SR16705818 ##3AE23E9HAH##

Service Request

Vonage Business
170 Chastain Meadows Ct
Kennesaw, GA 30144

CTN3100110 SR16705818 Rev 0

Vonage BC Helpdesk #: See SR for Details

SR Type: Starbucks - ATA Installation

Dispatch Type: (TM)

Reference Number: 342697-S58310 End User Reference:

Date: 06/10/2021 Window: 12:00 to 12:00 EDT Expected Duration: 72 minutes PO#:

Site Contact: null Phone: (347) 675-1703 Alt. Phone:
Company: Starbucks, Address: 825 SURF AVE. SUITE 4
City: Brooklyn State: NY Zip: 11224

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

SR DETAILS

If Hard ETA needed, please specify ETA date: 6/3/21
If Hard ETA needed, please specify ETA time: 2:00
Vonage Project Manager Email: david.robinson@vonage.com
Forwarding phone number: (347) 897-5222
Vonage PM Name: David Robinson
Vonage PM Number: 678 999 1373
Stores published number: (347) 675-1703

DESCRIPTION OF WORK

Starbucks - ATA Installation: Call TAC for Details

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

SR16705818 ##3AE23E9HAH##

Description: Arrive onsite to convert the sites phone service from POTS to VoIP. You will complete an ATA installation, complete call forwarding from the stores current POTS line to the temporary number on the ATA, connect service to the sites phones and verify service.
Required Tools: Standard Telco + 8ft A-frame ladder + Buttset + Windows laptop with functioning Ethernet port + Cisco console cable + a functioning on-board serial port or USB-to-serial adapter + RJ11/RJ45 crimp tool + punchdown tool with 66 and 110 blades + continuity tester + flathead screwdriver + Electronic label maker w/tape
Required Materials: Standard Telco + 300ft of cat5e cable + cat5e patch cables of various lengths + RJ11 jacks and modular/male ends + RJ45 jacks and modular/male ends + Pre-terminated 10-12ft RJ11 6P6C patch cable + Zip ties/Velcro for cable management
Required Skills: Telecom & Networking
RMA Handling: Box up any unused or defective equipment and leave it with the site contact.
FE Overage Threshold: 2 hours
Last Guide Version: 05/24/2021 00:00

Notes:: Upon arrival the tech will call Vonage install support @ (888) 842-1559 to check in and review Scope of Work.Solution:

Vonage VOIP Solution on a customer provided circuit.
Customer is using a Grandstream HT802 ATA connected to an analog phone (phone not provided by Vonage).
On site activities

Verify availability of port on switch
Locate wireless phone and base
Plug in ATA to switch port

Verify ATA registration
Place outbound test call

Forward store DID (Phone Number) to temp number of ATA (in lue of porting at go live)

Place inbound test call to store DID number FORWARDING # (347) 897-5222,

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.

Starbucks Covid-19 Requirements

Field Engineer – Please read these requirements thoroughly

1. Contact TAC immediately if you are having COVID-19 symptoms. You will be instructed not to dispatch to site.

2. Due to the current COVID-19 pandemic, you will be required to wear a face mask while performing any work. This mask can be purchased or homemade, but will be a requirement in order to gain access to site.

3. Please comply with any request of the Starbucks store staff for a temperature check

4. Prior to beginning work in Starbucks stores, you should advise the store leader which area of the store you will be working in to allow for proper social distancing.

5. At all times while in Starbucks stores, you should minimize direct contact with store partners and others. This may include:
   - Active social distancing
   - Limiting conversations and non-business-related interactions
   - Halting the practice of requesting a survey from a store partner on your mobile device

6. You are required to wash hands thoroughly with soap and water for at least 20 seconds immediately upon entering the store and prior to starting any work. Continue to wash hands at least every 30 minutes while onsite

7. Sanitize any surfaces you contact with Starbucks approved sanitizer. Leave the installation area(s) clean.

8. If you are denied access because of something health check or PPE related, please take the following steps:
   - Leave the store immediately and do not attempt to persuade the store partners that you stay and work. This point in vitally important to Starbucks. Many store partners will have varying levels of concern and comfort and we want to do everything we can to lift them up and maintain a safe, happy, and healthy working environment for everyone.
   - Contact Vonage for support.
   - Close out with TAC as directed by Vonage support.

Vonage: Starbucks ATA Migration (v1.1)

Overview: Complete an analog telephone adapter (ATA) installation at a Starbucks location to replace the sites current phone service. Verify inbound and outbound calling on the ATA prior to call forwarding the stores published telephone number to the temporary phone number on the ATA. After call forwarding, verify inbound and outbound calling on the store phones and call Vonage to confirm service is active.

