SR16679078 ##321E3H94H9##

Service Request

NCR Corporation
170 Chastain Meadows Ct
Kennesaw, GA 30144

CTN3099188 SR16679078 Rev 0

NCR Helpdesk #: 1-877-777-0855 opt 1

SR Type: Starbucks Cabling Maintenance - EMERGENCY (8 Dispatch Type: (TT)

Reference Number: 7112302226 End User Reference: INC1249224

Date: 05/04/2021 Window: 08:00 to 10:00 EDT Expected Duration: 265 PO#:

Site Contact: MichaelCapozzoli Phone: 9737431752 Alt. Phone:
Company: STARBUCKS #13383 Address: 710 BLOOMFIELD AVE.
City: GLEN RIDGE State: NJ Zip: 07028

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

SR DETAILS

Customer Code: 89635
Model Number: 7988-9770-9898
Store Number: S13383
Out of SLA Override: No
Model Description: UNIT-HP RP9 15 inch POS w/MSR
Serial Number: 5296744-9770-0919-2
Does the site require FE information for access?: No

DESCRIPTION OF WORK

Starbucks Cabling Maintenance: Troubleshoot network connectivity issues listed on SR. Identify and repair any cabling issues on site. Report the status of the site and any additional work required to Starbucks and TAC.

SR CHECKLIST

1. Call Genesis +1.800.493.0016 to log onsite
2. Refer to the attached install guide for specific installation instructions.
3. Verify all installation areas are clean and that you properly dispose of all trash.
4. Please submit all deliverables
5. Leave site.
6. Submit all Post Visit Completion (PVC) tasks within 24 hours of logging off site.

To be completed by the Field Engineer (FE): 43398

Call Result: [ ] Successful [ ] Incomplete

Incomplete Reason:

Materials Used:

Description	Qty

Required for all calls:

Time at Log-on: _____:_____ EDT

Time at Log-off: _____:_____ EDT

Customer Heldesk Rep. Name: _____

Customer Call Closure Code: _____

Onepath TAC Rep. Name: _____

Onepath TAC Closure Code: _____

Installed Equipment:

Make/Model	Serial Number

RMA Equipment:

Make/Model	Serial Number

FE Initials | End-User Name (Please Print) | Title | End-User Signature | Date

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Description: Resolve cabling issues related to network connectivity loss for all devices reported on your Service Request. Regardless of dispatch outcome, contact Starbucks Helpdesk prior to leaving site.
Required Tools: Standard Telco + Continuity Tester + Facemask (purchased or homemade)
Required Materials: Standard Telco + 200 feet of cat5
Required Skills: Telecom & Networking
RMA Handling: DO NOT REMOVE EQUIPMENT FROM SITE. Neatly pack unused or defective equipment and hand to local contact.
FE Overage Threshold: 2 hours
Last Guide Version: 12/04/2015 00:00

Cabling team required. Ethernet cable wasn't hidden properly on last install and the cable is now destroyed from being walked over multiple times a day.

Equipment:

March 11, 2021

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 Genesis Networks, 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,

Bryan Hann

Area Vice President – Deployed Services, Genesis Networks

1354 N. Loop 1604 E., Suite 103 | San Antonio, TX 78232 | 210.489.6600

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.[1] 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.

Sincerely,

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

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

Starbucks Covid-19 Requirements

Field Engineer – Please read these requirements thoroughly

1. Due to the current COVID-19 pandemic, you will be required to wear a face mask while performing any work. This mask can be purchased or homemade, but will be a requirement in order to gain access to site.

2. Please comply with any request of the Starbucks store staff for a temperature check

3. Prior to beginning work in Starbucks stores, you should advise the store leader which area of the store you will be working in to allow for proper social distancing.

4. At all times while in Starbucks stores, you should minimize direct contact with store partners and others. This may include:
    - Active social distancing
    - Limiting conversations and non-business-related interactions
    - Halting the practice of requesting a survey from a store partner on your mobile device

5. You are required to wash hands thoroughly with soap and water for at least 20 seconds immediately upon entering the store and prior to starting any work. Continue to wash hands at least every 30 minutes while onsite

6. If you are denied access because of something health check or PPE related, please take the following steps:
    - Leave the store immediately and do not attempt to persuade the store partners that you stay and work. This point in vitally important to Starbucks. Their store partners in many cases will be coming back into their stores to work for the first time during the Covid-19 pandemic. Many will have varying levels of concern and comfort and we want to do everything we can to lift them up and maintain a safe, happy, and healthy working environment for everyone
    - Once you have left the store, please immediately contact the Starbucks Helpdesk, and notify them of the issue and suspend the work order
    - Starbucks will coordinate to work out a plan to revisit the location when all expectations can be met for the store partners
    - Notify the NCR Account Team as necessary for support
    - Close out with TAC

NCR: Starbucks Routine/Emergency Cabling Maintenance Guide (v1.3)

Overview: This is a general service maintenance dispatch where you may be required to troubleshoot and resolve issues with one or more of the sites networking devices. Your job is to isolate any defective physical layer component(s) (patch cables, RJ45 jacks, LAN drops) and make the necessary repair(s) to restore service to the device. It is extremely important to note that we are NOT troubleshooting the actual device on this dispatch. We are responsible for troubleshooting only the physical layer components from the problem device's NIC up to the switch port in the network room (though we will attempt to isolate the device as the problem). All device and service acceptance testing should be completed by the Manager on Duty (MOD) in conjunction with the Starbucks Helpdesk. Please refer to your SR and tech notes for a detailed description of the issue(s) and affected device(s) onsite.

Contact List	Number
TAC (logon)	1-800-493-0016 opt 1
TAC (logoff)	1-800-493-0016 opt 2
TAC (support)	1-800-493-0016 opt 3
Starbucks Helpdesk **YOU MUST ALWAYS CLOSE WITH STARBUCKS**	1-877-777-0855 option 1
If the MOD Request you return to complete the maintenance dispatch at an alternate time, you MUST contact the SBUX HD to inform them.	1-877-777-0855 option 1

Requirements	
Access Hours	Specified on your SR
Required Tools	Standard Telco
Required Materials	Standard Telco
Required Skills	Telecom & Networking
RMA Procedure	Unused Onepath provided materials should be retrieved from site. NO other materials should be retrieved

Note: If your SR explicitly requests replacement of the cable or jack, please do so. If it does not, try to exhaust every possibility before deciding to run new wire.

Note: If the MOD requests you return to complete the maintenance dispatch at an alternate time, you MUST contact the SBUX HD to inform them. **Especially if the MOD requests a dispatch after store hours. (Between 10:00pm – 6:00am)**

Project Checklist

Milestone 1: Arrive onsite, check in with Onepath and introduce yourself to the MOD

- ☐ 1. Call Onepath TAC upon arrival to login. **Note**: You do NOT have to log in with the Starbucks Helpdesk.
- ☐ 2. Confirm any outstanding issues with the End User PRIOR to beginning work. If the End User reports additional issues beyond the scope listed on your SR, please advise them which devices you have been sent to troubleshoot. Politely advise them to contact the Starbucks Helpdesk for further clarification on the status of the remaining devices. The Starbucks Helpdesk representative will then approve/deny the additional requested work and advise you. If additional devices are approved, please contact TAC to advise which devices have been added to the SOW. Please keep track of the time spent working on each device.
- ☐ 3. If necessary (again, you do not have to call the Starbucks helpdesk at logon), let the Starbucks Helpdesk know if you have any issues gaining access to the site, demarc or installation area.

Milestone 2: Identify problem area(s) and troubleshoot

- ☐ 4. Ask the Manager on Duty (MOD) to show you where the existing networking equipment is located. Note: At most locations, the networking equipment will be located in the MOD's office either on a shelf or in an equipment rack.
- ☐ 5. Determine the location of the problem device. The problem device could be any of the following device types (This may not be a comprehensive list of devices. Refer to Appendix A for sample photos of each device type):
  - POS terminal
  - Cup Labeler
  - PC (usually in Manager's office)
  - Kitchen Display System ("Drive Thru Monitor")
  - Access Point
  - Timer

Take notes!

- Clover machine
- Phone

☐ 6. Before proceeding, take a photo of each problem device and any associated wiring. Upload to the additional images option in myESP.

☐ 7. Record the following information about each problem device (remember, we are not troubleshooting the device itself, but we need to isolate the issue – even if that means we verify another working device comes up on the problem device's wiring): Note: Utilize the notes section to the right if your SR indicates you are troubleshooting more than one device.

- **Device Type** (***circle one***): *POS terminal* | *Cup Labeler* | *PC* | *KDS* | *Access Point* | *Timer* | *Phone* | *Other*
  i. If Other: Write the device type in the notes section to the right. You will be asked what type of device was affected during the closure process.

- **Device 1 Location**: _____

Identify Obvious Faults

☐ 8. Begin troubleshooting by verifying there are no obvious physical issues (equipment powered off, disconnected, damaged, patch cables missing, etc). If any physical issues are found, resolve and work with the MOD to determine if the problem device comes back up.

- If the device tests successfully, contact the Starbucks Helpdesk for testing/closure.

☐ 9. If no physical issues are found, continue troubleshooting.

Inspect Device Side Patch Cable and Termination

☐ 10. Inspect the patch cable going from the existing jack to the problem device.

- If there are obvious faults, replace the patch cable and determine if the device comes up.
- If there are no obvious faults, complete a continuity test to verify the patch cable is good.

☐ 11. Inspect the jack the problem device is connected to. Determine if the jack itself has been damaged, either physically (by equipment/employees) or by environmental conditions (i.e. water damage).

- If there are no obvious physical faults, continue troubleshooting.
- If there are physical faults located, take photos, resolve and verify the device is up with the EU and the Starbucks Helpdesk. If physical or environment damage was present, determine what actions can be taken from an installation standpoint which will prevent future damage.
  i. **Example**: The jack servicing the POS terminal at a server station has been damaged. You notice high chairs are placed underneath the POS station, and it the chairs are being slammed into the jack, causing the failure. Determine if there are any positions under the POS station where the jack could be re-installed to prevent a reoccurrence of the problem.

Trace Wiring

☐ 12. Using your tone generator, locate the wiring for the problem device in the network room. Note: Some patch panels/jacks may be labeled for easier tracing, but the labeling may not always be correct.

☐ 13. Disconnect the patch cable for the device going into the switch and temporarily mark the cable for testing purposes. If previously unlabeled, use an electronic label maker to mark the patch panel and patch cable with the device name for future reference.

☐ 14. Disconnect your toner from the device end and plug the problem device back in.

☐ 15. Plug the marked patch cable back in to the same switch port and observe the link light status at both the device end and in the network room.

Take notes!

☐ 16. Compare the light status of the problem device to a known working device, which might give you some insight into whether a problem exists or not (link lights on/off). Regardless of what you find here, further testing is still required.

Inspect Switch Side Patch Cable and Termination

☐ 17. Inspect the patch cable going from the patch panel to the switch.
- If there are obvious faults, replace the patch cable and determine if the device comes up. Confirm the device comes up with the EU and the Starbucks Helpdesk.
- If there are no obvious faults, complete a continuity test to verify the patch cable is good.

☐ 18. Inspect the jack the problem device is connected to (this could be a patch panel or a biscuit jack). Determine if the jack itself has been damaged.
- If there are no obvious physical faults, continue troubleshooting.
- If there are physical faults located, take photos and resolve. In cases where physical or environment damage is present, determine what actions can be taken from an installation standpoint which will prevent further damage.
  i. **Example**: The networking equipment is located under the manager's desk. You find the patch cable connected from the patch panel to the switch is far too long and is getting caught underneath the manager's chair, causing the failure. Replace the long patch cable with a shorter cable to prevent reoccurrence of the problem.

Verify Homerun

☐ 19. Now that you have physically inspected the patch cables and taken a look at the terminations, the next step will be to determine if the homerun itself is good.

☐ 20. The first step will be to isolate the homerun from the patch cables. Disconnect the patch cable from the wall jack at the device end. Disconnect the patch cable at the patch panel on the switch end.

☐ 21. Complete a continuity test on the homerun to determine if there are any shorts, opens or mis-wires in the cable.

- When/if the continuity test is successful, take a photo of the successful cable test. Upload a photo of the successful continuity test via myESP.
- As necessary, re-terminate the device side and switch side terminations. Note: Be sure to re-terminate one end at a time and retest the cable for continuity. This will assist you in isolating the fault and allow you to report the root cause of the failure to the Starbucks Helpdesk and TAC during the logoff process.

Isolate the Problem Device

☐ 22. If you have determined all physical layer components are operational, the final step is to isolate the problem device.

☐ 23. Work with the MOD to locate a known working device near the problem device that can be used for testing purposes.

