



Incident #: 128493

Customer Reference #: Order #135478

Site Name: Dimension Company Two dba Hanover Marriott

Site Contact: Tim Baty

Address: 1401 STATE ROUTE 10

WHIPPANY New Jersey 07981

Site Phone: 973-538-8811

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

Scheduled Date and Time: 3/16/2022 11:45:00 AM

Scope of Work:

Dimension Company Two dba Hanover Marriott
1401 STATE ROUTE 10
WHIPPANY, New Jersey
07981

Tech Scheduling

Dimension Development Company Two dba Hanover Marriott – Whi
1401 State Route 10,
Whippany, NJ 07981, USA

Reference Previous Dispatches-Incidents #: 126702 & 127766

Note: Re-Visit to Install, Test and tech to Make/Bring cross over CAT6 cable 20ft long.

Technician needs to ask for Robert Langevin (Engineering supervisor) on arrival to get access to the telco room and equipment.

Date/Time: 3-16-2022 // Arrival Time: 11:00 AM EST

Conference Bridge: 888-598-1405
Passcode: 2047-3385#

ON SITE CONTACT: Tim Baty
973-538-8811

Scope of Work:

1. Dispatch Type (add as many as apply):
 - a. Install ADTRAN & Cisco 4948
 - b. Bring/make 20ft long cross over cable CAT6
 - c. Test the circuit
2. Airespring Order Details:
 - a. Circuit ID: KFGS.317364..NJ
 - b. Demarc: 2ND MAIN TELCO ROOM. RACK MOUNTED POS 6 | Gig-E - 1000 Mbps
 - c. MMF LC connectors
3. Testing to be completed:
 - a. Test Internet Speeds
 - b. Test connectivity to equipment
 - c. Test Voice & Fax
4. Site specific information for work to be performed:
 - a. Install/Connect Cisco 4948 & ADTRAN 908eG3
 - b. Tech to Bring/Make 20 ft long cross over cable CAT6
 - c. Test circuit speeds
 - d. Troubleshoot
5. Equipment to be installed:
 - a. 20 Ft Cross over cable,
 - b. Router ADTRAN 908eG3,
 - c. Switch Cisco 4948,
 - d. 66 Block & Amphenol Cable (recently re sent to the customer)

Tech Americas USA, Inc.
22503 Katy Freeway, Katy, Texas 77450
Support Center: 281-668-3211
Fax: 281-898-7870



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6. Required Items
a. All Dispatches: Bring/Make 20 ft long cross over cable CAT6, Laptop (with Charger), Cell Phone Charger, Adtran or Cisco Console Cable, Internet Access (Hotspot) for Screen Sharing (Putty or Anydesk), laptop must be able to test speeds up to Gig-E - 1000 Mbps..
7. Will customer tech be on-site? - Y

(EVERY DISPATCH TO INCLUDE) Tech to take before and after pictures of the MPOE and customer handoff and send to Airespring Project Coordinator: marlyn.ramirez@airespring.com

Special Instructions: MUST BE ON TIME AND JOIN THE BRIDGE UPON ARRIVAL, SEND SPEED RESULTS TO marlyn.ramirez@airespring.com

*** Dispatch is time sensitive YOU MUST NOT BE LATE!!!! ***

** MUST FOLLOW THE BELOW ON-SITE STEPS **

** NOTE: LOG IN/OUT TIMES MUST BE DONE IN REAL TIME WITH TECH AMERICAS 281-668-3211

** REPORT ANY SITUATION AFFECTING THE EXECUTION OF OUR SOW REAL TIME ***

***** 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
- 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)

1.Customer signed work order

2. Site Photos

Must be sent right after execution at documents@tech-americas.com

Technician Name: _____

Arrival Time: _____

Service Date: _____

Departure Time: _____

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

I will submit all photos and documentation to documents@tech-americas.com within 24 hours.

Technician Signature: _____

Customer Signature: _____