Contact List: Genesis TAC and Vonage will serve as your support contacts for the remainder of the installation.

Primary Contact	Contact Reason	Method
Genesis TAC	Logon	*Primary*: myESP *Secondary*: 1-800-493-0016 opt 1
	Logoff	1-800-493-0016 opt 2
	Support	1-800-493-0016 opt 3
Vonage Tech Support	Logon/Support/Logoff	1-888-842-1559

Engineer Requirements: A review of the tools, materials and skills needed to complete this installation.

Requirements	
Tools	• Standard Telco • 8ft A-frame ladder • Buttset • Windows laptop with functioning Ethernet port • Mobile hotspot • Cisco console cable • A functioning on-board serial port or USB-to-serial adapter • RJ11/RJ45 crimp tool • Punchdown tool with 66 and 110 blades • Continuity tester • Flathead screwdriver • Electronic label maker w/tape
Materials	• Standard Telco • 300ft of cat5e cable • Cat5e patch cables of various lengths • RJ11 jacks and modular/male ends • RJ45 jacks and modular/male ends • Pre-terminated 10-12ft RJ11 6P6C patch cable • Zip ties/Velcro for cable management
Skills	Telecom & Networking
RMA process	DO NOT REMOVE ANY EQUIPMENT FROM SITE.

Document History: A list of document revisions and description of changes made.

Revision	Date	Description of changes
1.0	05/24/21	• Initial version.
1.1	05/24/21	• PM updates.

Project Checklist

Milestone 0: Understand the process

- ☐ 1. Confirm you have the tools and materials listed in the Engineer Requirements section above.
- ☐ 2. Review this guide in its entirety and contact TAC with any questions before arrival.
- ☐ 3. Print a copy of this installation guide.

Milestone 1: Arrival Procedures

- ☐ 4. Arrive onsite at the scheduled time.
- ☐ 5. Log onsite with TAC via myESP.
- ☐ 6. Upon entry to the customer building/suite, ask for the LCON listed on your SR or the person most familiar with the sites networking infrastructure.

a. ***Note***: If you encounter access issues, contact TAC immediately so they can coordinate access with the local contact (LCON) and Vonage.

☐ 7. Introduce yourself as a representative of Vonage and:
   a. Communicate the purpose of the visit – you are onsite to complete the installation of their Vonage voice service.
   b. Advise the LCON you will need access to their telco/network room(s).
   c. Ask the LCON for the equipment sent to site for the installation.
   d. Ask the LCON for the best location to store tools and materials needed for the installation.
   e. Determine if the site is experiencing any connectivity issues prior to starting work. Document all problems in myESP and report them to TAC immediately.

☐ 8. **Contact Vonage tech support team to check in and review the scope of work. They will provide you with additional information relevant to your site**.

Milestone 2: Complete inventory and the physical installation

☐ 9. Complete inventory of the equipment shipped to site for the installation. The following items should be in the box:

Item	Quantity
Grandstream HT802 ATA	1
5V Power adapter	1
Ethernet cable	1

☐ 10. If the ATA or power adapter are missing, contact Vonage support immediately.
☐ 11. Record the serial number of the Grandstream ATA in myESP.
☐ 12. Obtain a wide-angle before photo of the customer's existing networking equipment.
☐ 13. Locate the customer's existing network switch.
☐ 14. Record the type of switch the store is using in myESP. The two options are:
   a. Cisco/Meraki
   b. Juniper
☐ 15. Once the switch has been identified in myESP, identify whether the appropriate switch port is available.
   a. For Cisco/Meraki switches, the Grandstream ATA will connect to Port 10.
   b. For Juniper switches, the Grandstream ATA will connect to Port 44.
☐ 16. Install the Grandstream ATA near the customer's existing network switch.
☐ 17. Route the power cable from the Grandstream ATA to the nearest available UPS or rack-mount PDU.
☐ 18. Connect a cat5e cable of appropriate length to the blue Internet port on the Grandstream ATA and to the sites existing switch. If the switch port you are supposed to connect to is not available, contact Vonage support to determine next steps.
   a. For Cisco/Meraki switches, connect on Port 10.
   b. For Juniper switches, connect on Port 44.
☐ 19. Power up the ATA.
☐ 20. After 3-5 minutes, verify the following LEDs to confirm connectivity (see Appendix A for more info):

Device	LED	Desired Behavior
Meraki/Juniper switch	Port 10 (Meraki) Port 44 (Juniper)	Green/yellow/amber
Grandstream HT802 ATA	Power	 On/solid
	Internet	 On/solid
	Phone1	 On/solid

☐ 21. Obtain a photo showing the ATA connection on the sites existing switch (port 10 or port 44 depending on make).
☐ 22. Connect a pre-terminated 10-12ft RJ11 6P6C patch cable to the Phone1 port on the ATA and leave it coiled.

