SR16362853

##2934H2A1A3##

Service Request

SR16362853

Rev 0

ISS Helpdesk #: 800-554-9875

Dispatch Type: (TT)

SR Type: Device Retrieval/Deinstallation

170 Chastain Meadows Ct

Kennesaw, GA 30144

Reference Number: CPB66	6121			End	d User Reference: ST1730811				
Date: 09/23/2021	Window: 10:00 to 10:00 EDT		Expected Duration:	241	PO#: PO0950163				
Site Contact: MOD		Phone: (201) 864	1-1903	Alt. Phone:					
Company: COSMO PROF	#66121	Address: 5665 K	ENNEDY BLVD# 7						
City: North Bergen		State: NJ		Zip: 07047					
TAC: 404.536.4721 (AT&T) 678.332.8358 (Verizon) 678.460.2530 (Other)									
SR DETAILS									
Equipment Stock: No Equipment Required		Shipping Method: FX_GRND							
Needs configuration?: No			No. of Equipment	to return: 5					
DESCRIPTION OF WORK									
Device Retrieval/Deinstallation	n: Call TAC for d	letails							

SR CHECKLIST

1. Upon arrival, log on with Genesis (via myESP or calling +1.800.493.0016).

2. Refer to the attached install guide for specific installation instructions.

3. Contact the appropriate customer helpdesk by chat or phone.

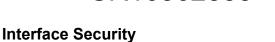
4. Verify all installation areas are clean and that you properly dispose of all trash.

5. Submit deliverables via myESP.

6. If any deliverables or the signed SR are still outstanding, submit via myESP or ESP within 24 hours.

To be completed by the Field Engineer (FE): 43398

Call Result:	[] Successful [] Incomplete	Incomplete Reason:		Installed Equipment: Make/Model	Serial Number
Materials Used	l:	Required for all calls:			
Description	Qty	Time at Log-on::	EDT		
		Time at Log-off:::		DMA Equipments	
		Customer Heldesk Rep. Name:		RMA Equipment: Make/Model	Serial Number
		Customer Call Closure Code:			
		Onepath TAC Rep. Name:			
		Onepath TAC Closure Code:			
FE Initials	End-User Name (Pl	ease Print) Title Er	nd-User Sig	gnature	Date
	2362853	3## 3##	A1/	2934H2	##



CTN3066647



Description: Retrieve specified equipment and return via FedEx return label. Required Tools: Standard Telco Required Materials: Standard Telco Required Skills: Telecom & Networking RMA Handling: Unused or defective equipment should be retrieved. Genesis to provide label at SR logoff. FE Overage Threshold: 3 hours

If there are any questions regarding what needs to be retrieved, please call TAC.

FE needs to retrieve the following equipment. The Network cabinet can be taken off the wall in its entirety, there is no need to disassemble the internal components of the cabinet.

- 1. ISS Network Cabinet w/router, cradle point, starbox, ATA & all other internal components
- 2. Any Cradlepoint that is installed outside the cabinet, but connected to our equipment
- 3. Broadband Modem that is connected to the ISS cabinet
- 4. Meraki Wireless Access Point
- 5. Any external antennas or Maestro antennas that might be on site and connected to a Cradle Point

If there is an Interface CCTV system installed, please remove the CCTV cabinet which houses the DVR & monitor; as well as all cameras installed. Box the CCTV system separately from the Network Equipment & leave the CCTV box with the MOD on duty.

The Alarm panel & keypad can be left on the wall. The trunk cable should be coiled neatly & left above the drop ceiling. The UPS can be disposed of.

If store is not finished with closing & they tell the FE they are not ready for him to take our equipment, the PM should be contacted. ISS PM Rhonda Rhodes 314-595-0191

All network equipment should be shipped back to Genesis. FE can take to FedEx office and FedEx will box and bill to Genesis or FE will be reimbursed.

Genesis Networks 1755 West Oak Parkway Suite 200 Marietta, GA, 30062 678-504-2545

Equipment: