

SR16490498

##2H4H77E3H7##

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

CTN3080264

SR16490498

Rev 0

Service Request**Vonage BC Helpdesk #: See SR for Details****SR Type: VBE Professional Services - SD WAN Installation**

Dispatch Type: (IN)

Reference Number: 1407

End User Reference: 73884

Date: 11/10/2020 Window: 06:30 to 06:30 EST Expected Duration: 91 minutes PO#:

Site Contact: Manager on Duty Phone: (706) 865-7610 Alt. Phone:

Company: O'Reilly Auto Parts- Address: 1776 Hwy 129 S

City: Cleveland State: GA Zip: 30528

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

SR DETAILS**Vonage PM Name:** Cameron Bell**Vonage PM Phone Number:** 4802897433**Smart Wan Device Serial Number:** VC015**Phone Make/Model:** None**Access Hours:** 6-7**Circuit ID:** none**Equipment Install Location:** INSTALL EQUIPMENT IN (NETWORK**What are the make/model of CPE to be installed?:** NA**Vonage PM Number:** 4802897433**Smart Wan Device Make/Model:** VeloCloud Edge 510**Number of Phones to be installed:** None**Additional Equipment to be installed:** NA**Equipment Tracking Number:** NA**Demarc Location:** none**FOC Date:** NA**DESCRIPTION OF WORK**

VBE Professional Services - SD WAN Installation

SR CHECKLIST

1. Call Onepath +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): 33739

Call Result: <input type="checkbox"/> Successful <input type="checkbox"/> Incomplete	Incomplete Reason:	Installed Equipment: Make/ModelSerial Number <table border="1"><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr></table>																				
Materials Used: DescriptionQty <table border="1"><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr></table>													Required for all calls: Time at Log-on: ____:____ EST Time at Log-off: ____:____ EST Customer Helldesk Rep. Name: _____ Customer Call Closure Code: _____ Onepath TAC Rep. Name: _____ Onepath TAC Closure Code: _____	RMA Equipment: Make/ModelSerial Number <table border="1"><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr></table>								
FE Initials	End-User Name (Please Print)Title	End-User SignatureDate																				

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##2H4H77E3H7##

Description: Complete an SD WAN installation. Install the Vonage provided equipment near the existing networking gear and contact Vonage support to make the appropriate connections and verify connectivity. Review the installation with the MOD and confirm all phones/faxes/PCs are operational prior to leaving site.

Required Tools: Standard Telco + myESP + Standard telco includes: laptop with on-board serial port or USB-to-serial adapter + 8ft ladder + corded/cordless drills + hand tools + buttset + toner + cabling tools

Required Materials: Standard Telco which includes: Minimum 300ft of cat5e cable, 5 RJ45 and 5 RJ11 jacks.

Required Skills: Telecom & Networking

RMA Handling: Do not remove any equipment from site. Box up unused or defective equipment in the box the new gear arrived in and leave with the site contact.

FE Overage Threshold: 2 hours

Last Guide Version: 11/13/2018 00:00

TECH HAS TO BE ON SITE AT 6:30AM LOCAL SITE TIME

Tech will be plugging in cable circuit

TECH MUST WORK WITH OUR DATA PROVISIONING GROUP 480-385-7066 TO CONTACT OREILLY'S DATA TEAM TO CONNECT THE HANDOFF FROM OUR VQE ROUTER TO OREILLYS 891 ROUTER AND VERIFY THE CONNECTION IS UP

Data Contacts:

Randy Payne's contact number is : 417-520-4624

Seth Martin's contact number is : 417-862-2674 From Auto Attendant Dial 1 Ext. 1994 followed by the # sign.

*Specialized equipment/tools needed:

(1)- ROUTER, 908E ADTRAN TOTAL ACCESS 3RD GEN ~ ADTRAN

(1)- VQE-VELO CLOUD ROUTER

(1)- BACKUP, BATTERY ADTRAN (FOR 904 & 908S) 8 HR WALLMOUNT/BATTERY REPLACEMENT PN: 1

(1)-AMPHENOL CABLE

(1)-66 BLOCK

Tech Requirements:

-

Onsite Tech Requirements

Laptop with Putty, hyperterm, SecureCRT or Other Terminal Software (verified working on site prior to beginning cutover)

USB to DB9 pin serial adapter, Adtran serial cable, ethernet cable

O'REILLY SOW

- LAPTOP W/Com Port for Console connectivity to ADTRAN /CISCO Router

- Butt Set

- Punch Down

- Cross Connect Wire

- Surface Mount Biscuit Jack or dual outlet faceplate

- Cat 5 patch cables

- Rack/wall screws

- DB-9 cables

- RJ45/11 Crimp Tool

- AIR CARD-HOTSPOT

- CAT 5 CABLE FOR DMARC EXTENTION

Equipment:

March 25, 2020

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 Onepath Systems, LLC, 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,

D. Christopher Lewis

D. Christopher Lewis

President and Corporate Safety Officer, Onepath



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>.