- ☐ 23. Locate the existing back office phone and record the make/model in myESP.
- ☐ 24. Obtain a photo of the front and back of the back office phone.
- ☐ 25. Locate the existing front counter phone and record the make/model in myESP.
- ☐ 26. Obtain a photo of the front and back of the front counter phone.
- ☐ 27. At the Grandstream ATA, route the patch cable from the Phone1 port to the back office phone. Do NOT disconnect the existing phone service at this time.

Milestone 3: Complete the cutover

- ☐ 28. Prior to proceeding any further, verify the following phone numbers:
    a. **Store's published phone number** – This is the phone number customer's dial currently to reach the store.
    b. **Forwarding phone number** – This is the phone number associated with the Phone1 port on the ATA. This phone number should be located in the Additional Technical Notes section on page 2 of your SR.
- ☐ 29. Record both the stores published number and the forwarding number in the appropriate fields in myESP.
- ☐ 30. Connect the RJ11 cord from the Phone1 port to your buttset.
- ☐ 31. Verify dial-tone from the ATA.
- ☐ 32. Make an outbound call from the ATA to your cell phone to confirm service.
- ☐ 33. Disconnect the phone call on your buttset and cell phone. Leave your buttset connected to the ATA.
- ☐ 34. Verify the Starbucks handsets are not in use.
- ☐ 35. Pick up the back office phone and wait for dial-tone.
- ☐ 36. Dial *72. After hearing tone again, dial the 10 digit forwarding phone number you recorded earlier in this milestone. This will forward the stores published number to the ATA.
- ☐ 37. If call forwarding worked, you should hear your buttset ring. Answer it to complete the call forwarding process.
- ☐ 38. Disconnect the RJ11 cable from your buttset.
- ☐ 39. Connect the RJ11 cable from the ATA to the customer's handset in the back office.
- ☐ 40. Verify dial-tone is present on the customer's back office phone.
- ☐ 41. Place an outbound call from the customer's handset to your cell phone and verify two-way audio.
- ☐ 42. Place an inbound call from your cell phone to the stores published phone number. Verify the back office phone rings and confirm two-way audio.
- ☐ 43. Repeat steps 40-42 on the front counter phone.
- ☐ 44. If the existing service was POTS, verify any inbound wiring from the LEC has been disconnected from the stores phones.
- ☐ 45. Repeat any issues to the Vonage helpdesk and work with them to resolve. If no issues exist, contact Vonage support for additional testing and release from site.
- ☐ 46. Dress all cabling with Velcro or zip ties to provide the customer with a neat installation.
- ☐ 47. Obtain the following "after" photos to show the completed work:
    a. Wide-angle photo of the customer's network equipment showing the newly installed ATA.
    b. Close-up photo showing the connections on the back of the Grandstream ATA.
    c. Photos of the front and back of the back office phone.
    d. Photos of the front and back of the front counter phone.
    e. Photos showing cable management.

Milestone 4: Site clean-up, end user signoff and close-out with Genesis Networks

- ☐ 48. Clean up and dispose of any debris/trash from the installation.
- ☐ 49. Explain the work performed to the LCON and ask them to sign your SR.
- ☐ 50. Contact Genesis TAC to log off site. Review the installation and provide a detailed timeline.
- ☐ 51. Politely leave with this installation guide (do not leave it onsite).

