



Incident #: 200120467

Customer Reference #: 3129940

Site Name: ISLANDS RESTAURANTS LP

Site Contact:

Address: 11400 PORTER RANCH DR

NORTHRIDG California 91326  
E

Site Phone:

**Please call (281) 668-3211 immediately upon arrival to check in.**

**Scheduled Date and Time: 8/3/2021 7:45:00 AM**

**Scope of Work:**

\*\*\*\*SOW\*\*\*\*

GOAL: TEST NEW PHONES, INSTALL PHONES

New service to install: 4xYealink T33G desk phone

TEMP PHONE NUMBER FOR TESTING: 818-368-2305

-Locate / Test new phones.

-Set up phones near existing phones.

-If absolutely no data drops available in an area, or if new extension can't be run to that station during appointment, please make a time/materials estimate to do the cable run and verify with MOD if this needs to be done before kitchen opens.

-Phones should use SRN switch ports 7-12. \*some locations are coming off of Ring Central which are already using switch ports 7-10 or so. If that is the case, we can daisy-chain our phones with the Ring Central phones to join the same voice VLAN.

-Test inbound/outbound call

SPECIAL TOOLS NEEDED / TECH REQUIRED MATERIALS

- Laptop with GigE/1gig port

- Console cable

- Hotspot or the ability to tether a laptop to mobile device (wireless connectivity)

- 250+ ft cat5e cabling

- Internal wiring tools (e.g. cable testers, crimper, etc.)

\*\*\*\* HARD START TIME, PLEASE ARRIVE ON TIME\*\*\*\*

\*\*\*\*\* IMPORTANT Message on COVID-19 Requirements\*\*\*\*\*

By accepting this work order, all Tech Americas technicians agree to wear surgical or cloth masks while on-site and during the entire running time of the dispatch. For the sake of protecting the health of our customers, this requirement applies to ALL of our dispatches regardless of state, region or country where the job is executed. Be prepared to follow acceptable social distancing measures and all official CDC COVID-19 related guidelines.

(\*\*TOOL REQUIREMENTS \*\*)

Technicians MUST carry the tools below for every dispatch:

- Laptop w/ Ethernet port
- 4G Wireless card or MIFI, Hotspot or Tethering device.
- Console cable
- Cable toner
- Punch Down tool
- Lineman's Handset with Clips (AKA Buttset)
- Cable Crimper for mid-range copper connectors
- Electrical Multimeter
- 300' CAT5e cable
- Cross connect wire
- 10' to 12' ladder
- RJ-45 Jacks
- Modular Plugs
- Standard power drill

Tech Americas USA, Inc.  
22503 Katy Freeway, Katy, Texas 77450  
Support Center: 281-668-3211  
Fax: 281-898-7870



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\*\*\*BRING LAPTOP WITH TEAM VIEWER, CONSOLE CABLE, INTERNET ACCESS\*\*\*

\*\*\*\*\* COLLATERAL \*\*\*\*\*

\* BEFORE AND AFTER PICTURES

\* Pictures of each equipment/devices installed

\* Pictures of cable runs completed including the terminations

\* Work order sign off

Must be sent right after execution at lcutliff@intellicomm1.com

Technician Name: \_\_\_\_\_

Arrival Time: \_\_\_\_\_

Service Date: \_\_\_\_\_

Departure Time: \_\_\_\_\_

I certify that all work was completed as described by the Scope of Work above.

**I will submit all photos and documentation to lcutliff@intellicomm1.com within 24 hours.**

Technician Signature: \_\_\_\_\_

Customer Signature: \_\_\_\_\_