIST

1. Upon arrival, log on with Onepath (via myESP or calling +1.800.493.0016).
2. Refer to the attached install guide for specific installation instructions.
3. Contact the appropriate customer helpdesk by chat or phone.
4. Verify all installation areas are clean and that you properly dispose of all trash.
5. Submit deliverables via myESP.
6. If any deliverables or the signed SR are still outstanding, submit via myESP or ESP within 24 hours.

### To be completed by the Field Engineer (FE): 44102

<b>Call Result:</b> <input type="checkbox"/> Successful <input type="checkbox"/> Incomplete	<b>Incomplete Reason:</b>	<b>Installed Equipment:</b> Make/Model Serial 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>																				
<b>Materials Used:</b> Description Qty <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>													<b>Required for all calls:</b> Time at Log-on: ____:____ PDT Time at Log-off: ____:____ PDT Customer Helldesk Rep. Name: _____ Customer Call Closure Code: _____ Onepath TAC Rep. Name: _____ Onepath TAC Closure Code: _____	<b>RMA Equipment:</b> Make/Model Serial 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 Signature Date																				

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**Description:** GENESIS TAC WILL ACT AS YOUR HELPDESK FOR THIS DISPATCH. A previous installation was completed at this location. VoIP service was not cut over at the time because the sites POS terminals operated on dial-up. You are onsite to complete the VoIP conversion by activating both line 1 and 2 on the front counter and managers office phones. A L1/L2 combiner cable was shipped to site for you to use to complete the installation.

**Required Tools:** Standard Telco + myESP + 8ft A-frame ladder + buttset + standard wiring tools

**Required Materials:** Standard Telco including at least 300ft of cat5e cable and multiple RJ11 jacks

**Required Skills:** Telecom & Networking

**RMA Handling:** DO NOT REMOVE ANY EQUIPMENT FROM SITE.

**FE Overage Threshold:** 3 hours

**Last Guide Version:** 03/07/2019 00:00

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Notes: : ONEPATH TAC WILL ACT AS YOUR HELPDESK FOR THIS DISPATCH. A previous installation was completed at this location. VoIP service was not cut over at the time because the sites POS terminals operated on dial-up. You are onsite to complete the VoIP conversion by activating both line 1 and 2 on the front counter and managers office phones. A L1/L2 combiner cable was shipped to site for you to use to complete the installation.,

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**Equipment:**

March 25, 2020

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 Onepath Systems, LLC, 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,

*D. Christopher Lewis*

D. Christopher Lewis

President and Corporate Safety Officer, Onepath



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.<sup>1</sup> 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](mailto:CISAservicedesk@cisa.dhs.gov).

Sincerely,

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

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



## Field Engineer- Please Read

### Covid-19 Procedures and PPE Requirements

As the US starts to re-open, many customers have asked that Field Engineers agree to certain safety requirements as a condition for scheduling 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 locations 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**.

# Certificate of Completion and Acceptance

Your system was installed by trained technicians to meet the high standards of our quality assurance program.

Customer Name: \_\_\_\_\_ Branch #: \_\_\_\_\_

Installation Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Date Installed: \_\_\_\_\_

Job #1: \_\_\_\_\_ Install Ticket #: \_\_\_\_\_ P.O. #: \_\_\_\_\_

Job #2: \_\_\_\_\_ Install Ticket #: \_\_\_\_\_ P.O. #: \_\_\_\_\_

Job #3: \_\_\_\_\_ Install Ticket #: \_\_\_\_\_ P.O. #: \_\_\_\_\_

Account #: \_\_\_\_\_ Confirmation #: \_\_\_\_\_

Type of System: ☐ Secure Broadband ☐ Access Control ☐ Managed Access ☐ Structured Cabling  
☐ Digital Voice ☐ Fire/Life Safety ☐ Camera Surveillance ☐ Supervisory System  
☐ Intrusion ☐ Interactive Video ☐ Other: \_\_\_\_\_

Monitoring: ☐ Not Monitored ☐ Monitored by UL Listed Central Station ☐ Remote Video Monitoring  
If Monitored, type of transmission link: ☐ Phone Lines ☐ Radio/Cellular/Broadband Backup  
UL Listing (if required): \_\_\_\_\_ Type of Listing: \_\_\_\_\_ Certificate #: \_\_\_\_\_

I have received and understand the following:

- |   |  |  |
|---|--|--|
| <input type="radio"/> System Training & Operation | <input type="radio"/> Emergency Contact List | <input type="radio"/> Referral Program Details |
| <input type="radio"/> System User's Guides        | <input type="radio"/> Backup Options         | <input type="radio"/> Alarm Permit Information |
| <input type="radio"/> Monitoring Procedures       | <input type="radio"/> Keys to Panel          | <input type="radio"/> Other: _____             |

	yes	no
Was installation completed in accordance with the Agreement? .....	<input type="radio"/>	<input type="radio"/>
Were decals and/or signs installed to your satisfaction? .....	<input type="radio"/>	<input type="radio"/>
Was the installation completed to your satisfaction? .....	<input type="radio"/>	<input type="radio"/>
Are camera image views to your satisfaction? ..... <input type="radio"/> N/A	<input type="radio"/>	<input type="radio"/>
Was technician wearing protective shoe coverings when entering your location? (Residential Only). ....	<input type="radio"/>	<input type="radio"/>
Was the work area left clean and in order? .....	<input type="radio"/>	<input type="radio"/>
Were you properly instructed on the operation of the system? .....	<input type="radio"/>	<input type="radio"/>
Were our installers knowledgeable and helpful? .....	<input type="radio"/>	<input type="radio"/>
Did we meet your expectations? .....	<input type="radio"/>	<input type="radio"/>
Would you refer us to a friend or associate? .....	<input type="radio"/>	<input type="radio"/>
Are phones working properly? .....	<input type="radio"/>	<input type="radio"/>
Acknowledges receipt for RMA equipment to be picked up by shipping carrier within 3-5 business days..... <input type="radio"/> N/A	<input type="radio"/>	<input type="radio"/>
Store Manager has placed and received phone calls on the new VOIP phone system? ..... initial _____	<input type="radio"/>	<input type="radio"/>
Store Manager has confirmed the store phone number via ANAC (800-444-4444)? .....	<input type="radio"/>	<input type="radio"/>

Comments: \_\_\_\_\_

The customer named below hereby certifies that all equipment referred to in the Agreement, Schedule of Protection or Addendum has been delivered, is fully installed and it is in good operating order. Customer unconditionally accepts the equipment and authorizes commencement of billing in accordance with the Agreement.

\_\_\_\_\_  
Customer or Company Representative Signature

\_\_\_\_\_  
Customer or Company Representative Name Printed

\_\_\_\_\_  
Title



**Interface**

Simplify To The Power Of One.

ACO 7245, 6860 Lic. # 469046



## Voice Conversion Guide

### INSTALLATION TEST RESULTS

**RECORD YOUR TEST RESULTS ON THIS PAGE AND FAX IT BACK WITH YOUR CLOSE-OUT PAPERWORK**

1. Store Number: \_\_\_\_\_ Store Address: \_\_\_\_\_
2. Store's published number: \_\_\_\_\_
3. Temporary VoIP telephone number Line 1: \_\_\_\_\_
4. Temporary VoIP telephone number Line 2: \_\_\_\_\_
5. **ONEPATH TAC** close out Date and time: \_\_\_\_\_ Close Code: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_

Issues encountered: \_\_\_\_\_  
\_\_\_\_\_



## Voice Conversion Guide

### REVISION CONTROL:

- Previous version: 1.0.1 (3/7/2019)
- Current version 2.0.3 (7/10/2019)
  - Rewrote to utilize combiner cable
  - Updated Tech Support Number
  - Added photo of dual line phone
  - Added note regarding loss of Fax at all locations

### INSTALLATION PROCEDURE:

#### 1. ARRIVE ON SITE AND VERIFY EQUIPMENT

- a. Before entering the premise, use myESP or call **ONEPATH TAC** for pre-arrival log in.
- b. From **ONEPATH TAC**, obtain:
  - i. The broadband information.
  - ii. The location's published telephone number.
  - iii. The temporary VoIP telephone numbers for line 1 and 2.
  - iv. Record this information on the "Installation Test Results Page".
- c. Enter the premise and introduce yourself as a representative of Interface Systems and explain that you are there to install the new digital voice lines.
- d. Ask for the Site Contact or Manager on Duty (MOD)
  - i. Present your photo ID to the Site Contact and re-identify yourself as a representative of Interface Systems.
  - ii. The Site contact may require a pass-phrase prior to allowing you to perform any work on their site. The passphrase will be on your SR coversheet.
- e. Quickly review with the Site Contact what work you will be performing, what areas you will be working in, and where you will require access to.
- f. Verify the location and operation of all phones with the Site Contact.
- g. Ask the MOD to show you the locations for the following:
  - i. Existing network equipment
  - ii. Telephone Demarcation Point
  - iii. Any equipment broadband carrier's technician installed during last visit.
- h. Ask MOD for the best location to use as a small staging area to place tools, equipment, and ladders, while working in the store.
- i. **Verify Call forwarding is available on the store's published line. This is performed on the store phone Line 1 utilizing either \*72, 72\*, #72, or 72# depending on carrier. If you hear dial tone after this, call forwarding should be available. If you hear an error recording or a busy signal, call forwarding is not available. If it is not, contact ONEPATH TAC for instructions.**





## Voice Conversion Guide

### 2. CONVERT VOICE

**Overview:** You will be disconnecting the current POTS service from the store telephones and replacing it with service from the Cisco ATA in the equipment cabinet. Only the store's published line will be converted, with 2 call appearances on the ATA (Phone 1 and Phone 2)

- a. Verify existing store telephone numbers:
  - i. On LINE 1 on the store phone, perform an ANAC by dialing 1-800-444-4444.
    1. Record the telephone number it announces here: \_\_\_\_\_. This should be the store's published number you recorded on the Installation Test Results page.
      - a. If it is, skip to step 2.a.iii
      - b. If it is not, verify you are on line 1. If you still show the wrong number, continue to line 2
  - ii. On LINE 2 on the Store phone, perform an ANAC by dialing 1-800-444-4444.
    1. Record the telephone number it announces here: \_\_\_\_\_. This should be the same as you recorded on the Installation Test Results page. If it is not, verify you are on line 1. If you still show the wrong number, contact **ONEPATH TAC** for assistance.
  - iii. Verify there are no devices other than phones connected to these lines, including:
    1. Modems
    2. Fire alarm panels
    3. Security panels
    4. FAX machines (These will not work on the new VoIP service)  
**\*PLEASE NOTE- ALL Cosmo sites will be losing FAX, with no exceptions. If the Manager has an issue with this, have them reach out to the corporate office.**
- b. Verify VoIP operation.
  - i. Line 1:
    1. In the equipment cabinet, disconnect any phone cables connected to the ATA and connect your lineman's handset to the "Phone 1" port.
    2. Verify outbound calls by dialing an ANAC (1-800-444-4444, for example).
    3. Record the telephone number it announces here: \_\_\_\_\_
    4. Verify inbound calls by dialing this number from your cellular phone.
  - ii. Repeat this for Line 2 on the "Phone 2" port.
    1. Record the telephone number it announces here: \_\_\_\_\_
  - iii. If there are any issues, contact **ONEPATH TAC**.

## Voice Conversion Guide

- a. Call forward the POTS lines to the VoIP temporary number.
  - iv. Perform this on Line 1 (Published store number) of the location's telephone.
  - v. Perform the call forward to the "Temporary VoIP telephone number for Line 1" you recorded on the Installation "Test Results page" when you first checked in with **ONEPATH TAC**.
  - vi. Dial \*72, 72\*, #72, or 72# depending on carrier. If you hear a busy signal or an error recording, you cannot convert the voice service; contact **ONEPATH TAC** for instructions.
  - vii. When you hear dial tone again, dial the Temporary VoIP telephone number for Line 1 – This should ring the locations phone. Answer this call; this completes the call forward.
  - viii. Verify the call forward:
    1. With your lineman's handset still connected to the "Phone 1" port on the ATA:
      - a. From your cellular phone, dial the locations primary telephone number.
      - b. If store phones rings, the call forward was unsuccessful. Re-try the call forward.
      - c. If your lineman's handset rings, the call forward was successful.
      - d. Disconnect your lineman's handset.
- b. Install the included combiner cable
  - ix. Connect the cable with the red mark on it to the "Phone 1" port on the SPA112 ATA.
  - x. Connect the cable with the yellow mark on it to the "Phone 2" port on the SPA112 ATA.
- c. Install new phone service
  - xi. Manager's phone:
    1. Install one of the supplied 25' RJ12 cables from one of the ports on the combiner to the phone on the Manager's desk and connect it to the Line1 / L1+L2 port on the phone.



2. Route the cable over the stockroom door if necessary.
- xii. Front phone
  1. If there is a hard-wired phone in the front of the store:
    - a. Connect cable "L" form the trunk cable to the other port on the combiner.
    - b. At the front of the store, install the other 25' RJ12 cable from port 12 on the patch panel to the store phone, following the path of the trunk cable.



## Voice Conversion Guide

### 3. CLEAN UP AND TAKE PHOTOS

- a. Clean up all areas you worked in.
- b. Remove all debris and packaging from all areas you worked in.
- c. Remove any cables that are no longer in use.
- d. Straighten up and neatly tie-wrap ALL cables for the point-of-sales, network, and telephone systems, even if you did not install these cables.

### 4. TAKE PHOTOGRAPHS OF ALL EQUIPMENT YOU WORKED ON.

- a. Take wide angle photographs of the equipment cabinet with the door open and closed.
- b. Take photographs of the demarcation point including all jacks and cables installed.

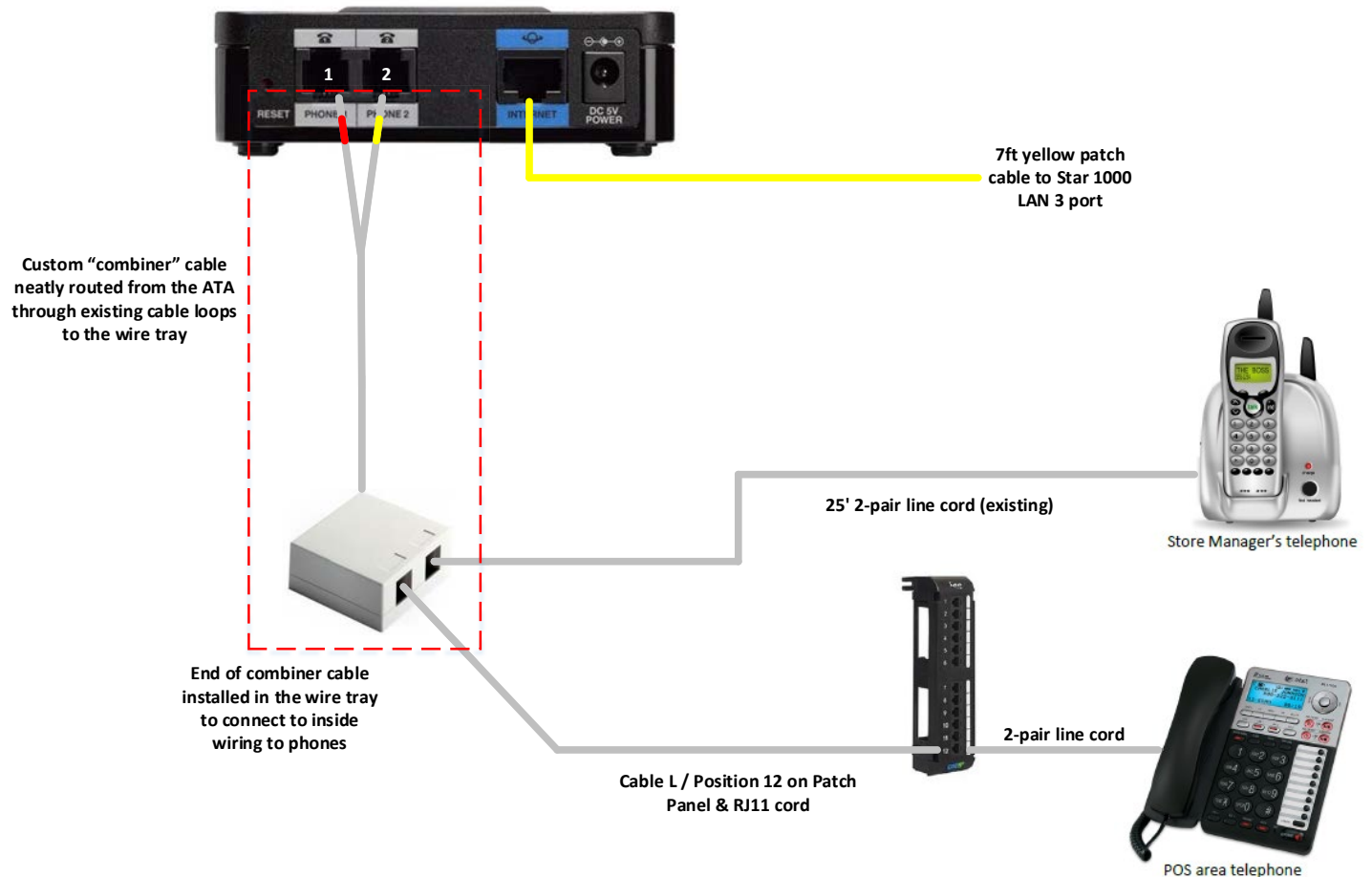
### 5. CLOSE-OUT

- a. Use your normal close-out process.
- b. Call **ONEPATH TAC** for close-out.

## Appendix A: Constructing a “combiner” cable

**Background:** If the shipment to your site did not include a pre-terminated “combiner” cable, you will need to construct one.

1. The concept behind the combiner cable is simple. You are combining line 1 and 2 off the phone 1 and 2 ports on the ATA into a single cable. This will allow the sites 2-line phones to use both lines on their L1 + L2 ports. The inner pair will carry line 1 while the outer pair will carry line 2.
2. The combiner cable is shown in the dotted red box in the diagram below. A brief description of the connections follows:
  - a. The RJ12 male end with the cable marked red connects to phone port 1.
  - b. The RJ12 male end with the cable marked yellow connects to phone port 2.
  - c. Two RJ45 jacks are installed inside a surface mount enclosure.
  - d. Both lines are wired to the RJ45 jacks in the surface mount enclosure.

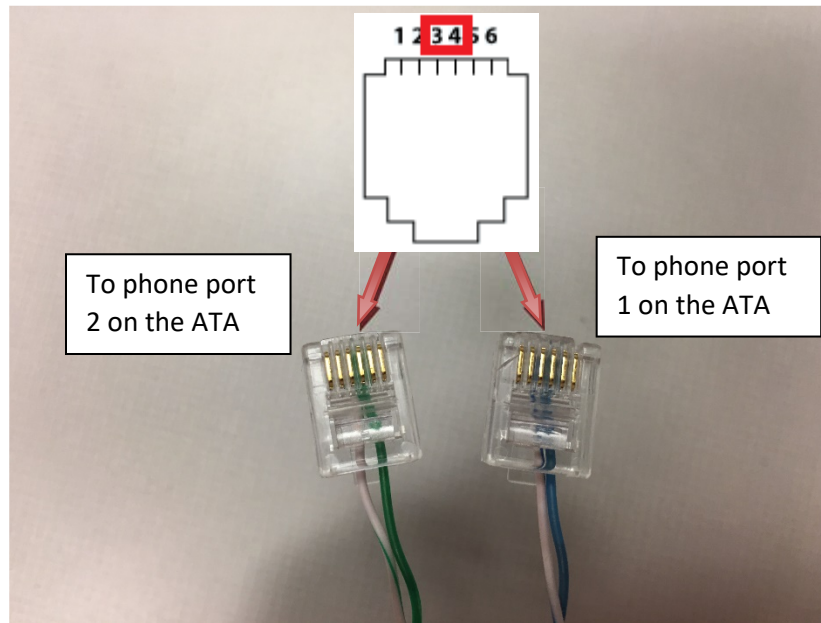


To construct this cable, you will need the following tools and materials:

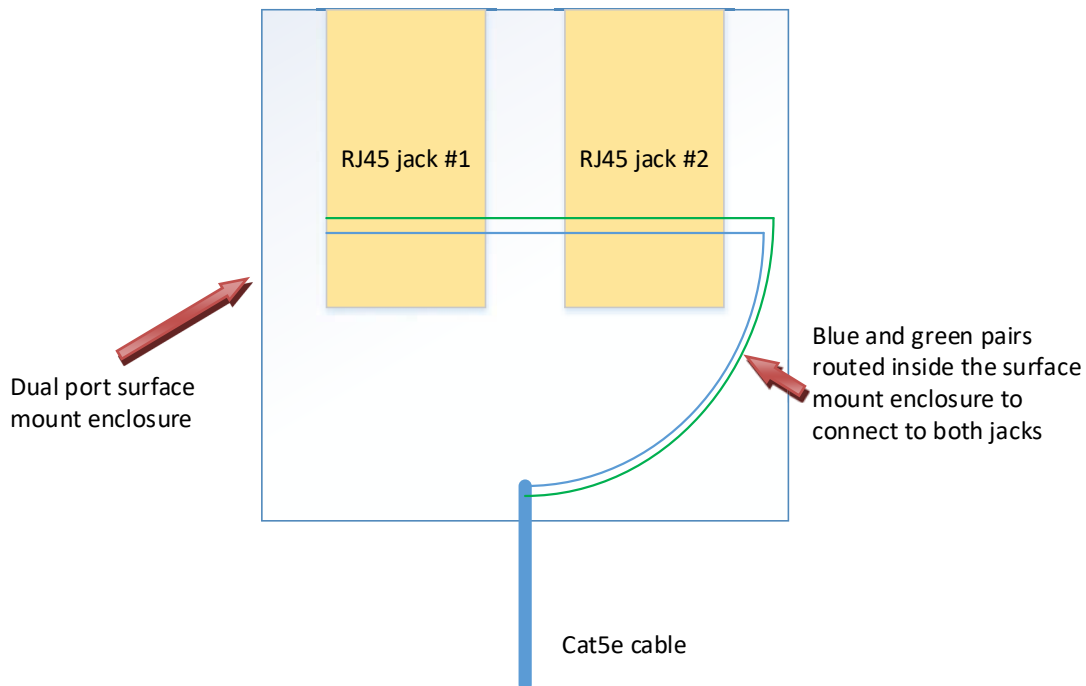
1. 10 feet of cat5e cable (excess to be managed in the broadband cabinet wire tray).
2. Two (2) RJ12 male ends.
3. Two (2) RJ45 female jacks.
4. One (1) dual-port surface mount enclosure.
5. Punchdown tool with 110 blade.