☐ 24. Using an appropriate length patch cable, plug the known working device into the problem device's drop.
- If the known working device comes up, this indicates a likely issue with the problem device itself. Place everything back the way it was upon arrival and call the Starbucks Helpdesk to report the cabling is good (do not forget to take a photo of the successful cable test).
- If the known working device does not come up, this indicates a potential issue at the switch.

Isolate the Switch

☐ 25. Trace the wiring from the known working device back to the switch. If the wiring is not already labeled, please neatly label the wiring for future dispatches (preferably using a label maker).

☐ 26. Move the patch cable from the port on the switch the problem device is connected to the port the known working device is connected to. Determine if the known working device comes up.

Take notes!

- If the known working device comes up, reconnect the problem and known working device as you found them upon arrival. Skip to “Contact Starbucks Helpdesk for Testing/Close Out”.
- If the known working device does NOT come up, verify all previous steps were completed properly to ensure all possible options have been exhausted. Determine if a new cable run is needed. As less than 2% of all dispatches will require a new cable run, all options MUST be exhausted before running new cable, unless the Service Request specifically asks for the cable to be replaced.

Determine Requirements for a new cable run

☐ 27. As directed by TAC or if explicitly directed by your Service Request, determine the optimal cable path from the device to the network equipment. If you can complete the cable run with less than 200’ of Cat5e PVC UTP cable, first confirm with the manager that you will not interrupt their business by doing so, and complete the new run.

☐ 28. If the new run is Out of Scope and cannot be completed, map out the cable run, record any obstacles that would prevent the cable run from being completed on the next dispatch, and record materials that will be required. Be prepared to review the cable path and the time and material requirements with TAC *BEFORE* leaving site.

☐ 29. **There should be *no* exposed cabling.** If the run cannot be completed without exposing cabling, contact the Starbucks Helpdesk for authorization to proceed. Record any requirements to hide the cable on a future dispatch (e.g. with wire mold) and report to Starbucks and to TAC at closure.

Milestone 3: Document issue(s) and resolution

☐ 30. Verify both the problem device and known working device are reconnected correctly and functioning (unless additional materials are needed to restore the problem device).

☐ 31. You must contact the Starbucks Helpdesk to confirm release from site. Keep the following in mind when speaking with the Starbucks Helpdesk:

- **Regardless of whether the issue was successfully resolved or not, you MUST confirm release with the Starbucks Helpdesk.**
- Do NOT mention closing or creating a new work order/ticket/SR at any time.

- If the Starbucks Helpdesk representative asks for a re-dispatch or your anticipated return date to complete outstanding work do not say things like “I’m not sure” or “I’ll have to get a new work order”. Instead, advise them you will inform Onepath of the additional materials/work required and that a return date will be provided to them through their portal. If the Starbucks Helpdesk representative asks if **THEY** need to create a new ticket, politely advise them they do **NOT** have to create a new ticket. The new ticket will be created by Onepath and the return date will show up in their portal when it is scheduled.
- You must record the name of the helpdesk representative you work with. Record the name below:

  i. Rep Name: _____

Clean Up Site

☐ 32. Take an after photo as indicated in your Real-time Checklist and upload via the additional images option.

☐ 33. Coil any excessive length of the cabling and wrap with a tie-wrap.

☐ 34. Clean up wire, plastic, paper or any trash left from install. Dispose of all debris into end-user trash.

Review Installation with End User

☐ 35. Review the Project Checklist with the local contact and briefly explain the work you performed.

☐ 36. Contact Onepath TAC to log off site.

☐ 37. Politely leave with this installation guide (do not leave it onsite).

Take notes!

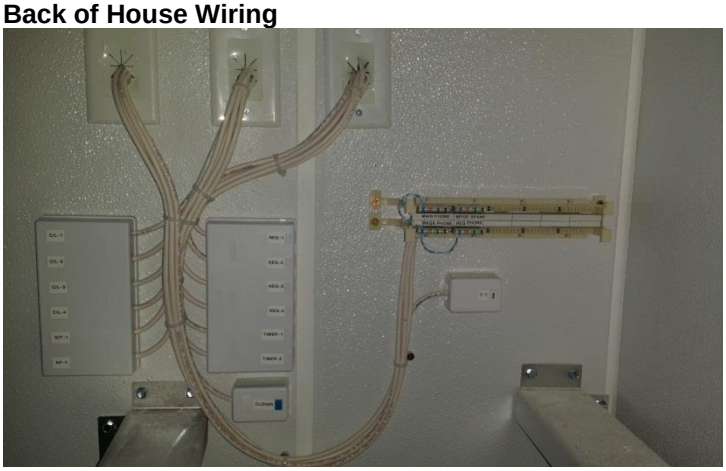
Appendix A: Example Devices and Cabling Environments

