



VENDOR W/O #
119630-02

Service Date 6/11/21 01:00 PM
Client PO #
Priority Regular
Order Type Service

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

Contact Information Service Desk (866) 566-4295

SERVICE LOCATION
LUXOTTICA - Loc # 787 - LENS-CRAFTERS
100 MAIN ST
null
WHITE PLAINS, NY 10601
Phone # Fax #

VENDOR # 380129
Intellicomm
1048 Chase Creek Ct
Lawrenceville, GA 30044
Phone # 405-802-1262 Fax #

SERVICE DESCRIPTION

Test latency and bandwidth direct from modem.

Tech to check in and out with Telaid service desk at 866-566-4295

PO# 180212470

****Must bring a working laptop****

***** Tech must supply White CAT6 cable, biscuit jacks and patch cords if needed *****

Tech must call into the Lux help desk 866-406-5499 option 3 store number 787 - Lenscrafters

If lines are busy tech needs to email sssresearchteam@luxotticaretail.com and leave call back info.

Need tech to go to site to test speeds and latency directly off of the retail modem. Tech will need to locate the modem ComTrend AR 5220u and test speeds and check for loss directly off of the modem. Account has statics and laptop will need programmed with them to surf: Number of IPs Available 5 First IP In Block 74.0.249.242 Last IP In Block 74.0.249.246 Gateway IP 74.0.249.241 Subnet Mask 255.255.255.248 Primary DNS Address 64.105.124.154 Secondary DNS Address 64.105.159.250 Tech will need to run 150 pings and run multiple speed tests. after testing tech will need to replace cable between Meraki and modem. Tech will need a laptop and spare Cat 5 cables. Tech must call support and reference ticket # A566133L"

-Take digital photos of each completed termination and upload them to the work order and email to Luxottica@telaid.com

***** ANY ISSUES NEED TO BE IMMEDIATELY CALLED IN TO THE TELAID PROJECT MANAGER, 866-566-4295. *****

Doc Type	Required Count	Description
Deliverable 1	1	Photos of each completed termination or device
Signoff	1	Signed work order



SIGN OFF SHEET

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IVR Pin #

84387969



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Store Manager's Signature

Print Name

Date

Time In

Time Out