

SR16362853

##2934H2A1A3##



Interface Security
170 Chastain Meadows Ct
Kennesaw, GA 30144

CTN3066647

SR16362853

Rev 0

Service Request

ISS Helpdesk #: 800-554-9875

SR Type: Device Retrieval/Deinstallation

Dispatch Type: (TT)

Reference Number: CPB66121

End User Reference: ST1730811

Date: 09/23/2021 Window: 10:00 to 10:00 EDT Expected Duration: 241 PO#: PO0950163

Site Contact: MOD Phone: (201) 864-1903 Alt. Phone:

Company: COSMO PROF #66121 Address: 5665 KENNEDY 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: Call TAC for details

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: <input type="checkbox"/> Successful <input type="checkbox"/> 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: _____

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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: