



VENDOR W/O #  
114728-01

Service Date 5/21/21 05:00 PM  
Client PO #  
Priority Regular  
Order Type Rollout

Telaid  
13 West Main Street  
Niantic, CT 06357  
Phone # 800-205-5556 Fax #

#### Contact Information

#### SERVICE LOCATION

WALMART - Loc # 1363 - SUPERCENTER  
1681 EATONTON RD  
null  
MADISON, GA 30650  
Phone # Fax #

#### VENDOR # 380129

Intellicomm  
1048 Chase Creek Ct  
Lawrenceville, GA 30044  
Phone # 405-802-1262 Fax #

#### SERVICE DESCRIPTION

Switch Add VSRV

#### VSRV SOW:

##### BEFORE YOU GO TO SITE

- Please note that this is DAY work between the hours of 8AM- 5PM.
- These servers are large and bulky, so you need to be able to lift 75lbs.
- Review the SOW and ensure that you have a good understanding of the work you will be completing.
- If you accept the job, it means they can complete it, and if they cannot meet their ETA or complete the job, they will be required to drop off the materials on-site at their own expense
- Pictures of before and after work are needed in all areas, work must be neat and installed correctly, ensure that you have a camera.
- Tech must complete a full inventory and confirm all necessary material has been accounted for prior to the start date of the project. If something is missing, tech needs to reach out to project management team BEFORE going to site.
- Please make sure you and your team are all wearing masks while inside the store so we are PPE compliant.

#### DAY OF INSTALL

- Once onsite the Tech will check in with the Network Integration Center at 866-566-4295 and inform them you are onsite to perform a VSRV add.
- You must clean your work area and leave the space how you found it. Any new unused material including but not limited to switches should be taken from site and returned to Telaid.
- If you have any unused materials, or if a return trip is necessary, you must take them with you. Please do not leave any materials in the store unless they are the old switches/NEMAs you deinstalled.
- Have a manager sign your work order. Be sure you follow all instructions and call the Network Integration Center at 866-566-4295 to check out. Make sure your deliverables are uploaded within 12 hours of completion. Failure to provide all required deliverables will result in penalties.
- Please note, if you are waiting for a call back from the Network integration center for over 30 mins please ask to escalate to a team leads. If after escalating to a team lead, you are still on hold for over an hour, please escalate to the PM Courtney Hoffmann (608) 888-5035.

#### VSRV INSTALLATION:

- Photos of the UPC room rack layout before and after the install are required. A closer photo of the installed unit is needed with landmarks as well.
- We will be installing two VSRV and leaving any current servers that are already at the store in place.



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Contact Information

- Please note, if there are already two servers that are the same model at the store, we should not install the new ones that are the same brand.
- The VSRV's will be installed in the UPC office
- o Look for an existing VSRV and try to place the new unit near the old one. If you cannot locate one, install where you are able. This install does not require the racks to be rearranged. Look for any open spots that will allow the unit's power cable to be plugged in and dressed appropriately. If there is an available shelf, you may use it or install one if needed (provided). You will mount the device in the rack and call into tech support.
- Contact the Network Integration Center at 866-566-4295. They will advise on available ports in the UPC switches. While you are waiting, clean your area and take your photos.
- Once the install is complete and the Network Integration Center has confirmed, have a manager sign your work order and then call to check out



# SIGN OFF SHEET

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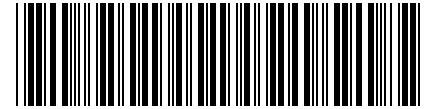
Telaid  
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## SERVICE LOCATION

WALMART - Loc # 1363 - SUPERCENTER  
1681 EATONTON RD  
null  
MADISON, GA 30650  
Phone # Fax #

IVR Pin #

74141760



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Store Manager's Signature

Print Name

Date

Time In

Time Out