



Site Name	McDonough, GA/8291	Ticket	626716
Site Contact		Scheduled Date/Time	06/15/21 9:00:00 AM
Site Address	175 Decatur Road	OSBT Contact	Janie Smith
Site Address		Work Order Sent	June 09, 2021 02:04 PM
City	McDonough	Site Phone:	(404) 538-7346
State, Zip	Georgia 30253	Please confirm scheduled date and time within 24 hours of receipt.	

OSBT Ticket #: 626716 OSBT Customer: Verizon - Affordable Dentures

Customer Reference # MA-001614-2020

Technician MUST call the OSBT Call Center @ (713) 895-1799 Upon Arrival, and Completion. If you are going to be late to this service call for any reason, you must call the OSBT Call Center to notify prior to the scheduled arrival time. Failure to abide by this instruction will result in a deduction from pay awarded for this service call.

OSBT is now using an automated confirmations system (ACS) to confirm your service appointments 24-48 hours in advance. Please save as a contact and answer calls from (256) 827-8918 to confirm your events and avoid duplicate phone calls.

By accepting this work order as a contractor of OneSource Building Technologies you are agreeing to the following list of assumptions. Your failure to comply with these items may result in reduction in payment or non-payment.

- You will arrive on site on the correct date and time specified above.
- You will be qualified to complete the work described in the scope of work below
- You will all of the tools listed on this work order to complete the scope of work.
- You will submit all collateral required for this service within 24 hours
- After completion of this service call you will receive a billing receipt that you may approve for payment.

Scope of Work:

Schedule Due Date: 05/15/2021 09:00 AM

Location #: McDonough, GA/8291

Location Type: (Freestanding Building/Strip Mall)

LOC: MOD

Tech Arrival: 9:00 AM

Bridge Start: 10:00 AM

Bridge #: 866-226-4650

Bridge Pin: TBD

*****SCOPE OF WORK*****

DEMARCO Extension from New Services

Support Activation

DEMARCO:

VZN CKT ID:

LEC CKT ID:

Needed Equipment:

Laptop with charger

Cell Phone with charger

Console Cables

Needed Materials:

Minimum of 300ft of CAT5e Plenum Cabling

Spare Patch Cables
MOD Plugs
Keystone Jacks
Single Port Surface mount Boxes
Zipties
Velcro
Minimum 8 foot ladder
Standard Hand Tools

*****VERY IMPORTANT*****

IT IS IMPERATIVE THAT YOU MAINTAIN THE HIGHEST LEVEL OF PROFESSIONALISM AND PATIENCE WHILE WORKING WITH VERIZON AND THE END USERS.

IF THERE ARE ANY ISSUES ONSITE WITH THE CUSTOMER STOP AND ESCALATE TO YOUR OSBT PC IMMEDIATELY.

Standard business hours are 8am to 5pm local time.

Escalation path:

(713) 895-1794 for OSBT Call Center (must call to check in/out on all orders)

(866) 333-3475 for OSBT Call Center (toll free)

MATERIAL LIST:

- Cat5e Plenum Cable (min 300 ft)
- Small Parts - RJ-45 Couplers and Connectors, RJ-11 Connectors, Mounting Equipment (Rack Nuts and Screws), Biscuit Jacks
- 8' Ladder
- Hand tools – Pliers, Multi-Tool, Flashlight, Power drill, LONG drill bits, masonry bits, A general-purpose drill bit set, and a hole-saw, Crimpers, Punch down Tool, Wire Strippers, Screwdrivers (Phillips and Flathead), Tape Measure, Sheetrock Saw, Utility Knife, Torx (Star-shaped) Bits. Fish Tape and/or Glow Rods, LED Headlight.
- Cleaning tools - Compressed air can, Velcro, Tie-Wraps, Magnets, Small Broom or Vacuum
- Diagnostic tools – Multimeter, Loop back plug.
- Buttset
- Toner and Wand

TOOL LIST:

- Laptop with Windows 7 or Later Operating System
- Microsoft Office
- TeamViewer 14
- Cisco / ADTRAN Console Cable (USB to DB9)
- Mobile Hotspot
- Modular Adapters
- Spare Power strip
- Digital Camera /High end Smartphone
- Label Maker

Collateral Requirement:

- Before and after install photos – Including images of installed/tested devices
- Testing results
- Speed Test (If applicable)
- Signed OSBT work order (Service Acknowledgement Disclaimer page) and
- OSBT sign off – with MOD signature

All collateral must be submitted within 24 hours of completing the service call.

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State Zip	Georgia	30253	Please confirm scheduled date and time within 24 hours of receipt.

