



Site Name	107342 640 5th Ave.	Ticket	625450
Site Contact		Scheduled Date/Time	06/01/21 8:30:00 AM
Site Address	640 5th Ave - 7th Flr	OSBT Contact	Esteban Gonzales
Site Address		Work Order Sent	May 24, 2021 12:44 PM
City	New York	Site Phone:	
State, Zip	New York 10019	Please confirm scheduled date and time within 24 hours of receipt.	

OSBT Ticket #: 625450 OSBT Customer: NCR – Wells Fargo

Customer Reference #

Technician MUST call the OSBT Call Center @ (713) 895-1799 Upon Arrival, and Completion. If you are going to be late to this service call for any reason, you must call the OSBT Call Center to notify prior to the scheduled arrival time. Failure to abide by this instruction will result in a deduction from pay awarded for this service call.

OSBT is now using an automated confirmations system (ACS) to confirm your service appointments 24-48 hours in advance. Please save as a contact and answer calls from (256) 827-8918 to confirm your events and avoid duplicate phone calls.

By accepting this work order as a contractor of OneSource Building Technologies you are agreeing to the following list of assumptions. Your failure to comply with these items may result in reduction in payment or non-payment.

- You will arrive on site on the correct date and time specified above.
- You will be qualified to complete the work described in the scope of work below
- You will all of the tools listed on this work order to complete the scope of work.
- You will submit all collateral required for this service within 24 hours
- After completion of this service call you will receive a billing receipt that you may approve for payment.

Scope of Work:

Upon arrival to Wells Fargo site, call into Cisco bridge. MX65 may already be disconnected and ready for pickup. If not, then the bridge engineer will provide instructions for tech to deinstall and remove it. Site may have box to ship it in. If not, take to Fed Ex and have them provide a box and shipping material and return label. NCR Account # 177951447

Please follow instruction on bridge and ship device according to the email by Natosha Hampton from Cisco.

THIS IS A LIVE SITE. TECH MUST NOT DISTURB ANY PRE-EXISTING CIRCUITS OR EQUIPMENT UNLESS INSTRUCTED TO DO SO BY THE ASSIGNED AT&T ENGINEER. If you will be late arriving to the site or run into any issues on the day of install you MUST contact your OSBT as well as the Cisco Bridge Project Manager at 1-888-549-3557 Code: 6967867#

Screen

- (1) Call OSBT to check in (713) 895-1799.
- (2) Follow the below statement of work.
- (3) Keep in communication with OSBT Command and Control Center to report on, but not limited to, issues onsite, escalation, out of scope work and approval for overtime. Escalate to the OSBT Command and Control Center, PC Joseph Loving 832-782-6109, PM Justin Porter 832.782.6149, OM Latasha Williams 832-782-6132.
- (4) Report all model and serial numbers of equipment to OSBT Command and Control Center upon check out.
- (5) Call OSBT to check out.

Upon arrival to site, tech calls into Installation Bridge to confirm arrival.

Bridge #: 844-749-3557

Conference code: 6312980#

Tech requests LCON, providing them with credentials and confirming Utility Net DECOM. LCON to escort tech to location scheduled for work and where equipment is mounted/located.

For DECOMS

1. Travel to your assigned FedEx location a. You must have an NCR/Pivotal Badge to pick up the devices from FedEx b. Ensure you have the (2) tracking numbers to pick up (2) separate shipments i. (1) Meraki Device – Typically boxed ii. (1) Skyus Modem – Typically a padded envelope

If you experience any issues at FedEx picking up devices please contact the installation bridge for assistance • Utility Net Installation

Bridge 888-549-3557 Code: 6967867# o If the bridge is not open, and you don't reach a Cisco PM please contact your company lead
2. Travel to the Wells Fargo Install Site a. Once you arrive prior to entering the building please dial into the Cisco Utility Net Bridge.
Utility Net Installation Bridge 888-549-3557 Code: 6967867# b. Advise your name, location and let the Cisco PM know you have both sets of equipment in hand. c. The Cisco PM will answer any questions you have and confirm the CSC Work Order # to gain access to the site. If you have any issues with getting access into the site dial back into the bridge. d. Cisco PM can advise the installation location within the building

3. Gaining Access to the Site a. Ask for the Branch Manager, or CPG/CBRE Contact if applicable b. Provide the site contact with your CSC Work Order # c. Provide ID/Badge d. Explain the reason for the visit: You are on site to perform an install of Utility Net (HVAC/Lighting Project) e. If you experience any issues with gaining access call the install bridge and speak with a Cisco PM Do not use terminology that references networking, switches, or routers. Utility Net does not utilize this equipment.

4. Access Granted, Equipment Contents Verification a. Once you are in the installation room, and the equipment packages are open confirm you have all the required equipment to perform the install. b. Call into the bridge to confirm or advise missing equipment DO NOT USE ANY EXISTING SHIPPING LABELS

Shipping info to be relayed to tech on the bridge by Cisco or Netosha

Tech rejoins Installation Bridge and:

Relays tracking number of provided return label or

Emails Bridge PM receipt with tracking number upon dropping off at FedEx/UPS.

Deinstallation of a Utility Net Puts into boxes that are onsite. Tech takes both boxes to nearest Fed Ex facility for return. Tech needs to fill out return shipment label:

Use Account # 177951447 for shipping by Ground. Ship from address is Wells Fargo site address. Ship to address is Cisco Systems

will have to call back into bridge to provide tracking number to Cisco. Must be done asap. Call OSBT Command and Control center to be connected to the bridge.

You can find the required downloads on the common drive at \\Dayorg1\orgshare\AMER\Public\Chicago-Itasca\PERM\PIP\MULTI-SERVICE\000-Customers\Cisco Wells Fargo Utility Project\Firmware Downloads

Pre-Site Visit:

Download the drivers to your laptop before going to the site. Visit <https://www.inseego.com/software-downloads/>

It will ask you for your name, email, etc., before each download.

DECOMS REQUIRES TECH TO HAVE SKYUS SUPPORT TOOL AND SKYUS CLASSIC 4G DRIVERS INSTALLED ON LAPTOP SEE ATTACMENT FOR INSTRUCTIONS FOR DRIVER INSTALL

1. Upon arrival to the site call into the bridge and the Cisco PM will provide you the details for the decom Utility Net Installation Bridge 888-549-3557 Code: 6967867#

2. Bridge will advise the tech of the Point of Contact to gain access for the decom. a. Site contact may escort tech to location where equipment is installed to be removed.

3. Once you are in the decom location call back to the bridge and the Cisco PM will assign you a Cisco engineer and Breakout Room to perform the decommission.

Tech will work with the engineer to capture/perform the following items:

1. Serial number of MX65

2. IMEI from the Skyus Modem 3. MDN used on the Skyus Modem
MDN can only be verified by connecting to the device ONLY

Some key items to take note of:

1. Upon your arrival, please call into the bridge to check in.

2. After confirming work location and where devices to be installed are, record device serial numbers.

3. Take equipment to FED EX,

4. Rejoin bridge, provide Cisco with serial numbers

****PLEASE CONTACT OUR COMMAND AND CONTROL CENTER TO GET CONNECTED TO THE BRIDGE 713-895-1799****

****CONTACT THE OSBT Command and Control Center FOR APPROVAL OF WORK OVER 2 HOURS****

ALL COLLATERAL MUST BE SUBMITTED WITHIN 24 HOURS; Before and after install photos; and signed OSBT sign off sheet

IF YOU HAVE ANY QUESTIONS OR ANY ISSUES ONSITE PLEASE CALL YOURPC: PC Esteban Gonzalez 832-782-6112, PC Nick Alder 832-782-6137, PC Hamisi Khalfani 281-902-3408, OM Thomas Cain 832-782-6115

Additional Material:

- Laptop
- Console Cable
- o Fully Charged Laptop with power cord
- Ethernet cable for laptop
- Small bladed screwdriver to assist in depressing cable unlock tabs
- Cable snips, Cable Velcro
- Sharpie, cable labels to label port specific cables
- Double sided tape and Tie wraps to secure Meraki/Skyus Modem install
- Optional Paperclip, for resetting the Meraki

Collateral Requirement:

- Before and after install photos
- Signed OSBT sign off sheet.

All collateral must be submitted within 24 hours of completing the service call.

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City	New York	Site Phone:	
State Zip	New York 10019	Please confirm scheduled date and time within 24 hours of receipt.	

**The following must be completed and email to collateral@osbt.com before leaving site.
All additional collateral must be submitted to collateral@osbt.com**

Technician Name:	Obnere Augustine	Travel Time:		Arrival Time:	
Technician Phone:	347.526.3768	Miles Driven:		Departure Time:	

Please describe work completed onsite:

***For Emergencies please contact the
OSBT Safety Team at:
713-895-1799***

		Technician Signature:
Customer Name:	Customer Signature:	Date:

Stop Work Clause:

- If, while onsite, it is requested that you do anything outside of the original scope, contact your coordinator immediately or risk not being compensated for the job. All direction must come from OSBT, unless explicitly stated in the work order.
 - If you are unreachable during the reconfirmation window causing OSBT to exhaust time and resources to recover and/or reschedule a service ticket, the ticket is non-payable.
 - If you did not speak with anyone at OSBT, and were NOT asked to proceed to site, you may not show up and expect to complete the work or be paid.

Fit for Duty/Fatigue Management Policy:

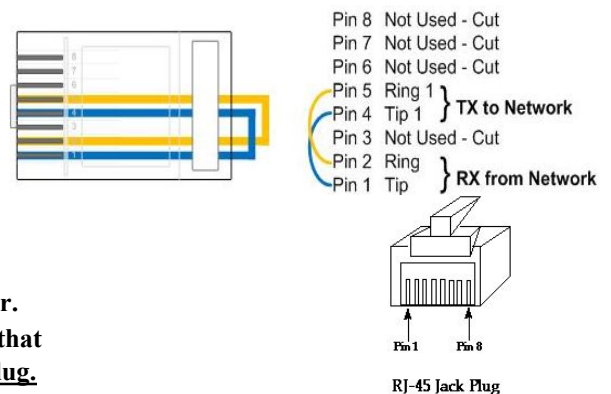
- Any employee (or contractor) working 8+ hours should be allotted a 1-hour lunch break – this is not required and can be used at your discretion with proper communication with your PC/PM.
- Per OSBT's Fit for Duty SP-035-02:
 - Fatigue management is always a requirement whenever working on client sites. Worker fatigue can be a factor in incidents or risk to personnel. Therefore, we must ensure that:
 - Contractors report to work rested to prevent fatigue during a planned work schedule for that day.
 - Work shall be planned such that no one is scheduled to work for more than 14 continuous hours, including breaks and meal times (two consecutive shifts), and travel to/from the site.
 - As soon a subcontractor recognizes that they may exceed 14 continuous hours of work, you must request an extension from your assigned PC or PM.
 - OSBT and its subcontractors monitor activities, pay close attention to critical tasks and behavior to determine if an employee/subcontractor should be removed from the work site to obtain rest, or should be given a rest period upon arriving at the work site before beginning work.

Incident Reporting | Proper Protocol Reminder:

- Please do not forget that any incident resulting in injury, illness, and/or damage to OSBT, equipment vendor or customer tools/equipment while in the office or on a customer site, must be reported. This is especially true for any incident where medical treatment is required. By law, we are required to complete and file incident reports for these instances.
- If you experience any of the above while onsite, please complete the [OSBT Incident Reporting Form](#) and immediately engage your assigned PC/PM.

T1 Loopback Plug:

- **Materials**
 - Unused RJ45 male mod plug
 - Two strands (one pair) of category 5 wire (approximately two inches in length)
 - RJ45 crimp tool
- **Method**
 - Insert one end of wire 1 into Pin 1 of the RJ45 connector.
 - Note: To ensure a good connection, make sure that each wire goes all the way into the end of the plug.
 - Refer to drawing on the left for RJ45 pin layout.
 - Insert the other end of wire 1 into Pin 4 of the RJ45 connector.
 - Insert one end of wire 2 into Pin 2 of the RJ45 connector.
 - Insert the other end of wire 2 into Pin 5 of the RJ45 connector.
 - Crimp the connector.



COVID-19 Safety Measures:

- OSBT partners are required to follow any local guidelines regarding safety precautions.
- All OSBT partners (contractors, subcontractors, helpers, company employees, etc.) must confirm that you will be prepared with PPE (Personal Protective Equipment) supplies and wear the required PPE (if required by customer), for the entire time on site. PPE is defined as (Face mask to cover mouth and nose as well as latex or vinyl gloves).
- Please ensure to cover your noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available)
- Please wash your hands with soap and water as frequently as possible / reasonable.
- Use Purell and other alcohol-based hand sanitizers and/or wipes as a substitute
- Make use of disinfectant wipes on tools, electronics, cell phones and steering wheels.
- Some customer sites may require, upon arrival, temperature checks to verify a temperature of 100.4 or lower.
- Practice SOCIAL DISTANCING while on-site:
 - Refrain from shaking hands or touching others, greet verbally, with a wave, head nod, or some other appropriate professional gesture
 - Be mindful of physical space – attempt to maintain at least 6 feet away from others
- TRAVEL GUIDELINES
When traveling, all field technicians will follow these guidelines to help ensure that they do not come contract COVID-19 while on the way to, or returning from work locations:
 - All field technicians are encouraged to a face cloth mask while in airports, hotel lobbies, or Uber/public transportation
 - All field technicians are required to wash hands or apply hand sanitizer when entering new public transit spaces
 - Field Technicians, when possible, will maintain social distance a minimum of 6ft
 - Field Technicians are encouraged to stay in their own hotel rooms or at least keep 6ft away from each other if,
 - not possible

Sincerely,
OSBT Management