ONESOURCE
BUILDING TECHNOLOGIES

Site Name	144290 Madison & 34th		Ticket		624484
Site Contact			Scheduled Date/Time		05/26/21 8:30:00 AM
Site Address	180 Madison Av / 34th St		OSBT Contact	Esteban Gonzales	
Site Address			Work Order Sent	May 11, 2021 09:02 AM	
City	New York		Site Phone:		
State, Zip	New York	10016	**Please confirm scheduled date and time within 24 hours of receipt.**		

OSBT Ticket #: 624484   OSBT Customer: NCR – Wells Fargo

Customer Reference #

Technician MUST call the OSBT Call Center @ (713) 895-1799 Upon Arrival, and Completion. If you are going to be late to this service call for any reason, you must call the OSBT Call Center to notify prior to the scheduled arrival time. Failure to abide by this instruction will result in a deduction from pay awarded for this service call.

OSBT is now using an automated confirmations system (ACS) to confirm your service appointments 24-48 hours in advance. Please save as a contact and answer calls from (256) 827-8918 to confirm your events and avoid duplicate phone calls.

By accepting this work order as a contractor of OneSource Building Technologies you are agreeing to the following list of assumptions. Your failure to comply with these items may result in reduction in payment or non-payment.

- **You will arrive on site on the correct date and time specified above.**
- **You will be qualified to complete the work described in the scope of work below**
- **You will all of the tools listed on this work order to complete the scope of work.**
- **You will submit all collateral required for this service within 24 hours**
- **After completion of this service call you will receive a billing receipt that you may approve for payment.**

Scope of Work:

THIS IS A LIVE SITE. TECH MUST NOT DISTURB ANY PRE-EXISTING CIRCUITS OR EQUIPMENT UNLESS INSTRUCTED TO DO SO BY THE ASSIGNED AT&T ENGINEER.

Tech CANNOT be Late
Tech CANNOT bring a helper or Trainee
Tech MUST call into the call center and Bridge BEFORE going inside the building

(1) Call OSBT to check in (713) 895-1799.

(2) Cal Center will connect you to the bridge

(3) Follow the below statement of work.

(4) Keep in communication with OSBT Command and Control Center to report on, but not limited to, issues onsite, escalation, out of scope work and approval for overtime.

Escalate to:
Nicholas Adler
Project Coordinator
Office: 832-782-6137
OSBT Command & Control Center: 713-895-1799
nadler@osbt.com

Caleb Red
Project Coordinator
Office: 832-782-6129

11750 Clay Road. Houston, TX 77041 - tel 713-895-1799

Cell: 936-537-7025
OSBT Command & Control Center: 1-866.333.3475

Esteban Gonzalez
Project Coordinator
Office: 832-782-6112
OSBT Call Center: 713-895-1799
egonzales@osbt.com

Hamisi Khalfani
Project Coordinator
Office: 281-902-3408
Cell: 518-536-4454
hkhalfani@osbt.com

Latasha Williams
Operations Manager
Office: 832-782-6132
Cell: 832-758-4033
lwilliams@osbt.com

(5) Report all model and serial numbers of equipment to OSBT Command and Control Center upon check out.

(6) Call OSBT to check out.

REQUIRED TOOLS:

Windows 10 Laptop

Cisco Console Cable

Label Maker

Cat5 Cable (min 300 FT)

RJ45 Jack Cat5 Rated and RJ45 Male Connectors

Double sided foam tape and zip ties on hand

SOW:
DO NOT ENTER Wells Fargo prior to calling the bridge.
DO NOT install/uninstall any device prior to check-in.

Tech will be Replacing Meraki MX65 modem with MX68. MX68 to be mounted on drywall. Tech will need to bring drill with bits to drill 4 small holes. Also need to bring other items listed in guide as some will be placed on Shelf. MX68 will be either shipped to Wells Fargo site or to Fed Ex (shipping info provided when shipped). Tech works with Cisco on the bridge and receives instructions and is released by the bridge. Tech provides smart hands to remote engineer for testing and turnup. Tech will send pictures to Cisco engineer. Tech to remove MX65 when instructed and take to Fed Ex for shipment. No return label provided so tech must fill out label with account number and return address listed in the field tech guide.

How to return ship Cisco Meraki 65/Skyus

1. Provide Bridge PM with the removed MX65 Serial # for documentation of return
2. Ensure you gather all the MX65 parts for return: MX65 with Power Brick & Cords
3. Skyus Inseego Modem, USB cable, ensure antennas removed
4. Secure devices in a box for return to Cisco Meraki.
5. Provide FedEx: NCR FedEx Account #: 177951447
6. Send the return tracking information back to the Bridge PM Email

Returns Department & RMA Department
NCR FedEx Account #: 177951447
VERIFY WITH THE BRIDGE THE SHIPPING ADDRESS
CISCO USES MULTIPLE RETURN LOCATIONS

Email tracking pictures to:
nhampton@cisco.com and ncrgp@osbt.com

Email tracking pictures to:
nhampton@cisco.com; charcook@cisco.com ncrgp@osbt.com

Please drop all packages for return within 24 hours.

Tracking # Must be clearly photographed.

***********IF YOU ARE ASKED TO COMPLETE A CIRCUIT EXTENSION PLEASE STOP AND CALL OSBT TO GET CONNECTED TO YOU PC************

Attached is the MOP for reference and the vendor personnel code of conduct.   After you review the attached documentation, if you have any questions you can reach out to OSBT
Some key items to take note of:

1. Upon your arrival, please call into the bridge to check in.

2. After confirming work location and where devices to be installed are, record device serial numbers.

3. Rejoin the bridge to relay device serial numbers

****PLEASE CONTACT OUR COMMAND AND CONTROL CENTER TO GET CONNECTED TO THE BRIDGE 713-895-1799****

****CONTACT THE OSBT Command and Control Center FOR APPROVAL OF WORK OVER 3 HOURS****

ALL COLLATERAL MUST BE SUBMITTED WITHIN 24 HOURS; Before and after install photos; site completion checklist and signed OSBT sign off sheet

IF YOU HAVE ANY QUESTIONS OR ANY ISSUES ONSITE PLEASE CALL YOUR PC: Caleb Red 832-782-6129, Esteban Gonzalez 832-782-6112,Hamisi Khalfani 281-902-3408, or OM Latasha Williams 832-782-6132

Additional Material:
• Fully charged Windows 10 laptop with power cord (no chrome books or MACs) (must to have this)
• Laptop requires admin rights & ethernet port access or adapter
• Hot Spot Capability via Cell Phone (charger for cell)
• Ethernet Cable for laptop + 1 additional spare cable
• Cisco Console Cable
• Cat5 Cable (min 300 ft)
• Tie Wraps / Velcro
• Bridge Clips
• Biscuits (Single/Double) Beige & White
• RJ45 Jack Cat5 Rated and RJ45 Male Connectors

- Installation tools, screws, etc.
- RJ48x Self Looping Jack for T1 extensions
- RJ45 Jack Cat5 Rated and RJ45 Male Connectors
- Double Sided Tape
- Tie Wraps
- Sharpie (Cable labels to label port specific cables)
- Paperclip (Meraki Reset)

Collateral Requirement: Clear and labeled Before and after install photos; site completion checklist; serial numbers of the equipment and signed OSBT sign off sheet. All collateral must be submitted within 24 hours of completing the service call.

11750 Clay Road. Houston, TX 77041 - tel 713-895-1799

Site Name	144290　　　　Madison & 34th	Ticket	624484
Site Contact		Scheduled Date/Time	05/26/21 8:30:00 AM
Site Address	180 Madison Av / 34th St	OSBT Contact	Esteban Gonzales
Site Address		Work Order Sent	May 11, 2021 09:02 AM
City	New York	Site Phone:	
State Zip	New York　　　　　10016	**Please confirm scheduled date and time within 24 hours of receipt.**	

The following must be completed and email to collateral@osbt.com before leaving site.

All additional collateral must be submitted to collateral@osbt.com

Technician Name:	LaToya Cutliff	Travel Time:		Arrival Time:	
Technician Phone:	(405) 802-1262	Miles Driven:		Departure Time:	

Please describe work completed onsite:

For Emergencies please contact the
OSBT Safety Team at:
713-895-1799

Technician Signature:		
Customer Name:	Customer Signature:	Date:

11750 Clay Road. Houston, TX 77041 - tel 713-895-1799

Stop Work Clause:

- **If, while onsite, it is requested that you do anything outside of the original scope, contact your coordinator immediately or risk not being compensated for the job. All direction must come from OSBT, unless explicitly stated in the work order.**
    - **If you are unreachable during the reconfirmation window causing OSBT to exhaust time and resources to recover and/or reschedule a service ticket, the ticket is non-payable.**
    - **If you did not speak with anyone at OSBT, and were NOT asked to proceed to site, you may not show up and expect to complete the work or be paid.**
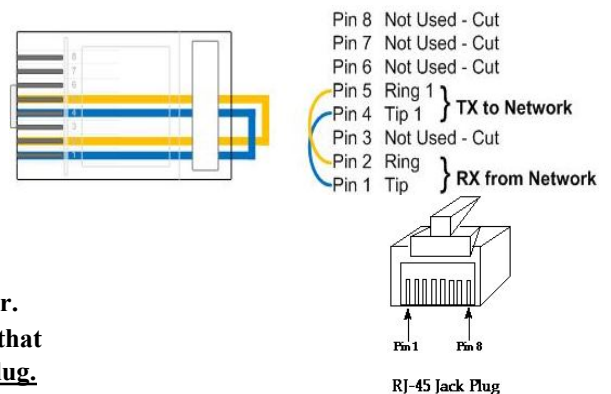
Fit for Duty/Fatigue Management Policy:

- **Any employee (or contractor) working 8+ hours should be allotted a 1-hour lunch break – this is not required and can be used at your discretion with proper communication with your PC/PM.**
- **Per OSBT's Fit for Duty SP-035-02:**
    - **Fatigue management is always a requirement whenever working on client sites. Worker fatigue can be a factor in incidents or risk to personnel. Therefore, we must ensure that:**
        - **Contractors report to work rested to prevent fatigue during a planned work schedule for that day.**
        - **Work shall be planned such that no one is scheduled to work for more than 14 continuous hours, including breaks and meal times (two consecutive shifts), and travel to/from the site.**
        - **As soon a subcontractor recognizes that they may exceed 14 continuous hours of work, you must request an extension from your assigned PC or PM.**
        - **OSBT and its subcontractors monitor activities, pay close attention to critical tasks and behavior to determine if an employee/subcontractor should be removed from the work site to obtain rest, or should be given a rest period upon arriving at the work site before beginning work.**

Incident Reporting | Proper Protocol Reminder:

- **Please do not forget that any incident resulting in injury, illness, and/or damage to OSBT, equipment vendor or customer tools/equipment while in the office or on a customer site, must be reported. This is especially true for any incident where medical treatment is required. By law, we are required to complete and file incident reports for these instances.**
- **If you experience any of the above while onsite, please complete the OSBT Incident Reporting Form and immediately engage your assigned PC/PM.**

T1 Loopback Plug:

- **Materials**
    - **Unused RJ45 male mod plug**
    - **Two strands (one pair) of category 5 wire (approximately two inches in length)**
    - **RJ45 crimp tool**
- **Method**
    - **Insert one end of wire 1 into <u>Pin 1</u> of the RJ45 connector.**
        - **Note: To ensure a good connection, make sure that <u>each wire goes all the way into the end of the plug.</u>**
        - **Refer to drawing on the left for RJ45 pin layout.**
    - **Insert the other end of wire 1 into <u>Pin 4</u> of the RJ45 connector.**
    - **Insert one end of wire 2 into <u>Pin 2</u> of the RJ45 connector.**
    - **Insert the other end of wire 2 into <u>Pin 5</u> of the RJ45 connector.**
    - **Crimp the connector.**


```
Pin 8  Not Used - Cut
Pin 7  Not Used - Cut
Pin 6  Not Used - Cut
Pin 5  Ring 1 }
Pin 4  Tip 1  } TX to Network
Pin 3  Not Used - Cut
Pin 2  Ring   }
Pin 1  Tip    } RX from Network
```

RJ-45 Jack Plug

11750 Clay Road. Houston, TX 77041 - tel 713-895-1799

COVID-19 Safety Measures:

- **If you have traveled internationally within the last 28 days, please make us aware of this prior to accepting this assignment**
- **If anyone living in your home including housemates, family members, or friends have traveled internationally within the last 28 days please make us aware of this prior to accepting this assignment**
- **If you, or anyone you've come in contact with, has a respiratory illness or a fever greater than 100.4° F please refrain from work and remain home until cleared by a medical doctor**
- **Please ensure to cover your noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available)**
- **Please wash your hands with soap and water as frequently as possible / reasonable**
- **Purell and other alcohol-based hand sanitizers are not 100% effective at killing viruses, specifically COVID-19**
- **Make use of disinfectant wipes on tools, electronics, cell phones and steering wheels.**
- **It is recommended that all partners do everything they can to limit the touching of their faces.**
- **Bleach and chlorinated wipes are effective at killing viruses including COVID-19**
- **Travel with gloves and face masks, in case asked by a customer to wear these items**
- **Some customer sites may require, upon arrival, temperature checks to verify a temperature of 100.4 or lower**
- **Practice SOCIAL DISTANCING while on-site:**
  - **Refrain from shaking hands or touching others, greet verbally, with a wave, head nod, or some other appropriate professional gesture**
  - **Be mindful of physical space – attempt to maintain at least 6 feet away from others**
- **PROPER FACE COVERING - CDC: Use of Cloth Face Coverings to Help Slow the Spread of COVID-19**
  - **https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html**
  - **Published by the CDC and reviews:**
    - **How to Wear/Remove a Cloth Face Covering**
    - **How to Clean/Sterilize a Cloth Face Covering**
    - **How to Make a Suitable Cloth Face Covering**
- **PROPER FACE COVERING – Fabrics Which are Most Effective for DIY Face Masks**
  - **https://www.marketwatch.com/story/some-fabrics-are-more-effective-than-others-for-making-diy-face-masks-heres-which-ones-are-best-2020-04-07**
  - **Includes a video by the Surgeon General on how to create a cloth face coverings and the most effective fabrics to use.**
- **TRAVEL GUIDELINES**
  When traveling, all field technicians will follow these guidelines to help ensure that they do not come contract COVID-19 while on the way to, or returning from work locations:
  - **All field technicians will wear a face cloth mask while in airports, hotel lobbies, or Uber/public transportation**
  - **All field technicians are required to wash hands or apply hand sanitizer when entering new public transit spaces**
  - **Field Technicians, when possible, will maintain social distance a minimum of 6ft**
  - **Field Technicians are encouraged to stay in their own hotel rooms or at least keep 6ft away from each other if not possible**

Sincerely,
OSBT Management

11750 Clay Road. Houston, TX 77041 - tel 713-895-1799