



Incident #: 200117627
Customer Reference #: 3069248
Site Name: FIVE BELOW
Site Contact:
Address: 949 FLATBUSH AVE

BROOKLYN New York 11226

Site Phone:

Please call (281) 668-3211 immediately upon arrival to check in.

Scheduled Date and Time: 5/25/2021 11:00:00 AM

Scope of Work:

949 FLATBUSH AVE
BROOKLYN, New York
11226

*** Dispatch is time sensitive YOU MUST NOT BE LATE!!!! ***

** MUST FOLLOW THE BELOW ON-SITE STEPS **

** NOTE: LOG IN/OUT TIMES MUST BE DONE IN REAL TIME WITH TECH AMERICAS 281-668-3211

** REPORT ANY SITUATION AFFECTING THE EXECUTION OF OUR SOW REAL TIME ***

***** IMPORTANT Message on COVID-19 Requirements*****

By accepting this work order, all Tech Americas technicians agree to wear surgical or cloth masks while on-site and during the entire running time of the dispatch. For the sake of protecting the health of our customers, this requirement applies to ALL our dispatches regardless of state, region, or country where the job is executed. Be prepared to follow acceptable social distancing measures and all official CDC COVID-19 related guidelines.

ONSITE CONTACT INFORMATION

LCON Name: Site manager

Scope of Work:

We have installed a new 150M/35M Broadband Optimum Circuit. We asked the vendor to install the service into the managers back office, where the customer has a network rack located. Our task will be to locate that circuit, ensure it is extended to the rack and test it for connectivity. Once verified functional, we will need to reach out to the five below IT team, to assist them in cutting over the point of sale system and connect the new circuit to their Meraki device onsite.

Please read through the attached document as it details the specific process and to whom we should reach out when ready for cutover

EMAIL HANDOFF NEEDS TO BE SENT TO:

lcutliff@intellicomm1.com

Circuit info

BAN: 07836-959433-01

Security Code: 4636

Static IP: 108.58.19.174

Gateway: 108.58.19.173

Subnet: 255.255.255.252

DNS1: 167.206.112.138

DNS2: 167.206.7.4

(TOOL REQUIREMENTS **)**

Technicians MUST carry the tools below for every dispatch:

- Laptop W10 w/serial port or USB-to-serial adapter
- 4G Wireless card or MIFI, Hotspot or Tethering device.
- Console cable

Tech Americas USA, Inc.
22503 Katy Freeway, Katy, Texas 77450
Support Center: 281-668-3211
Fax: 281-898-7870



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- Cable toner
 - Punch Down tool
 - Lineman's Handset with Clips (AKA Butt-set)
 - Cable Crimper for mid-range copper connectors
 - Electrical Multimeter
 - 300' CAT5e cable
 - Cross connect wire
 - 6' to 8' ladder
 - RJ-45 Jacks
 - Modular Plugs
 - Standard power drill
- ***BRING LAPTOP WITH TEAM VIEWER, CONSOLE CABLE, INTERNET ACCESS***

***** Collateral*****

- Pictures
- Signed off WO

Must be sent right after execution at lcutliff@intellicomm1.com ***

Billing process cannot start until ALL deliverable are received ***

Technician Name: _____ Arrival Time: _____

Service Date: _____ Departure Time: _____

I certify that all work was completed as described by the Scope of Work above.

I will submit all photos and documentation to lcutliff@intellicomm1.com within 24 hours.

Technician Signature: _____

Customer Signature: _____