SR16692763 ##1A43E314A3##

Service Request

Tolt Service Group
170 Chastain Meadows Ct
Kennesaw, GA 30144

CTN3100733 SR16692763 Rev 0

Tolt Helpdesk #: 1.866.364.4357opt2,1

SR Type: Extensive Inside Wiring

Dispatch Type: (TM)

Reference Number: H0620129015-15 End User Reference: H0620129015-15

Date: 05/21/2021 Window: 10:00 to 12:00 EDT Expected Duration: 189 PO#:

Site Contact: Clem Phone: 347-530-6359 Alt. Phone:
Company: Goodwill Terrace Address: 4-21 27th Ave
City: Astoria State: NY Zip: 11102

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

SR DETAILS

CPE On Site: No **Install Siecor Ext NID Splitter**: No
Customer Name: Rose Community Management

DESCRIPTION OF WORK

You MUST speak with a TAC rep at logon! TAC will log you on with Tolt in their online portal. If you hang up before speaking with a TAC rep, your time will not be recognized.

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): 35357

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: See Attached notes
Required Tools: Standard Telco + Dispatch specific requirements
Required Materials: Standard Telco + Dispatch specific requirements
Required Skills: Telecom & Networking
RMA Handling: DO NOT REMOVE ANY EQUIPMENT FROM SITE. Neatly pack equipment, then provide to POC
FE Overage Threshold: 2 hours

Customer is planning to move the circuit from the current location to the IT closet. Drawing attached for reference.

Site SOW: FE is to complete cable consisting of 120 to 150 Feet of RG59-Siamese 18/2AWG Coax Cable (PVC) and will need a Hammer Drill

Internal Site Survey completed under : CTN: 3099679 w/ Frederick Adams

Assess if circuit can be moved by a Genesis tech, or will require an ISP service call.
Go to current space to check out the equipment that needs to be relocated – router/switch/AP.
Go to new space and confirm where the 4 APs will be located – 1 AP will be removed from current location and relocated to new space, 1 AP in community room with NOT be removed but will be rerouted/rewired to new IT closet, 2 new APs for the computer room and waiting are will be installed in the new space

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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.

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FIELD ENGINEERS – PLEASE READ

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Please note the following changes to the log in, log off, and support processes for Tolt dispatches.

At no time for any dispatch should you contact Tolt directly!

Step 1: Log in with Onepath – YOU MUST SPEAK WITH A ONEPATH SERVICE DELIVERY REPRESENTATIVE UPON ARRIVAL.

Immediately upon arrival onsite, contact Onepath to log in at 800-493-0016, opt 1. Onepath Service Delivery will log you on for the dispatch and will need to log in to the Tolt online login system on your behalf.

*If you do not receive a call from Day1 (Tolt's Support Team) within 20 minutes, escalate this is Onepath.

Step 2: Introduce yourself to the site contact

IMMEDIATELY after logging in with Onepath, find the site contact, introduce yourself as a Tolt installer, and explain the work to be performed. If you are unsure of the work to be performed, call TAC for clarification and then address the site contact with the information.

Step 3: Onsite support

If you find that you require any additional technical assistance, scope clarification, or have any other questions, contact Onepath at 800-493-0016, opt 3. If the Service Delivery rep is unable to resolve your issue, they will schedule a call back from Tolt on your behalf through the online system.

Step 4: Explain what was completed and THANK the site contact before leaving site

BEFORE leaving site, find the site contact, explain the work that was performed and that you have completed your scope (or that you were not able to complete and why). Make sure to THANK the End User as you depart!

Tolt EIW Requirements Worksheet

This document is intended to assist you in gathering all the information Tolt needs to coordinate an EIW event with multiple affected parties. Those parties can include property or building management groups and/or other tenants in the building whose suite you need to access to complete the EIW. In each section, you will be required to gather company names, phone numbers, decision makers names/numbers, availability days/times and certificate of insurance requirements. **You will be asked to provide this information for each building management group and suite you have to access at logoff. Failure to complete will result in a redispatch to gather the requirements**.

Section I – Property Management

Directions: This section of the document is intended to gather information regarding the property management company:

1. *Company Name* – The name of the property management firm.
2. *Site Phone Number* – The main phone number for the property management company.
3. *Contact Name* – Provide the name of the person at the property management company who can confirm or deny access to complete the EIW.
4. *Contact Number* – Provide the contact number for the person at the property management company who can confirm or deny access to complete the EIW.
5. *Available Days* – Confirm which days the property management company will allow access to complete the EIW. This is important if the property manager has to be available to open telco or mechanical room doors.
6. *Available Times* – Confirm which times (on the available days) the property manager will allow access to complete the EIW.
7. *Certificate of Insurance Required?* – Ask the property manager if we need a certificate of insurance on file to complete the inside wiring. If yes, you are required to get the COI template.
8. *Certificate of Insurance Template Obtained?* - If a certificate of insurance is required, ask the property manager for the COI template or COI requirements.
9. *Are there any other insurance requirements needed to complete the EIW? If yes, explain* : - Verify with the property manager there are no other insurance requirements that would prevent us from completing the EIW on the next dispatch.

If you have any questions while filling out the forms below, contact TAC immediately for assistance!!!!!!!!!!!!

Property Management Information	Company Name	Site Phone Number	Contact Name	Contact Number	Availability to complete EIW	Available Timeslots	Certificate of Insurance Required?	Certificate of Insurance Template Obtained?	Are there any other insurance requirements needed to complete the EIW? If yes, explain:
Example: Mall Management	*Outstanding Management, INC.*	*770-555-5555*	*Bill Duff*	*404-555-5555*	*(Mon) / Tues / (Wed) / Thurs / (Fri)*	*MWF: 8:00am-17:00pm*	(Yes) | No	(Yes) | No	Yes | (No) Explain:
Mall Management							Yes | No	Yes | No	Yes | No Explain:

Section II – Site Information

Directions: This section of the document is intended to gather information regarding any suites you will need to run cabling through or need access to complete the extensive inside wiring. You will be asked to fill out the following fields:

1. *Company Name* – The name of the company that occupies the suite.
2. *Site Phone Number* – The main phone number for the company that occupies the suite.
3. *Contact Name* – Provide the name of the person at the site who can confirm or deny access to complete the EIW.
4. *Contact Number* – Provide the contact number for the person at the property management company who can confirm or deny access to complete the EIW.
5. *Available Days* – Confirm which days the property management company will allow access to complete the EIW. This is important if the property manager has to be available to open telco or mechanical room doors.
6. *Available Times* – Confirm which times (on the available days) the property manager will allow access to complete the EIW.
7. *Certificate of Insurance Required?* – Ask the property manager if we need a certificate of insurance on file to complete the inside wiring. If yes, you are required to get the COI template.
8. *Certificate of Insurance Template Obtained?* - If a certificate of insurance is required, ask the property manager for the COI template or COI requirements.
9. *Are there any other insurance requirements needed to complete the EIW? If yes, explain* : - Verify with the property manager there are no other insurance requirements that would prevent us from completing the EIW on the next dispatch.

If you have any questions while filling out the forms below, contact TAC immediately for assistance!

Site Information	Company Name	Site Phone Number	Contact Name	Contact Number	Availability to complete EIW	Available Timeslots	Certificate of Insurance Required?	Certificate of Insurance Template Obtained?	Are there any other insurance requirements needed to complete the EIW? If yes, explain:
Example: Suite 1	*Bob's Pet Supplies*	*203-555-5555*	*Bob Smith*	*218-555-5555*	*(Mon) / (Tues) / (Wed) / (Thurs) / Fri*	*MWF: 8:00am-11:00am Tues/Thurs: 6:00am-8:ooam*	Yes | (No)	Yes | (No)	Yes | (No) Explain:
Suite 1					Mon / Tues / Wed / Thurs / Fri				Yes | No Explain:
Suite 2					Mon / Tues / Wed / Thurs / Fri				Yes | No Explain:
Suite 3					Mon / Tues / Wed / Thurs / Fri				Yes | No Explain:
Suite 4					Mon / Tues / Wed / Thurs / Fri				Yes | No Explain:
Suite 5					Mon / Tues / Wed / Thurs / Fri				Yes | No Explain:

*********ATTENTION ALL FIELD ENGINEERS*********

FOR ALL MODEM BRIDGING SUPPORT RELATED QUESTIONS YOU'RE TO CONTACT ENDEAVOR ONLY – NOT IPASS.

