



VENDOR W/O #  
178856-02

Service Date  
11/15/22 07:00 AM to 11/15/22 07:00 AM

Priority Regular  
Order Type Service  
SN Task # PRJTASK13381182

Telaid  
13 West Main Street  
Niantic, CT 06357

Contact Information Service Desk (866) 566-4295

SERVICE LOCATION

ALDI - Loc # JEF 03 - ATHENS, GA  
1055 GAINES SCHOOL RD  
ATHENS, GA 30605  
Phone # Fax #

VENDOR # 380129

Intellicomm  
1048 Chase Creek Ct  
Lawrenceville, GA 30044  
Phone # 405-802-1262 Fax #

SERVICE DESCRIPTION

Swap Switch

ETA Requirements:

Day or Night work: Day

Estimated Time on Site: 1-2 Hrs.

How many techs? 1

How many planned trips: 1

Client Reference Number: REQ0860927

SOW: PLEASE REPLACE THE 48 PORT ARUBA SWITCH FOR THE SECURITY EQUIPMENT. THE NEW SWITCH IS ONSITE AND IS UNMANAGED SO SHOULD BE A STRAIGHT SWAP. PLEASE PERFORM A FACTORY RESET IF NEEDED

PLEASE NOTE: Tech MUST check in and out with the Aldi GSD in order for this ticket to be considered complete: ALDI 866-711-2534

Supplemental documents for tech(s):

Required dress code for tech(s): Telaid shirt/Badge or Business Casual, Covid -19 Mask

Special tools needed: Butt set, 10' Ladder

Materials needed: If needed be prepared to provide - Cat5/6 cable, Cat5/6 jacks, Faceplates, Surface mount boxes, Patch cables, labels, Velcro.

Customer Specific Requirements: ALL TECHNICIANS ARE REQUIRED TO BRING THEIR OWN FACE MASK TO SITE AND WEAR IT AT ALL TIMES. TECH MUST CHECK IN AND OUT WITH TELAID AND ALDI SUPPORT

CONTACT TELAID 866-566-4295, AND ALDI 866-711-2534 TO CHECK ONSITE BEFORE ENTERING THE STORE  
ALDI PHONE PROMPTS:

- Press 2 for Tech

After that they will be given 2 options:

- Press 1 for Final Checkout for New/Replacement/Remodel stores

o This should only be used when the technician needs to complete the final checkout for New/Replacement or Remodel installations.

- Press 2 for all other tech calls

o This should be used for daily check in/out, MAC & Service tickets and all other issues not relating to the final checkout.

ALDI HELP DESK CHECK OUT ESCALATION

- Contact the GSD and utilize the tech line.

- Wait for no more than 15 minutes, Hang up and call the supervisor line: 630-659-3534

- If no answer, leave a voicemail stating that a technician is onsite along with the division/store number (REQ number also works here)

- If a call is not returned after 30 minutes, they should escalate to the project manager who then should escalate to Expansion team

\*\*PLEASE DO NOT WAIT LONGER THAN 30 MINUTES TO ESCALATE

Deliverables: Signed Telaid work order, Release Code, Name of the GSD Member you spoke with, completed...



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survey, photos of completed work.

Failure to provide deliverables will result in a delay of payment until completed.

Please click the following link and answer all questions before leaving site: [https://telaid.service-now.com/assessment\\_take2.do?sysparm\\_assessable\\_type=4d567bf297565954f53b57b00153af38](https://telaid.service-now.com/assessment_take2.do?sysparm_assessable_type=4d567bf297565954f53b57b00153af38)

OR

PLEASE ANSWER THE FOLLOWING ON WORK ORDER OR USE LINK BELOW

- 1) What was the problem on site?
- 2) What caused the problem?
- 3) What did you do to resolve the problem?
- 4) Did you call the help desk to check in? Whom did you speak with?
- 5) Did you call the help desk to check out? Whom did you speak with?
- 6) What is the release code?
- 7) Who signed the work order?
- 8) Is the site complete? What was the resolution?

Lift: NO

License, certifications, credentials, training prerequisites:

Union labor:

Low voltage permit needed: NO

Escalation Path / Project Support Team / Communications Plan: Telaid Service Desk 1-866-566-4295

Doc Type	Required Count	Description
After Photo	2	After Photos
Before Photo	2	Before Photos
Deliverable 1	1	ALDI release code and name of tech you worked with
Signoff	1	Signed Work Order



**SIGN OFF SHEET**  
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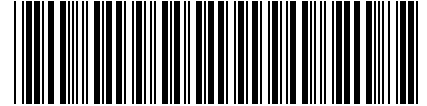
TelaId  
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**SERVICE LOCATION**

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1055 GAINES SCHOOL RD  
ATHENS, GA 30605  
Phone # Fax #

IVR Pin #

48448867



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Union labor:  
Low voltage permit needed: NO  
Escalation.Path /. Project.Support.Team /. Communications.Plan: Telaid.Service.Desk.1-866-566-4295

\_\_\_\_\_  
Store Manager's Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Time In

\_\_\_\_\_  
Time Out