POS terminal

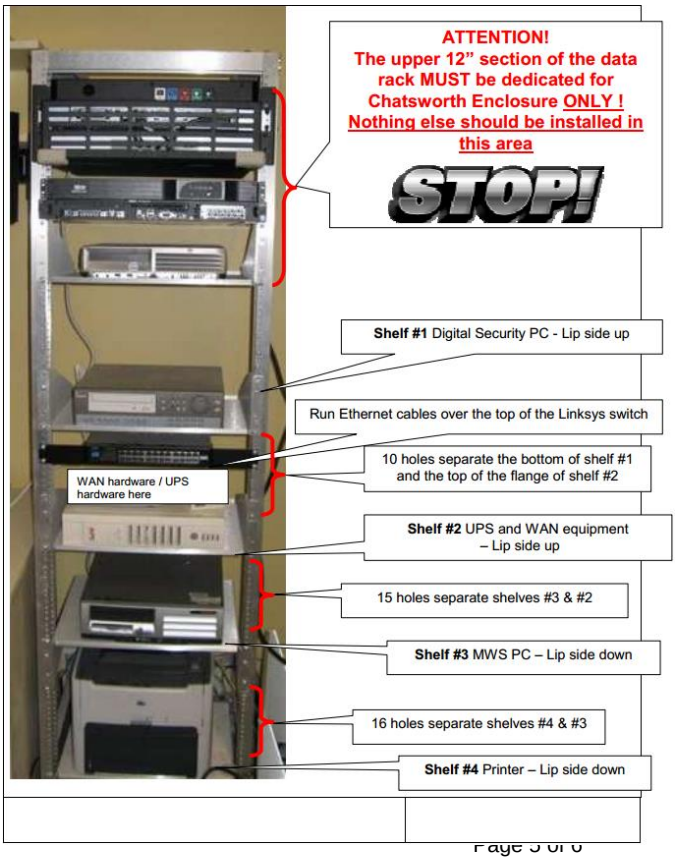
Printer

Kitchen Display System (KDS)

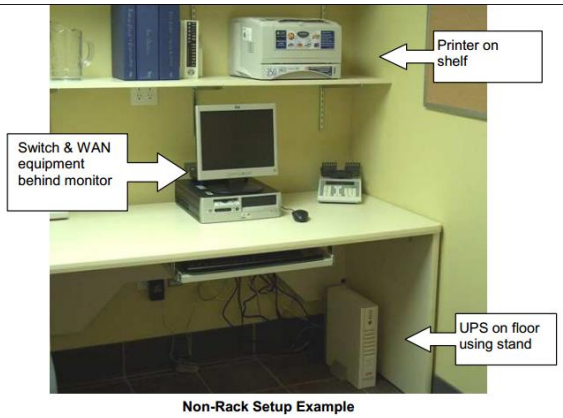
Back of House Wiring



Data Rack



PC



Non-Rack Setup Example

Closure Details

Representative	Group	Closure Code / Hold Time
Ex: Bob Smith	**SBUX Helpdesk**	**BS1115 / 12 min**

Milestone	Time
Ex: Time Onsite	**10:00**
Ex: Time Offsite	**11:15**
Time Onsite	
Time Offsite	

Time Breakdown	Reason
Example: 10:00-11:00	**Arrival onsite, replaced 3ft patch cable at server station #2**

Equipment Installed (Make/Model)	Serial Number
Example: Cisco 1941	**FTX1254789**

Equipment Retrieved	Serial Number	Tracking Number
Example: Cisco 1941	**FTX1254789**	**1275864520100**

Materials Used	QTY	FE/Onepath/Customer Provided?
Example: Cat5e UTP	**127 ft**	**FE / Onepath / Customer**
Cat5e UTP		FE / Onepath / Customer
RJ-45 jacks		FE / Onepath / Customer
RJ-11 jacks		FE / Onepath / Customer
Other:		FE / Onepath / Customer
Other:		FE / Onepath / Customer
Other:		FE / Onepath / Customer
Other:		FE / Onepath / Customer
Other:		FE / Onepath / Customer