The following must be completed and email to collateral@osbt.com before leaving site.
All additional collateral must be submitted to collateral@osbt.com

Technician Name:	Marlon Dardaine	Travel Time:		Arrival Time:	
Technician Phone:	347-793-4164	Miles Driven:		Departure Time:	

Please describe work completed onsite:

***For Emergencies please contact the
OSBT Safety Team at:
713-895-1799***

		Technician Signature:
Customer Name:	Customer Signature:	Date:

Stop Work Clause:

- If, while onsite, it is requested that you do anything outside of the original scope, contact your coordinator immediately or risk not being compensated for the job. All direction must come from OSBT, unless explicitly stated in the work order.
 - If you are unreachable during the reconfirmation window causing OSBT to exhaust time and resources to recover and/or reschedule a service ticket, the ticket is non-payable.
 - If you did not speak with anyone at OSBT, and were NOT asked to proceed to site, you may not show up and expect to complete the work or be paid.

Fit for Duty/Fatigue Management Policy:

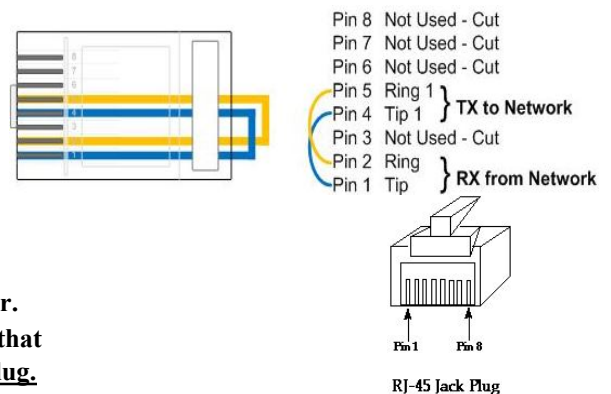
- Any employee (or contractor) working 8+ hours should be allotted a 1-hour lunch break – this is not required and can be used at your discretion with proper communication with your PC/PM.
- Per OSBT's Fit for Duty SP-035-02:
 - Fatigue management is always a requirement whenever working on client sites. Worker fatigue can be a factor in incidents or risk to personnel. Therefore, we must ensure that:
 - Contractors report to work rested to prevent fatigue during a planned work schedule for that day.
 - Work shall be planned such that no one is scheduled to work for more than 14 continuous hours, including breaks and meal times (two consecutive shifts), and travel to/from the site.
 - As soon a subcontractor recognizes that they may exceed 14 continuous hours of work, you must request an extension from your assigned PC or PM.
 - OSBT and its subcontractors monitor activities, pay close attention to critical tasks and behavior to determine if an employee/subcontractor should be removed from the work site to obtain rest, or should be given a rest period upon arriving at the work site before beginning work.

Incident Reporting | Proper Protocol Reminder:

- Please do not forget that any incident resulting in injury, illness, and/or damage to OSBT, equipment vendor or customer tools/equipment while in the office or on a customer site, must be reported. This is especially true for any incident where medical treatment is required. By law, we are required to complete and file incident reports for these instances.
- If you experience any of the above while onsite, please complete the [OSBT Incident Reporting Form](#) and immediately engage your assigned PC/PM.

T1 Loopback Plug:

- **Materials**
 - Unused RJ45 male mod plug
 - Two strands (one pair) of category 5 wire (approximately two inches in length)
 - RJ45 crimp tool
- **Method**
 - Insert one end of wire 1 into Pin 1 of the RJ45 connector.
 - Note: To ensure a good connection, make sure that each wire goes all the way into the end of the plug.
 - Refer to drawing on the left for RJ45 pin layout.
 - Insert the other end of wire 1 into Pin 4 of the RJ45 connector.
 - Insert one end of wire 2 into Pin 2 of the RJ45 connector.
 - Insert the other end of wire 2 into Pin 5 of the RJ45 connector.
 - Crimp the connector.



COVID-19 Safety Measures:

- OSBT partners are required to follow any local guidelines regarding safety precautions.
- All OSBT partners (contractors, subcontractors, helpers, company employees, etc.) must confirm that you will be prepared with PPE (Personal Protective Equipment) supplies and wear the required PPE (if required by customer), for the entire time on site. PPE is defined as (Face mask to cover mouth and nose as well as latex or vinyl gloves).
- Please ensure to cover your noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available)
- Please wash your hands with soap and water as frequently as possible / reasonable.
- Use Purell and other alcohol-based hand sanitizers and/or wipes as a substitute
- Make use of disinfectant wipes on tools, electronics, cell phones and steering wheels.
- Some customer sites may require, upon arrival, temperature checks to verify a temperature of 100.4 or lower.
- Practice SOCIAL DISTANCING while on-site:
 - Refrain from shaking hands or touching others, greet verbally, with a wave, head nod, or some other appropriate professional gesture
 - Be mindful of physical space – attempt to maintain at least 6 feet away from others
- TRAVEL GUIDELINES
When traveling, all field technicians will follow these guidelines to help ensure that they do not come contract COVID-19 while on the way to, or returning from work locations:
 - All field technicians are encouraged to a face cloth mask while in airports, hotel lobbies, or Uber/public transportation
 - All field technicians are required to wash hands or apply hand sanitizer when entering new public transit spaces
 - Field Technicians, when possible, will maintain social distance a minimum of 6ft
 - Field Technicians are encouraged to stay in their own hotel rooms or at least keep 6ft away from each other if,
 - not possible

Sincerely,
OSBT Management