



Network Engineering
Technologies
3140 Deming Way
Middleton, WI 53562
www.nettechnology.com

Vendor: 60426
Purchase Order: 698309-1379955-6031
Work Order: 1379955
Service ETA: 06/07/2022 09:00 AM
*Purchase Order MUST appear on all invoices and
emailed to apinbox@nettechnology.com or invoice will be
rejected, Invoice must match this Purchase Order

Site Location Information

Customer: CarMax The Auto
Site Number: 6031
Location: CarMax The Auto CarMax
Store 6031
3721 Buford Dr
Buford, GA 30519
(678) 482-0765
Site Contact: Manager On Duty

Technician Information

Technician Name:
Technician Phone:
Techs Manager:

Manager Phone: 4058021262

***** MUST CALL UPON ARRIVAL AND BEFORE SITE
DEPARTURE *****

NET Contact Info:

Please see below for log in and out directions.

Scheduling

1 billable technician required Arrival Time: 6/7/2022 9:00 AM

Scope of Work

2022 CarMax OOB Modem Audit

Techs must follow all local and store COVID-19 guidelines regarding vaccinations, masks, and social distancing/quarantine

This work order will require a butt set with RJ11 port or banjo, toner, 66/110 punch tool, RJ11 line cord or cable/RJ11 ends, label maker with label tape.

Log In and out at CarMax queue 608-827-7949 x2654.

Site Contact: Manager

SOW: Tech will checking on the POTS phone line for the US Robotics out of band modem. This is a Verizon device used to console into the Verizon router.

- Check in with management and gain access to the PBX room.



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- Locate OOB Modem. This is typically a black analog modem that is normally sitting on a shelf back of router/switch.
 - Ensure modem is plugged in and powered up
 - If OOB does not exist and cannot be located, still confirm the provided POTS line is active at the demarc.
- Unplug phone line from modem and connect to buttset. Check for dial tone. Confirm phone line number by calling your cell phone. Take screen shot of phone line.
- If no dial tone, trace cable back to the demarc and confirm where it's connected.
 - CarMax provided the number 16782074814/ MarketSpark as the modem line. Locate this at demarc and check for dial tone.
 - If there is dial tone, and it's not connected to anything else, extend this line to the OOB modem.
- Once dial tone to the modem is confirmed, contact NET support to do a test call to the modem.
- Label working line with modem number (take picture)
- Tech can be logged after either:
 - Dial tone is confirmed to the modem with a test call and modem answer. Modem line is labeled on the cable at the modem.
 - Dial tone is not confirmed and provided number is confirmed dead at the demarc.
 - OOB does not exist onsite. Take pictures of the rack. Status of provided line is confirmed.

Pictures:

- Connected OOB modem
- Labeled modem line
- Demarc connections

Please take photos showing all completed or surveyed work and submit to DSS@nettechnology.com with the work order ID# in square brackets as the email subject. Ex subject: [1000000]. If you are not familiar with DSS please ask NET support tech for help.

Resolution



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Customer - Managers Name (PRINT)

**Customer - Managers Name
(SIGN)**

Date Time

Technicians Name (PRINT)

Technicians Name (SIGN)

Date Time

**MANDATORY SIGN OFF OF TECHNICIAN AND CUSTOMER CONTACT
MANAGER**

**Sign Off does not release tech from the job site. Any questions need to be directed to
NET Tech Support.**