



Incident #: 120295  
Customer Reference #: Site # 3309  
Site Name: Aspen - Dental - Dawsonville, GA 30534  
Site Contact:  
Address: 166 Crossroads Blvd, Ste 100  
  
Dawsonville Georgia 30534  
Site Phone:

**Please call (281) 668-3211 immediately upon arrival to check in.**

**Scheduled Date and Time: 7/30/2021 1:00:00 PM**

**Scope of Work:**

Aspen - Dental - Dawsonville, GA 3309  
166 Crossroads Blvd, Ste 100  
Dawsonville, GA 30534

**\*\*\*SOW\*\*\***

The overall goal of this Project is to deliver the following:

- Provide smart hand support at the customer location to rack and stack SD-WAN solution.
- Technician will assist with equipment installation as needed.
- Technician will assist by performing connections needed for turn up.
- Technicians will collect photos of completed installation and check out with Tech Americas support desk.

**Transition Runbook:**

**\*\*\*Cutover Stage\*\*\***

Take Photos and Document Current Setup (How cabling between network components are defined)

Clean Rack Space in Preparation of New Device

Connect "ALL" components based on Level 1 As-Built Design

Verify layer 2/ Layer 3 Connectivity on LAN/WAN

Verify SD WAN Tunnels

Verify BGP Routes

Document Sites Current Cabling (Take Photo!)

**\*\*\*Validation Stage\*\*\***

Validate "ALL" 5 Tunnels

-Verify SDN Tunnel -- GCP Center

-Verify SDN Tunnel -- GCP East

-Verify SDN Tunnel -- Primary Regional PSC

-Verify SDN Tunnel -- Secondary PSC

-Verify SDN Tunnel -- Tertiary PSC

Validate BGP Route Tables

Validate V-Analytics

Validate Avaya Voice Calls and Voicemail

Validate Wi-Fi

Validate Guest Wi-Fi\_\_33

Validate Internet

Regression Testing: GCP Failover (Disable SDN To GCP Central --> GCP East)

Regression Testing: PSC Failover (Disable SDN To Primary PSC --> Secondary PSC)

Regression Testing: Local Circuit Failover (Broadband to Cradle point Network Failure)

**\*\*\*\*\* IMPORTANT Message on COVID-19 Requirements\*\*\*\*\***

By accepting this work order, all Tech Americas technicians agree to wear surgical or cloth masks while on-site and during the entire running time of the dispatch. For the sake of protecting the health of our customers, this requirement applies to ALL of our dispatches regardless of state, region or country where the job is executed. Be prepared to follow acceptable social distancing measures and all official CDC COVID-19 related guidelines.

**(\*\*TOOL REQUIREMENTS \*\*)**

Technicians MUST carry the tools below for every dispatch:

- Laptop w/serial port or USB-to-serial adapter



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· 4G Wireless card or MIFI, Hotspot or Tethering device.

· Console cable

· Cable toner

· Punch Down tool

· Lineman's Handset with Clips (AKA Buttset)

· Cable Crimper for mid-range copper connectors

· Electrical Multimeter

· 300' CAT5e cable

· Cross connect wire

· 6' to 8' ladder

· RJ-45 Jacks

· Modular Plugs

· Standard power drill

\*\*\*BRING LAPTOP WITH TEAM VIEWER, CONSOLE CABLE, INTERNET ACCESS\*\*\*

\*\*\*\*\* COLLATERAL \*\*\*\*\*

-Pictures

-Signed off WO

Must be sent right after execution at

lcutliff@intellicomm1.com

Technician Name: \_\_\_\_\_

Arrival Time: \_\_\_\_\_

Service Date: \_\_\_\_\_

Departure Time: \_\_\_\_\_

I certify that all work was completed as described by the Scope of Work above.

**I will submit all photos and documentation to lcutliff@intellicomm1.com within 24 hours.**

Technician Signature: \_\_\_\_\_

Customer Signature: \_\_\_\_\_