Appendix A: Grandstream HT802 ATA Datasheet

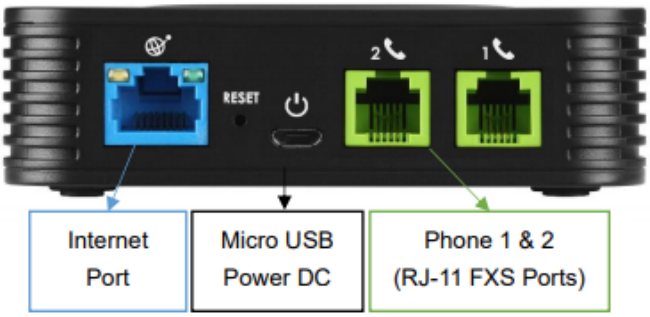
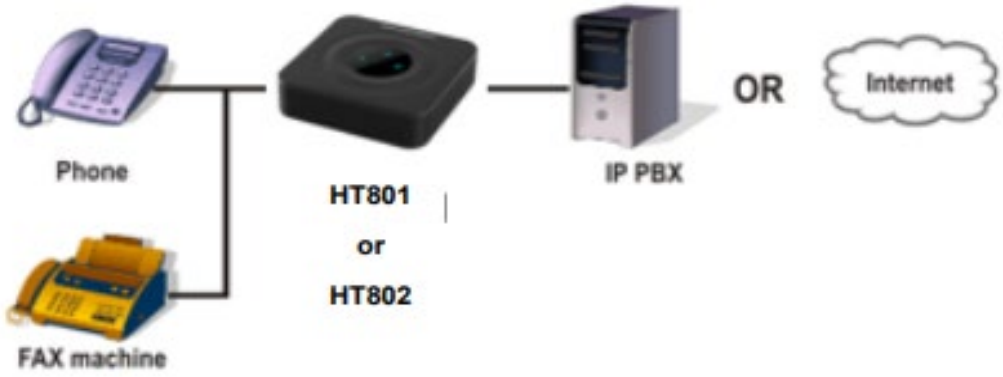


Figure 4: HT802 Back Panel

Table 3: Definition of the HT801/HT802 Connectors

Phone for HT801 Phone 1 & 2 for HT802	Connects the analog phones / fax machines to the phone adapter using an RJ-11 telephone cable.
Internet port	Connects the phone adapter to your router or gateway using an Ethernet RJ45 network cable.
Micro-USB Power	Connects the phone adapter to PSU (5V – 1A).
Reset	Factory reset button. Press for 7 seconds to reset factory default settings.



HT801/HT802 LEDs Pattern

There are 3 LED buttons on HT801 and 4 LED buttons on HT802 that help you manage the status of your Handy Tone.

Figure 6: HT801/HT802 LEDs Pattern

Table 4: HT801/HT802 LEDs Pattern Description

LED Lights	Status
Power LED	The Power LED lights up when the HT801/HT802 is powered on and it flashes when the HT802 is booting up
Internet LED	The Ethernet LED lights up when the HT801/HT802 is connected to your network through the Ethernet port and it flashes when there is data being sent or received.
Phone LED for HT801 **Phone LED 1&2 for HT802**	The phone LED 1 & 2 indicate status of the respective FXS port-phone on the back panel • **OFF** - Unregistered • **ON (Solid Blue)** - Registered and Available • **Blinking every second** - Off-Hook / Busy • **Slow blinking** - FXS LEDs indicates voicemail

Appendix B: Making a console connection

Required Hardware – You will NOT be able to complete the job without these tools:

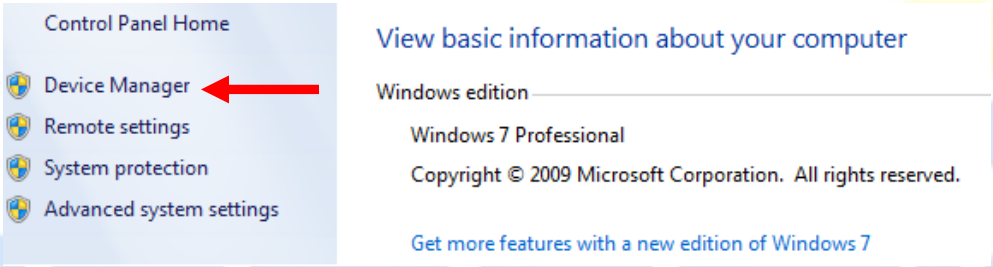
1. Windows 7 or 10 laptop.
2. USB to serial adapter or on-board serial port.
3. Cisco console cable – **Do NOT expect this cable to be onsite**

USB to Serial Adapter

Cisco Console Cable

Confirm Communications (COM) Port - Identify the communications (COM) port that will be used to connect to the router. You should perform this step if you have an on-board serial port or a USB to serial adapter. The steps on the next page have been written with Windows 7 in mind (you should NOT be using Windows XP).