ATTENTION TECHNICIAN:

It is critical that you contact the Vonage PM after you perform the meet/greet with the site contact. The Vonage PM's name and number will be listed on the details section of your SR.

polycom - VVX 501 12 line n...

SR16095614

##334A49H2H2##

Service Request

Vonage Business
170 Chastain Meadows Ct
Kennesaw, GA 30144

CTN3032695

SR16095614

Vonage BC Helpdesk #: See SR for De

SR Type: Professional Services - Handset Phone Install

Dispatch Type:

Reference Number: 69997 *Request ID*

End User Reference: 69

Date: 01/17/2020 Window: 08:00 to 08:00 CST Expected Duration: 343

Site Contact: manager on site *0476* Phone: 612) 455-9000 Alt. Phone:

Company: AFG ME West II, LLC - Address: 3254 W Lake St

City: Minneapolis *Kelly Julia* State: MN *4D-450-366-4123* Zip: 55416 *427877*

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

303-222-1097 Turnup Team

SR DETAILS

Vonage Rep Name: pam mathis

Vonage Rep Number: 4802897458

Number of Phones to be installed: 5

Phone Make/Model: vvx501 *HRL-847-463-3776*

Access Hours: m-f 8am - 10 pm

DESCRIPTION OF WORK

Handset Phone Install: Call TAC for Details *NICK 33963*

SR CHECKLIST *888-465-8814*

1. Call OnePath +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.

- Lm1 - 612-455-9000

- Lm2 " " 9004

- Lm3 " " 9002

- Lm4 " " 9003

- Lm5 " " 9001

Real-Time Task Checklist

Please review the following checklist containing all tasks required for dispatch completion. Note that all of the tasks are considered real-time tasks, meaning you should use myESP to take and submit photos while onsite. If you do not submit photos via myESP, these will become Post Visit Completion (PVC) tasks you must fulfill after the dispatch is completed, which was standard process prior to the myESP rollout. TAC must receive all required tasks in real-time. If for any reason you cannot meet all requirements with one photo, you can take multiple photos and submit via the myESP app. Optional tasks become required if the situation described is encountered. If you have any questions about these tasks, contact TAC:

Task Requirement	Submission Method	Required?	Submitted?
Service Request (SR) signoff	Fax to ESP (1-888-539-4334) or upload via myESP	Yes	<input type="checkbox"/>
Before photo of existing network area	Before completing any work, upload a wide-angle photo of the existing equipment. This photo is intended to show the current state of the networking infrastructure, with an emphasis on how the existing devices are installed and cabled.	Yes	<input type="checkbox"/>
After photo of the newly installed network equipment	After completing the work (regardless of success or failure of the conversion), upload a wide-angle photo of the network area. This photo is intended to show the final state of the networking infrastructure with an emphasis on: 1) how the new device(s) were installed and 2) how the new device(s) were cabled to the existing hardware.	Yes	<input type="checkbox"/>
Photos of the speed test results	Upload a photo of the speed test you performed behind the VeloCloud SDWAN appliance.	Yes	<input type="checkbox"/>
Photo of the Closure Details Sheet	Upload a photo of the closure details sheet attached to your guide. Include a time breakdown, the make/model and serial number of all equipment installed.	Yes	<input type="checkbox"/>

IMPORTANT:

YOU ARE REQUIRED TO COMPLETE ALL ABOVE TASK ITEMS REGARDLESS OF ANY PREVIOUS DISPATCHES TO THIS SAME SITE.
ASSUME THAT NONE OF THE ABOVE ITEMS HAVE BEEN PREVIOUSLY COMPLETED AND THAT THEY STILL NEED TO BE.

Overview: Vonage Enterprise (“Vonage”) is providing software defined WAN (SDWAN) services to this client. You will complete the installation of a VeloCloud SDWAN appliance at the location specified by Vonage and the end user. A dedicated Vonage project manager will work with you to verify the SDWAN appliance is working. You will coordinate with the Vonage project manager and the customer to complete all required testing. Prior to leaving site you will verify all network and voice services are active.

Requirements	
Required Tools	Standard Telco + myESP. Standard telco includes: laptop with on-board serial port or USB-to-serial adapter + 8ft ladder + corded/cordless drills + hand tools + buttset + toner + cabling tools
Required Materials	Standard Telco which includes: Minimum 300ft of cat5e cable, 5 RJ45 and 5 RJ11 jacks.
Required Skills	Telecom & Networking
RMA Procedure	Do NOT retrieve any CPE from site. Neatly pack old, unused or defective CPE in the box(es) the new gear arrived in and provide to the local contact for return at a later date.