SEE ATTACHED MODEM BRIDGING INSTRUCTIONS BEFORE REQUESTING ADDITIONAL SUPPORT.

Modem Bridging Instructions

Broadxent Briteport 8012-G1 DSL CPE

- To **Bridge** this unit just hold the reset button on the back on the modem for 20+ Seconds. The modem will restart in **bridge** mode.

Bridging A Embarq 660R DSL CPE

1. Make sure the 660 is connected directly to the computer with a network cable.
2. Double click Internet Explorer on the desktop, or click on Start and then click Internet Explorer.
3. In the Address Bar, type 192.168.2.1 and then either click on Go or hit the Enter button on the keyboard.
4. A screen asking for the password will come up. The default password is 1234. Type that in and click Login.
5. There may already be four stars in the password box. If so, click Login.
6. A screen will come up asking to change the password. Click Ignore.
7. The Site Map will come up. On the right hand side of the screen is the Maintenance menu.
8. Click on Diagnostic.
9. Click on Network Layer.
10. Click the Release button.
11. Click Change to **Bridge** Mode.

A message will appear on the screen saying “Current operating mode is bridged mode.” This is all that needs to be done, the modem is now bridged.
To take this device out of Bridged mode, use the reset button on the back of the modem. Press and hold it in for 30 seconds.

Bridging A Motorola 2210 DSL CPE

Motorola 2210 DSL modem comes with 2 different GUIs:

*** GUI #1 ***

To **Bridge** a **Motorola 2210** CPE from Bell South / ATT:

Log into the CPE using: **192.168.1.254**
On the list of available menu's, **Click** on **Broadband DSL**.

*** **On the menu tab choices : Click on Configure Connetion.**
This allows changes on the following:

VPI/VCI should be set to 8/35
Protocol should be set to bridged Ethernet
Bridge type Should be set to Bridge.

Click save and reset , which should prompt yes to restart.
Click Yes to restart device.
Make sure a Prompt stating
Changes were made successfully
That should indicate CPE is on bridge-mode.

*** GUI #2 ***

Log into the modem via http://192.168.1.253 (or 192.168.1.254)
Choose Advanced -
Choose PPP location -
Select **Bridge** -
Save and restart modem.

The modem should now be in **bridge** mode.

Bridging A Netopia 2241N DSL CPE

1. Hold reset button for 10 seconds.
2. Access the CPE via 192.168.1.254, and use the username and password provided by BellSouth.
3. Choose "Expert Mode." then click ok
4. Choose "Configure" then "connections."
5. Choose the "Ethernet **Bridge**." from the protocol drop down list.
6. Finally click save. This reboots the CPE into **bridge** mode where the internet light is now off.

Bridging A Netopia 2247 DSL CPE

To bridge the modem do the following:

1. Connect laptop to modem LAN interface

2. Log into modem via the Default Gateway address

3. Username and password are: admin

4. Select "Advance Configuration" on left column of options

4. Select "WAN Configuration"

5. Change to "RFC 1493 Bridge"

6. Save changes and reset

Bridging A Netopia Cayman 3347 DSL CPE

Access CPE with Internet Explorer (192.168.1.254)
username: admin
password: serial number of CPE

1. Click on Configure
2. Select WAN
3. Click on ppp over ethernet vcc
4. Uncheck enable interfaces

5. Select WAN
6. Uncheck enable gateway

7. Click on Advanced
8. Select ethernet **bridge**
9. Click **Enable Bridging on Port**

10. Click on Advanced
11. Turn dhcp off
12. Turn nat off

13. Click on Alert symbol on top right
14. Save and restart

Bridging A Speedstream 4100/5100 DSL CPE

1. Access the modem with IP address of 192.168.0.1 (no username and password required)
If you are prompted to enter a User ID and Password when accessing the 4100, the User ID and Password will be the PPPoE UN and PW.

2. Go to advance option on the left side

3. Go to "PPP location" under advance properties
(modem access code underneath modem on sticker)

4. Change "PPP on modem" to "bridge" and not the "PPP on computer" option
(save changes)

5. Connect router and connection should be up if you have the correct PPPoE username and password

Bridging A Speedstream 4200 DSL CPE

There are 2 ways to bridge a Speedstream 4200 modem

*** #1 ***
Default the modem

Access the modem by Web browser - 192.168.254.254 (May very depending on firmware, Ipconfig if you do not know)

Login - admin / admin
Setup - Wan Interface
Delete the PPPoE VC and select ad new VC

ATM Settings - VPI - 8, VCI - 35
Select the LLC button
Next

Select RFC-2684 bridged (NOT RFC-2684 Bridged/IP)
Finish
The modem then will reboot

NOTE - If you did not delete the PPPoE interface Under the Wan interface then you will need to go back and disable the PPPoE and Activate the **Bridge** VC.

*** #2 ***
Use the following url: 192.168.254.254/brgmode.htm
This will take you right to the **bridge** menu. Click yes to complete bridging process.

Westell 6100 E90-6100-01506 - Bridge steps

admin/password if modem was defaulted

* 192.168.1.1/verizon/redirect.htm
* admin / admin
* disable wba

* [Advanced]
* admin/admin/admin -> save password
* private lan
* uncheck dhcp
- apply

* [My Network]
* network connections
* broadband connections
* edit vcs
* protocol -> **bridge**
* mode -> **bridge**
- apply

[Save / Restart]

LAST STEP
* with laptop still connected
- ipconfig /release
- ipconfig should pull a 0.0.0.0
* finally plug in MSU and power cycle it
* this should clear the laptop MAC from CPE

Westell 6100 F90-610015-06 - Bridge steps

Bridging requires a computer or laptop to be connected, Log into the modem and to follow a 4 step process.

1. Login the modem through the default gateway
2. Change the Mode from "Routed/Bridge" to "Bridge/Bridge"
3. Choose the Advanced settings
4. Disable the DHCP settings
5. Uncheck the Private LAN

Westell 7500 - Bridge steps

Bridge modem.
1.Open browser (IE) type 192.168.1.1
2.user: admin password: password
select◊3.Select My network Newtowrk connection (to the left)
4.Broadband connection (select the tab under action)
5.Look under Vc's select the tab under edit column. (to the right)
6.Under Protocol: Set to **bridge**
7.Bridge Mode: **bridge**.

Disable wireless:
1. Go to Basic Wireless
2. Disable Wireless

Turn off DHCP
1. Network connection
2. Lan
3. Private lan the first one.
Uncheck the first option under DHCP

Closure Details

Representative	Group	Closure Code / Hold Time
Ex: Bob Smith	**NOC**	**BS1215 / 10 min**

Milestone	Time
Ex: Time Onsite	**10:00**
Ex: Time Offsite	**12:15**
Time Onsite	
Time Offsite	

Time Breakdown (Email to tb@1path.com)	Reason
Example: 10:00-11:00	**Arrival onsite, extending demarc from back of store to front counter**

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

Equipment Return Form

Instructions: Please fill out this form upon completion of the network installation for unused/defective Interface gear that needs to be returned. You will be responsible for completing the following:

1. Determine if there are any unused or defective items that need to be returned.
2. Record the make, model and serial number of each return device in the EQUIPMENT INFORMATION section below.
3. Record the equipment type in the EQUIPMENT INFORMATION section below. “Defective” refers to an out-of-box failure for customer supplied equipment. “Unused” refers to gear that was shipped to site by the customer but was not used to successfully convert the site (this should be *extremely* rare).
4. Securely pack the return CPE in the box the new equipment came in and upload a photo of the equipment in the box before sealing to myESP.
5. Review your SR details and look for the RMA handling section. This will provide instructions on how to handle the equipment return. You may need to ship the equipment back to Onepath or leave it with the site contact. MAKE SURE TO CHECK YOUR SR FOR INSTRUCTIONS!
6. Fill out the RETURN CONFIRMATION section and ask the MOD to sign the equipment return form to indicate acceptance and understanding of the equipment return process.

EQUIPMENT INFORMATION

Make/Model	Serial/ID No.	Equipment Type
		Defective | Unused
		Defective | Unused
		Defective | Unused
		Defective | Unused
		Defective | Unused
		Defective | Unused
		Defective | Unused
		Defective | Unused
		Defective | Unused
		Defective | Unused

RETURN CONFIRMATION

Today’s Date:	
SR Number	
Installer Name	
Installer Signature	

MOD Name	
MOD Signature	