### Procedure:

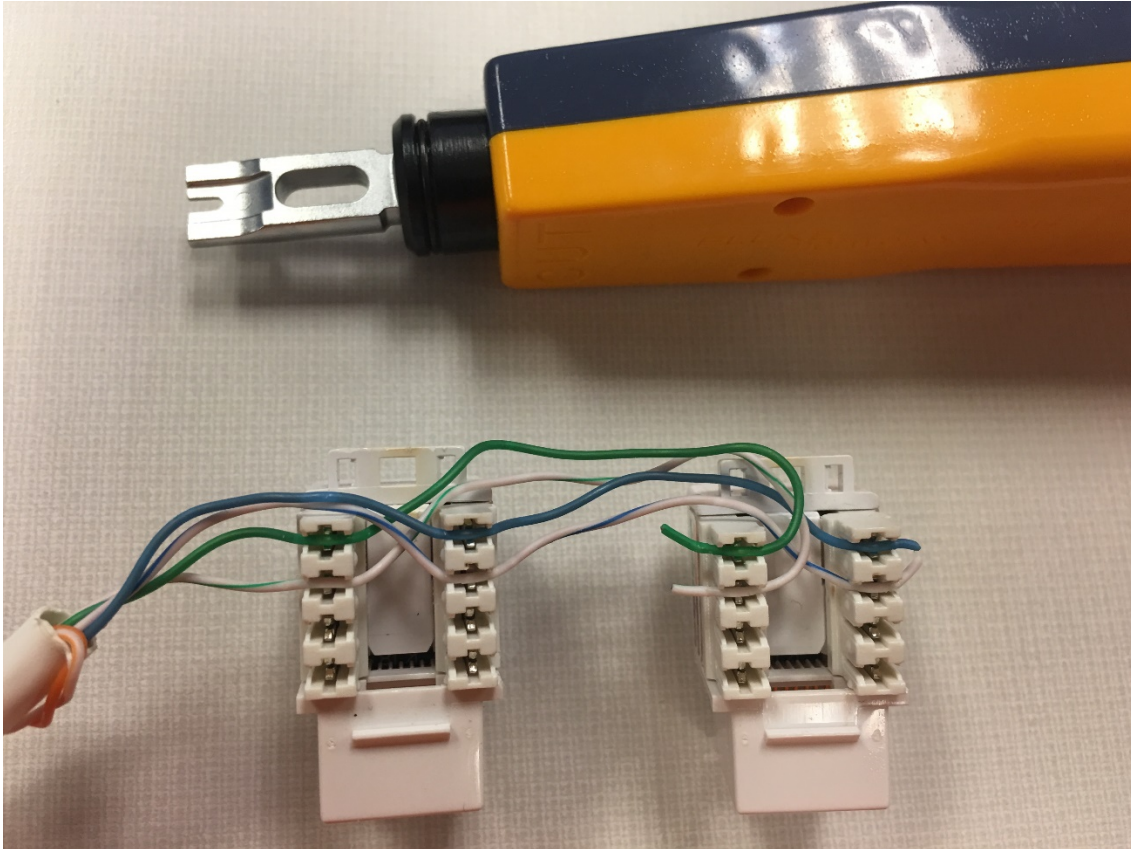
1. At the ATA end of your cat5e cable:
  - a. Terminate the blue pair to the center pins of your RJ12 male end. We will make the blue pair line 1, which will connect to phone port 1 on the ATA.
  - b. Terminate the green pair to the center pins of your RJ12 male end. We will make the green pair line 2, which will connect to phone port 2 on the ATA.



2. At the RJ45 jack end of your cat5e cable:
  - a. Align the two RJ45 jacks next to each other as they would sit inside the surface mount enclosure.
  - b. Strip off enough of the PVC jacket on the cat5e cable to allow you route and connect both pairs (blue and green) to **both** jacks.



- c. To complete the two steps below, you will need the 110 punch for your punchdown tool. You also will NOT use the punchdown tool to cut the wire when you complete the punch. See the illustration below the instructions on how the terminations should be completed.
  - i. Following the 568B instructions on the RJ45 jacks, terminate the blue pair to positions 4 and 5 on both jacks.
  - ii. Following the 568B instructions on the RJ45 jacks, terminate the green pair to positions 3 and 6 on both jacks.



- d. Once the jacks are terminated, install the cover on the surface mount enclosure.
- e. The surface mount enclosure end and all excess cabling should be managed in the Interface cabinet wire tray.
- f. The RJ12 ends will connect to the phone ports on the ATA inside the cabinet (blue pair to phone port 1, green pair to phone port 2).