Version	Date	Notes
1.0	8/16/2018	<ul style="list-style-type: none"> • Original document
1.1	11/13/2018	<ul style="list-style-type: none"> • Updated document color scheme and myESP symbol. • Updated sentence structure in the overview.

Milestone 0: Review scope of work and review toolset requirements



- Milestone 1: Check-in with TAC, complete the arrival process and equipment inventory**

- ### Milestone 2: Install the VeloCloud SDWAN appliance



- ☐ 14. Install the VeloCloud SDWAN appliance (and layer 2 switch, if present) near the sites existing networking equipment. The equipment should be installed in a manner consistent with the existing CPE (i.e. if the customer's equipment is in a rack, put the VeloCloud device in the rack).
- ☐ 15. Connect the equipment power cord(s) to one of the following power sources (listed in order of preference):
 - a. Battery backup port on a customer provided UPS
 - b. Non-battery backup port on a customer provided UPS
 - c. Rack power distribution unit (PDU)
 - d. An existing power strip
 - e. A nearby un-switched power outlet
- ☐ 16. Call the Vonage PM to verify the connections from the new equipment to the sites existing network hardware and complete the activation procedures. Note: All cabling should be neatly managed using Velcro or zip ties.
- ☐ 17. Connect to an available LAN port on the VeloCloud device and set up your PC to obtain an IP address automatically (DHCP).
- ☐ 18. Verify you can surf to sites like www.yahoo.com or www.google.com. Make sure you are not loading cached pages – delete your browser history/temporary Internet files/cookies if you're not sure if you are loading a cached website.
-  ☐ 19. Go to www.speedtest.net and complete a speed test. Upload the results to myESP.
-  ☐ 20. Upload a wide-angle photo showing the new CPE installed and connected to myESP.
- ☐ 21. Contact the Vonage PM to review the installation.
- ☐ 22. Notify the local contact the installation has been successfully completed and verify that all voice and data services are operational. The Vonage PM will also review the installation with the local contact.
- ☐ 23. Obtain a release code from the Vonage PM before leaving site.

Milestone 3: Site clean-up, LCON signoff and log off with TAC

- ☐ 24. Coil any excessive length of the cabling and wrap with a tie-wrap and place near the rear of the rack.
- ☐ 25. Clean up wire, plastic, paper or any trash left from install. Dispose of all debris into end-user trash.
-  ☐ 26. Take a photo of the Closure Details sheet on the next page that details your timeline and shows the make/model/serial of the equipment you installed.
-  ☐ 27. Contact TAC to log off site. Provide them with a description of work completed along with any related timeframes.
- ☐ 28. Ask TAC to review the photos you provided as part of the installation process.
- ☐ 29. Politely leave with this installation guide (do not leave it onsite).

Take notes!



Closure Details

Representative	Group	Closure Code / Hold Time	Milestone	Time
Ex: Bob Smith	NOC	BS1215 / 10 min	Ex: Time Onsite	10:00
			Ex: Time Offsite	12:15
			Time Onsite	
			Time Offsite	

Time Breakdown	Reason
Example: 10:00-11:00	Arrival onsite, extending demarc from back of store to front counter

Equipment Installed (Make/Model)	Serial Number
Example: VeloCloud 510	5978979846464

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
Other:		FE / Onepath / Customer

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

Equipment Return Form

Instructions: Please fill out this form upon completion of the network installation for unused/defective Interface gear that needs to be returned. You will be responsible for completing the following:

1. Determine if there are any unused or defective items that need to be returned.
2. Record the make, model and serial number of each return device in the EQUIPMENT INFORMATION section below.
3. Record the equipment type in the EQUIPMENT INFORMATION section below. "Defective" refers to an out-of-box failure for customer supplied equipment. "Unused" refers to gear that was shipped to site by the customer but was not used to successfully convert the site (this should be *extremely rare*).
4. Securely pack the return CPE in the box the new equipment came in and upload a photo of the equipment in the box before sealing to myESP.
5. Review your SR details and look for the RMA handling section. This will provide instructions on how to handle the equipment return. You may need to ship the equipment back to Onepath or leave it with the site contact. **MAKE SURE TO CHECK YOUR SR FOR INSTRUCTIONS!**
6. Fill out the RETURN CONFIRMATION section and ask the MOD to sign the equipment return form to indicate acceptance and understanding of the equipment return process.

EQUIPMENT INFORMATION

Make/Model	Serial/ID No.	Equipment Type
		Defective Unused
		Defective Unused
		Defective Unused
		Defective Unused
		Defective Unused
		Defective Unused
		Defective Unused
		Defective Unused
		Defective Unused
		Defective Unused

RETURN CONFIRMATION

Today's Date:	
SR Number	
Installer Name	
Installer Signature	

MOD Name	
MOD Signature	