SR16364701

##329477449##

## Service Request

SR16364701

Rev 0

Vonage BC Helpdesk #:

Dispatch Type: (TM)

## SR Type: Starbucks - ATA Installation

Reference Number: 3420		End User Reference:			
Date: 09/13/2021	Window: 10:00 to 10:00 EDT	Expected [	Duration: 120	PO#:	
Site Contact: null	Phone: (212) 48	Phone: (212) 482-6530			
Company: Starbucks,	Address: 110 Pe	Address: 110 Pearl Street			
City: New York	State: NY		Zip: 10005		
TAC: 404.536.4721 (AT&	&T)   678.332.8358 (Verizon)   678.	460.2530 (Oth	er)		
	SF	R DETAILS			
If Hard ETA needed, pleas	se specify ETA date: 09/13/21	If Hard E	If Hard ETA needed, please specify ETA time: 10:00 am		
	DESCRII	PTION OF V	VORK		
Starbucks - ATA Installation	n: Call TAC for Details				
	SR	CHECKLIS	Г		
1. Call Genesis +1.800.493.0016 to	o 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	er T
Materials Usec	<u> </u>	Required for all calls: Time at Log-on: EDT   Time at Log-off: EDT   Customer Heldesk Rep. Name:   Customer Call Closure Code:   Onepath TAC Rep. Name:   Onepath TAC Closure Code:		
FE Initials	End-User Name (P	· · · · ·	er Signature Date	-

1074353192

##6772276668##



## **Vonage Business** 170 Chastain Meadows Ct

Kennesaw, GA 30144

CTN3066893

Description: Complete ATA installation at a Starbucks location. Follow the attached guide. Required Tools: Standard Telco Required Skills: Telecom & Networking RMA Handling: Do not remove equipment from site FE Overage Threshold: 2 hours

Notes:: forwarding number (917) 463-3576 Upon arrival the tech will call Vonage install support @ (888) 842-1559 to check in and review Scope of Work.Solution:

Vonage VOIP Solution on a customer provided circuit. Customer is using a Grandstream HT802 ATA connected to an analog phone (phone not provided by Vonage). On site activities

Verify availability of port on switch Locate wireless phone and base Plug in ATA to switch port

> Verify ATA registration Place outbound test call

Forward store DID (Phone Number) to temp number of ATA (in lue of porting at go live)

Place inbound test call to store DID number,

Equipment: