TELAID

April 22, 2020

To Whom It May Concern:

Telaid continues to remain focused on the health and safety of our employees, customers and business partners. We encourage you to continue to follow and communicate the CDC's recommended guidance on behaviors and precautions to your employees, per the CDC website below:

https://www.cdc.gov/coronavirus/2019-ncov/index.html

In addition to the recommendations above, please see guidelines/questions below for our partners _and_ their technicians:

- _Before_ going to a site, please take your temperature.
  - If your temperature is 100.0 degrees or higher, please contact Telaid immediately and **DO NOT GO** to site.
- Have you traveled within the last 14 days internationally, via air travel and/or cruise?
- Have you had close contact (defined within 6' for greater than 30 minutes) with or cared for someone diagnosed with COVID-19 within the last 14 days?
- Have you had any of the following symptoms: fever/feverish, chills, dry cough, difficulty breathing, or digestive systems such as diarrhea, vomiting, and/or abdominal pain?
  - If the answer is 'No' to all 3 questions, please proceed as scheduled with your work assignments from Telaid.
  - If the answer is 'Yes' to any of the 3 questions above, please **DO NOT GO** to site and call Telaid immediately regarding your scheduled upcoming assignments.
- Always maintain a 6' distance from all employees, customers or other technicians unless the work being performed requires multiple people for scope or safety compliance.
- If you have tested positive for COVID-19 please **DO NOT GO** to site and call Telaid immediately regarding your upcoming assignments.
- Do not gather during site walks, meals or breaks and always maintain required social distancing of 6' from people around you.
- Gloves can be purchased locally and worn if desired. They are not a requirement, but if anyone chooses to wear them, they still need to follow the CDC guidelines on touching faces, washing hands when removing the gloves and following the proper procedures for removing and disposing of used gloves.

- Masks: Due to the latest CDC and Government recommendations, we are asking that every technician entering our client locations wear a mask at all times. Do your best to source them locally. If you cannot source N95 masks locally, any mask, gaiter masks, neck tubes, cloth (i.e. bandana) as outlined during the President's addresses, and on the CDC website (https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html), should serve the proper purpose.

- Please maintain proper hygiene by washing hands frequently throughout the workday and stay home if you have any symptoms or have been around anyone that has them or has been diagnosed with COVID-19.

Thank you for helping us prevent the spread of COVID-19 while we continue to service the essential business of our clients.

Please contact Telaid's Dispatch Center with any questions or concerns with your work assignments via our 24/7/365 Support Center @ (866)566-4295.

March 20, 2020

This letter serves to confirm that _____ is a Telaid employee or service partner who is, or whose company is, providing essential services to our clients' stores, clubs, distribution centers, fulfillment centers, pharmacies, call centers, data centers, construction and/or other support facilities in the area.

Our clients are engaged in providing essential services to customers, including food, prescriptions, and medical care. Even with the recent restrictions on work and travel outside of the home, our clients' stores, DCs and essential offices remain open during the COVID-19 outbreak to provide essential services and products to our communities.

The Telaid employee/vendor presenting this letter is providing services to these client locations that supports this effort. Their work is essential in supporting our community and providing essential goods and services during a state of emergency.

Thank you for your understanding.

Telaid Industries, Inc.

Claire's Sign Off Sheet

Site:_____

REMINDER – Signatures are required before CBTS tech can leave

Claire's Responsible (Store Manager)   **CBTS Responsible (on site technician)**

Store manager is responsible for the execution of all test elements below		place an inbound phone call - VoIP Only	Yes ☐ No ☐
		place an outbound phone call - VoIP Only	Yes ☐ No ☐
Claire's/Icing Website	Yes ☐ No ☐		
iNotes	Yes ☐ No ☐		
Ceridian/Dayforce	Yes ☐ No ☐		
ShopperTrak	Yes ☐ No ☐		
Online Orders/BOPIS	Yes ☐ No ☐		
Claire's HUB Metro	Yes ☐ No ☐		
Taleo	Yes ☐ No ☐		
Service Channel	Yes ☐ No ☐		
APIS	Yes ☐ No ☐		
Check gift card balance (use a gift card from the store)	Yes ☐ No ☐		
Run credit/debit card sale (optional)	Yes ☐ No ☐	MOD can say "no" if they do not want to use personal credit/debit cards	
Verify that the Point of Sale (POS) is operational by scanning an item	Yes ☐ No ☐		
Verify that store printing is operational by sending a print job to the store printer from each register	Yes ☐ No ☐		
Verify that the store ear piercing tablet can connect to the VeloCloud WiFi	Yes ☐ No ☐	Skip this step if the store does not have a tablet	
Perform a loyalty look up	Yes ☐ No ☐		
Make sure the Cash Wrap area has all cables dressed and secured in a neat manner and to avoid a tripping hazard	Yes ☐ No ☐		
If there is any disagreement about test element results, Store Manager please contact the Store Coordinator			

The undersigned acknowledge the above to be accurate to the best of their ability

Claire's
Manager   _____   _____   _____
                        Print Name   Signature   Date
CBTS
On Site Technician   _____   _____
                        Print Name   Signature   Date

Version 1.6

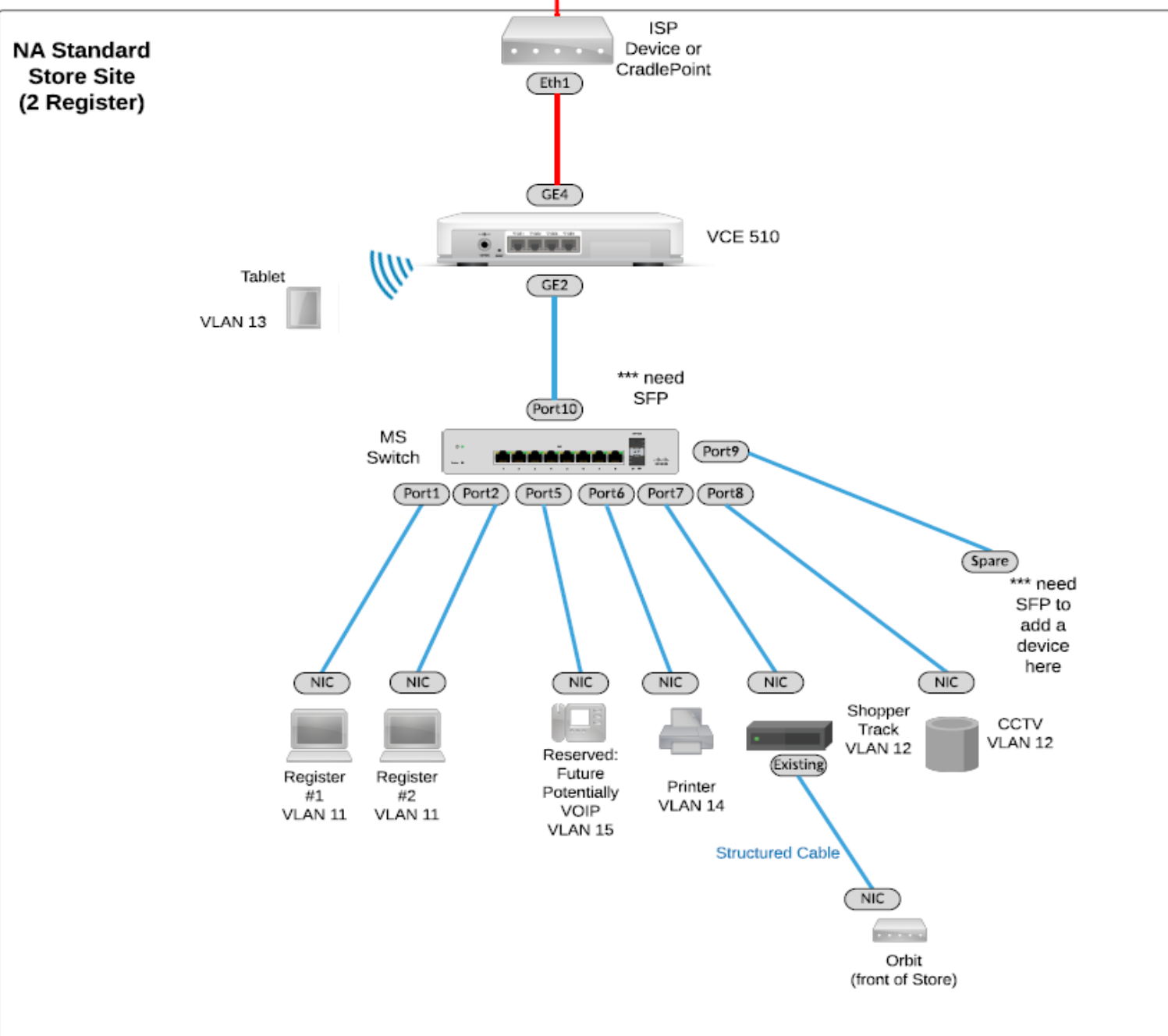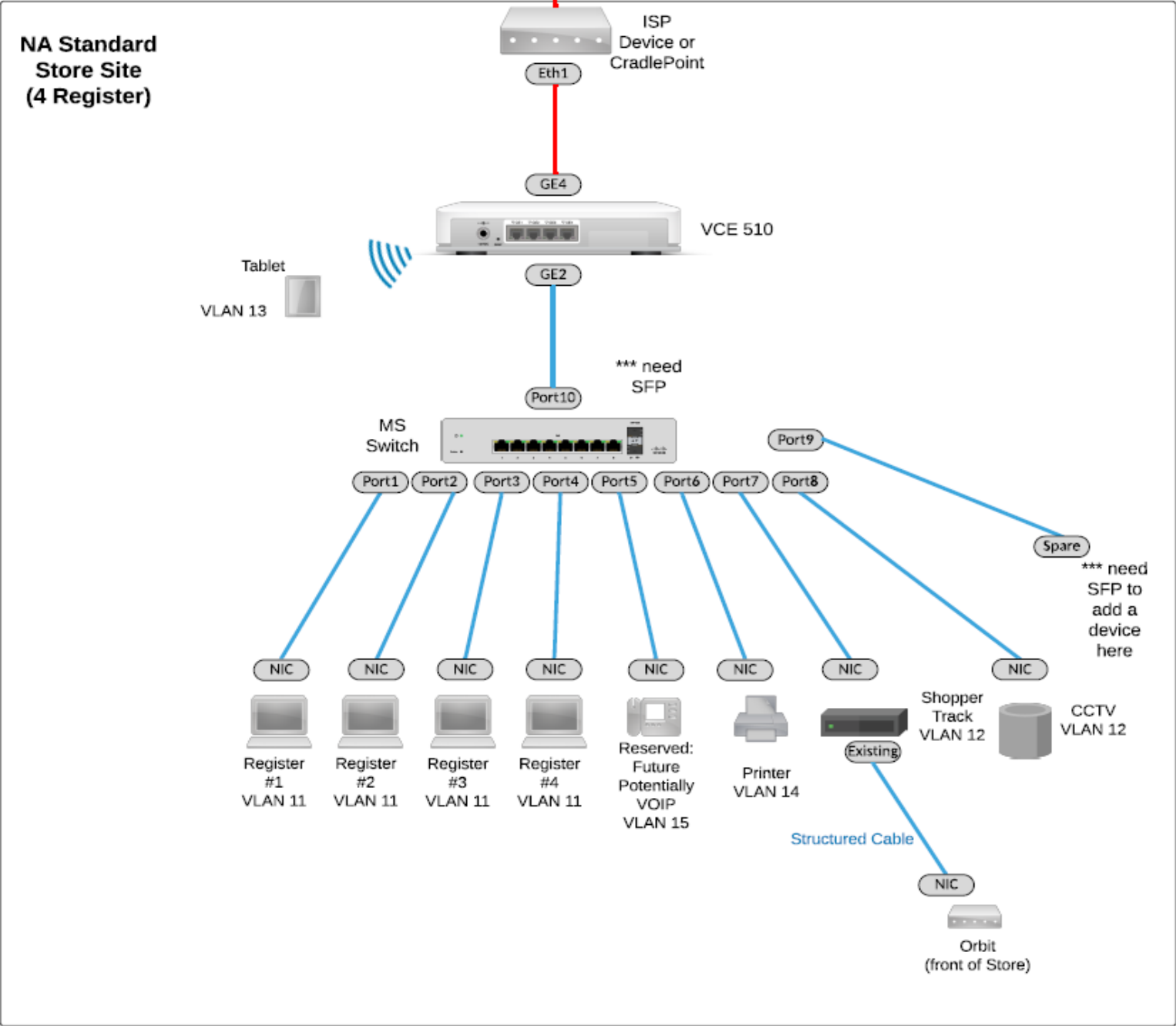| Task	Resource	Task	Description	Pass Fail	Check Box
		Claire's Pre-Work			
1	Store IT Support	Will execute Reconfigure-Printer script prior to store opening on the scheduled installation day (*Store IT Support will update the Installation Space that an execution of the script has failed*)	This script will re-create the printer port on registers with an updated IP		
Section 0		Upon Arrival at Store			
1	Telaid Tech	Join CBTS NETs WebEx Meetings Outlook invite WHEN NEEDED during the installation process	To be used only if audio interaction is needed with CBTS NETs		
2	Telaid Tech	ALERT – during the execution of the Sections below – DO NOT REBOOT A STORE REGISTER unless CBTS NETs or Claire's IT Support gives that direction			
2	Telaid Tech	Join WebEx Teams store specific installation space and check in with CBTS NETs that you are starting Section 1	This is your primary place to interact with CBTS NETs		
		Installation Steps			
Section 1		Pre-Work			
1.1	Telaid Tech	Take Before pictures of Network Cabinet/Rack/Space (cash wrap and back office locations)	establish current state, click pictures into WebEx Teams space		
1.2	Telaid Tech	Locate existing ISP device, typically a cable modem, VCE gets attached to this device, snap a picture of this device in WebEx Teams installation space	Spectrum broadband, ATT DSL. Get good pictures of the network connections on back		
1.3	Telaid Tech	Message CBTS NETs via WebEx Teams installation space that Section 1 is completed	It is IMPORTANT that you clearly communicate when each Section is completed		
Section 2		Physical Installation			
2.1	Telaid Tech	Place the VeloCloud and Meraki devices on a cash wrap shelf or on a shelf in the back office rack. (*Please use photo examples on page 6 as a guide to work quality expectation*)	You may have to move existing devices, but don't remove yet. Message with CBTS NETs for the best location if there is a question.		
2.2	Telaid Tech	Attach the VCE power cord provided to an open outlet on the UPS - THIS STEP WILL POWER UP THE VCE	Note: If it is not possible to rack and power equipment in the pre-approved manner, message in WebEx Teams with CBTS NETs		
2.3	Telaid Tech	Run and connect an Ethernet cable from the GE4 port on the VeloCloud to a vacant LAN port on the ISP device, VCE model 510, default port is GE4. If no vacant port is available, make connection with new cable to GE4, but leave other end disconnected until step 3.2	DO NOT DISCONNECT CURRENT INTERNET CIRCUIT, i.e., Granite biscuit jack, Notify in the space and proceed. No need to wait for a reply from the CBTS NET.		
2.4	Telaid Tech	Run and connect an Ethernet cable from the port 10 via SFP on the Meraki switch to GE2 on the VCE device	MS220-8P model - uplink from port 10 via SFP to GE2 on the VCE		

2.5	Telaid Tech	Snap pictures of VCE, Meraki switch, and ISP devices including labels and connections to CBTS NET in WebEx Teams installation space to confirm we are ready to begin cut-over			
2.6	Telaid Tech	Message CBTS NETs via WebEx Teams installation space that Section 2 is completed	It is IMPORTANT that you clearly communicate when each Section is completed		
Section 3		Network Cutover - VeloCloud Edge (VCE) and Meraki Switch			
3.1	Telaid Tech	Locate the Manager on Duty (MOD) and inform them we will be performing the network cutover now, POS system will be off-line for the duration of cut-over			
3.2	Telaid Tech	IF VCE IS NOT ALREADY CONNECTED TO THE INTERNET: Remove ISP cable from ATT (or other Legacy) router and connect cable from GE4 on VCE to ISP handoff	LED on face of the VCE will settle on solid green color when it is stable and online.		
3.3	Telaid Tech	Attach the Meraki switch power cord provided to an open outlet on the UPS, THIS STEP WILL POWER UP THE Meraki switch	Meraki LED on the face of the switch will be solid white when online. Note: If it is not possible to rack and power equipment in the pre-approved manner, message CBTS NETs via WebEx Teams installation space		
3.4	Telaid Tech	Alert CBTS NETs vial WebEx Teams installation space when the VCE and switch LEDs indicate they are online.	If the VCE LED is not green or the Meraki switch is not solid white after 10 minutes of booting up, message CBTS NET in the space for next steps to troubleshoot.		
3.5	Telaid Tech	Migrate the store devices (registers, printer, etc.) to the new Meraki switch from the legacy device(s) (reference page 4 & 5 for Standard Store Site drawings)	Move existing cables to meet the cut-sheet or drawing, (8) LAN cables/devices		
3.6	Telaid Tech	Power down and remove legacy ATT hardware and set aside for boxing, task 8.5 below			
3.7	Telaid Tech	Complete any required cabling clean-up and ensure network devices are in their final location and are secured in place			
3.8	Telaid Tech	Message CBTS NETs via WebEx Teams installation space that Section 3 is completed	It is IMPORTANT that you clearly communicate when each Section is completed		
Section 5		Re-IP'ing			

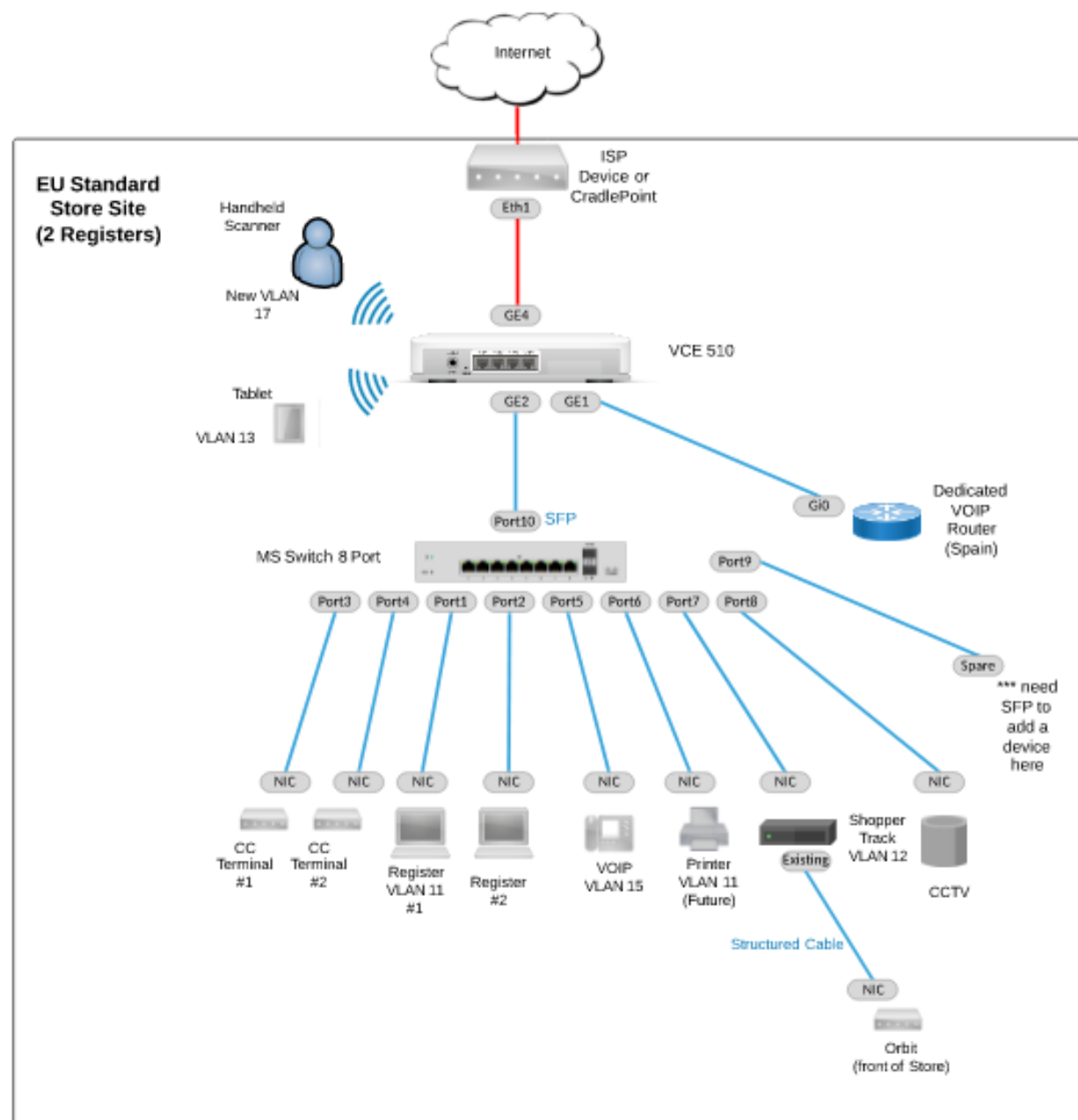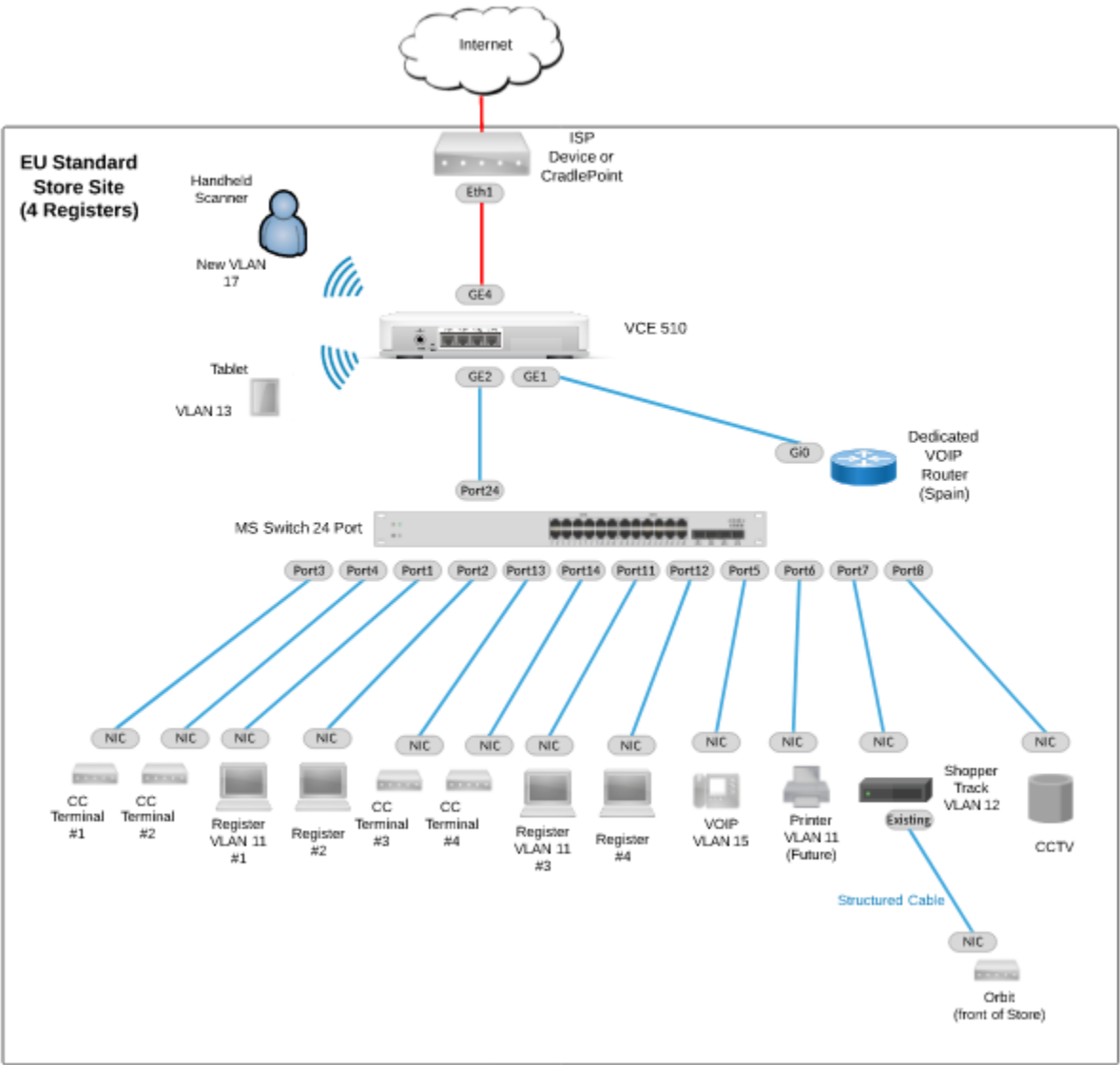|					
5.1	Telaid Tech	re-IP the store printer from the printer control panel	Reference store specific instructions attached to installation space		
5.2	Telaid Tech	Message CBTS NETs via WebEx Teams installation space that Section 5 is completed	It is IMPORTANT that you clearly communicate when each Section is completed		
Section 6		Store Sales Open			
6.1	MOD	Direct MOD to execute the test elements in the Sign off Sheet	Store is now open for sales		
6.2	Telaid Tech	Message CBTS NETs via WebEx Teams installation space that Section 6 is completed, include the phrase, "the store is now open for sales"	It is IMPORTANT that you clearly communicate when each Section is completed		
Section 7		Test Plan			
7.1	Telaid Tech	Validate that the new WiFi network has acceptable coverage **(skip this step if the store does not have a Claire's issued tablet)**	on site tech walks around store with Samsung tablet, observing signal strength, reports back if any weak areas found		
7.2	Telaid Tech	Message CBTS NETs via WebEx Teams installation space that Section 7 is completed	It is IMPORTANT that you clearly communicate when each Section is completed		
