

SR16697992

##244724E14K##

**Vonage Business**170 Chastain Meadows Ct
Kennesaw, GA 30144

CTN3101360

SR16697992

Rev 0

Service Request**Vonage BC Helpdesk #: See SR for Details****SR Type: VBE Customer Care - Routine Trouble Ticket (2 Business**

Dispatch Type: (TT)

Reference Number: 1350279-OP2

End User Reference: 1350279-OP2

Date: 06/02/2021

Window: 10:00 to 12:00 EDT

Expected Duration: 142

PO#:

Site Contact: Jason Fondeur

Phone: 1-347-414-9837

Alt. Phone: 1-888-616-6414

Company: Nike East Gateway Store

Address: Gateway Center 410 Gateway Drive

City: Brooklyn

State: NY

Zip: 11239

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

SR DETAILS**Vonage PM Name:** Eric Kozicki**Vonage PM Number:** 908-305-1106**PM Email:** Eric.Kozicki@vonage.com**Circuit ID:** na**DESCRIPTION OF WORK**VBE Customer Care - Routine Trouble Ticket (2 Business Days): 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:	Installed Equipment: Make/Model: _____ Serial Number: _____ _____ _____ _____ _____
Materials Used: Description: _____ Qty: _____ _____ _____ _____ _____ _____	Required for all calls: Time at Log-on: _____:_____ EDT Time at Log-off: _____:_____ EDT Customer Helddesk Rep. Name: _____ Customer Call Closure Code: _____ Onepath TAC Rep. Name: _____ Onepath TAC Closure Code: _____	RMA Equipment: Make/Model: _____ Serial Number: _____ _____ _____ _____ _____
FE Initials: _____	End-User Name (Please Print): _____ Title: _____	End-User Signature: _____ Date: _____

SR16697992

##244724E14K##

Description: This is a trouble ticket to address the customer reported issue onsite. See your SR for details and contact TAC with any questions.

Required Tools: Standard Telco + myESP

Required Materials: Standard Telco

Required Skills: Telecom & Networking

RMA Handling: DO NOT Remove any equipment from site. Box up any unused or defective equipment and leave it with the site contact.

FE Overage Threshold: 2 hours

Last tech arrived without a laptop.... 100% need a butt-set, laptop, and hotspot for remote access.

Do not have technician's arrival without above equipment!

Please have technician call Eric Kozicki directly when arriving on site at 908 315 1106. If he's not available please call 888 616 6414 and reference ticket 1350279.

Thanks!

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,

A handwritten signature in black ink, appearing to read "Bryan Hann", written in a cursive style.

Bryan Hann

Area Vice President – Deployed Services, Genesis Networks





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>.

Overview: This dispatch is to address a maintenance issue reported by the Vonage customer. This can be anything from issues with the hosted VOIP, connectivity issues, etc. Work with the Vonage helpdesk for support/testing.

Contact List	Number
TAC (logon)	1-800-493-0016 opt 1
TAC (logoff)	1-800-493-0016 opt 2
Vonage (support)	Number listed under the Details section on your SR.

Requirements	
Required Tools	Standard Telco + MyESP + Windows Laptop
Required Materials	Standard Telco
RMA Procedure	Box up any unused for defective equipment and leave it with the site contact.

- a. Communicate the purpose of the visit – you are onsite to fix an issue reported by the customer.

- Connectivity issues
- Poor voice quality
- Loose/damaged cables

- ☐ 12. Call the Vonage helpdesk to test each solution and to perform final testing.
- ☐ 13. Record the customer closure code.

- ☐ 16. Box up any unused or old equipment and leave it with the site contact.
- ☐ 17. Clean up and trash or boxes from the areas you worked in.
- ☐ 18. Submit all photos/deliverables in real time via MyESP.
- ☐ 19. Call Onepath to close the dispatch.



Closure Details

Representative	Group	Closure Code / Hold Time
Ex: Bob Smith	NOC	BS1215 / 10 min

Milestone	Time
Ex: Time Onsite	10:00
Ex: Time Offsite	12:15
Time Onsite	
Time Offsite	

Time Breakdown (Email to tb@1path.com)	Reason
Example: 10:00-11:00	Arrival onsite, extending demarc from back of store to front counter

Equipment Installed (Make/Model)	Serial Number
Example: Cisco 1941	FTX1254789

Equipment Retrieved	Serial Number	Tracking Number
Example: Cisco 1941	FTX1254789	1275864520100

Materials Used	QTY	FE/Onepath/Customer Provided?
Example: Cat5e UTP	127 ft	FE / Onepath / Customer
Cat5e UTP		FE / Onepath / Customer
RJ-45 jacks		FE / Onepath / Customer
RJ-11 jacks		FE / Onepath / Customer