1. If you are using a USB to serial adapter, connect the USB to serial adapter to one of the USB ports on your PC/laptop. If you aren't using a USB to serial adapter, skip step 2.
2. To verify that the adapter is operating normally and to verify the current COM port, check the device manager. Find the device manager by clicking Start -> Right click Computer -> Go to Properties -> Click Device Manager



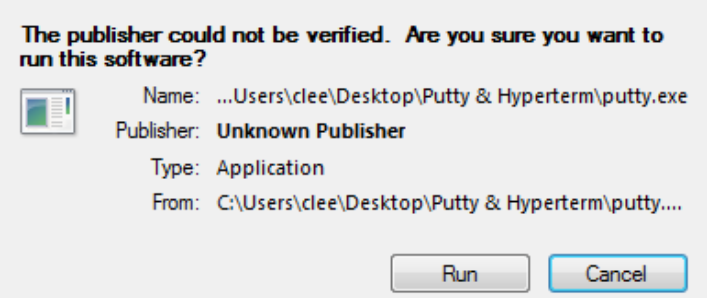
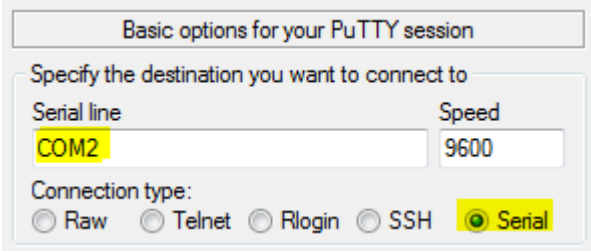
3. Click to expand the "Ports" list. After Clicking "Ports" from the list, you should see either your USB to serial adapter or on-board serial port COM port, depending on your setup.

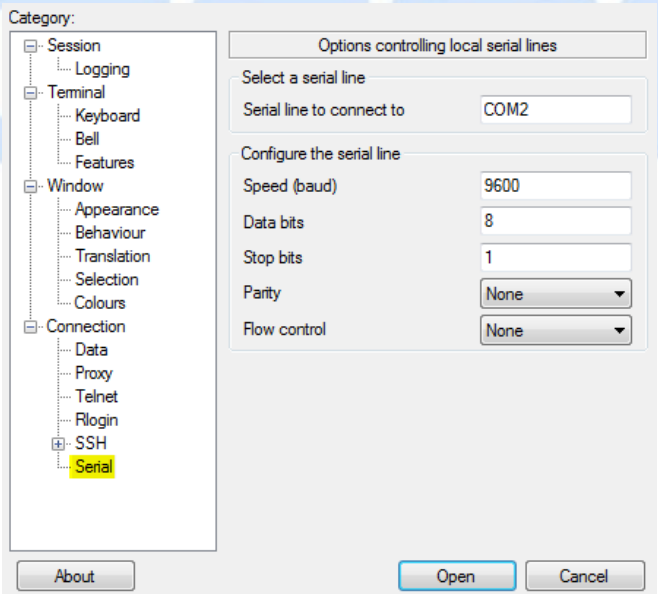
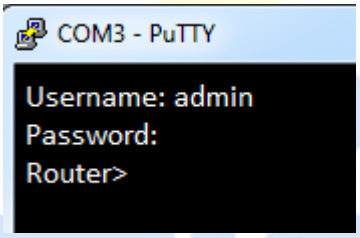
Device Manager: Ports	USB to serial adapter example	On-board serial port example
Ports (COM & LPT)	Ports (COM & LPT) Prolific USB-to-Serial Comm Port (COM2) RIM Virtual Serial Port v2 (COM35) RIM Virtual Serial Port v2 (COM36)	Ports (COM & LPT) Communications Port (COM1) ECP Printer Port (LPT1) Sprint Connection Manager NMEA Port (COM3) Sprint Connection Manager NMEA Port (COM4) Sprint Connection Manager NMEA Port (COM5)

Make Hardware Connections - After confirming the communications port to use, set up the physical connections between your PC/laptop to the device as depicted in the figure below:

Vonage: Starbucks ATA Migration (v1.1)

Open Communication Software (Putty) - Double Click the Putty icon to begin the software setup. Follow the steps below to establish a session with the Cisco device.

<table>
<tr><th colspan="2">Connecting with Putty</th></tr>
<tr><th>Step 1</th><th>Step 2</th></tr>
<tr><td>Open Putty and click Run to begin.
 
</td><td>Under Connection Type, select Serial.
 
</td></tr>
<tr><th>Step 3</th><th>Step 4</th></tr>
<tr><td>Click Serial from the left hand menu to change the console settings. Remember to change the COM port based off your findings in device manager. Unless specified otherwise by Genesis or Vonage, use the following settings in your Putty window.

Speed (baud): 9600
Data bits: 8
Stop bits: 1
Parity: None
Flow control: None
 
</td><td>Click Open to start the Putty session. You may need to hit enter to see characters on the screen.
 

Work with the Vonage Engineer to configure the device.</td></tr>
</table>