Section 8		Close Out			
8.1	Telaid Tech	Update the Sign Off sheet with the results of test plan executed by MOD and sign off as the technician			
8.2	Telaid Tech	Obtain the MOD signature on Sign off Sheet			
8.3	Telaid Tech	Take post installation pictures, front and back of devices, snap into the WebEx Teams installation space			
8.4	Telaid Tech	Gather any trash and ask the MOD where to throw them away			
8.5	Telaid Tech	Put Claire's equipment that was removed/replaced in the shipping boxes that the new VeloCloud and Meraki equipment was delivered in	only need to set the legacy equipment in the box, don't need to prepare for shipping, taping, etc.		
8.6	Telaid Tech	Make sure the Cash Wrap area has all cables dressed and secured in a neat manner and to avoid a tripping hazard	IMPORTANT		
8.7	Telaid Tech	Snap picture of the Sign off Sheet into the WebEx Teams installation space	Include a test print page from ALL registers		
8.8	Telaid Tech	Message CBTS NETs via WebEx Teams installation space that Close Out Section is completed, include the phrase, "the store installation is completed"	It is IMPORTANT that you clearly communicate when each Section is completed		
Claire's Close Out					

1	Store IT Support	Will execute Test Network script, may be performed after the tech has been released, Store IT Support will resolve any elements that fail	This script will test access to local network devices and externally hosted critical web site		

NA Standard Store Site (4 Register)

ISP Device or CradlePoint

Eth1

GE4

VCE 510

Tablet

VLAN 13

GE2

*** need SFP

Port10

MS Switch

Port9

Port1 Port2 Port3 Port4 Port5 Port6 Port7 Port8

Spare

*** need SFP to add a device here

NIC NIC NIC NIC NIC NIC NIC NIC

Shopper Track VLAN 12

CCTV VLAN 12

Register #1 VLAN 11

Register #2 VLAN 11

Register #3 VLAN 11

Register #4 VLAN 11

Reserved: Future Potentially VOIP VLAN 15

Printer VLAN 14

Existing

Structured Cable

NIC

Orbit (front of Store)

Recommended rack placement example   Recommended cash wrap placement example

***NOTE - <u>This is to demonstrate acceptable device placement and cabling cleanliness.</u> Not all stores will have the same number of physical connections. Port usage in these pictures may not reflect the store you are installing. Please use the diagrams on pages 4-5 to guide what connections are needed for your installation.