



By accepting this work order you agree to complete this form, including the site manager's signature, and return it to us in order for us to meet our customer's billing requirements. Your return to us of completed paperwork is a critical element in our timely payment to you for services rendered.

CUSTOMER

Customer : Delhaize America Shared Services Group

Tech to be OnSite Before : 10/22/2021 2:00:00PM EDT

Site : FOOD LION #1695

(See Trip Info Section Below)

Address : 2709 Chattanooga Rd
Rocky Face, GA 30740

Requested By :

City,State - Zip : Rocky Face , GA - 30740

Customer Order #: INC1941458

Problem Code: 7097 DHZ-Network PDU Troubleshooting

Corner Addr :

Phone : 706-259-8500

CROSSCOM INFORMATION

Contact :

Log in and out via IVR **1-800-820-9229**

Question Call : **1-800-820-9229**

Fax D & A to **1-800-933-5538**

Team : Green

Dispatcher Notes :

BRIEF STATEMENT OF WORK & COMMENTS



PROBLEM (7097): Network PDU

/// NOTICE OF NETWORKING EQUIPMENT ACCESS ///

If you are required to access the networking equipment in the MDF or IDF cabinets YOU MUST EMAIL BEFORE AND AFTER PICTURES to TulsaVFT@CrossCom.Com.

\\ THIS IS A NON-NEGOTIABLE PROCESS \\

***** MUST WORK WITH CROSSCOM LEVEL 2 BEFORE ENGAGING THE NOC

The PDU (Power Distribution Unit) for one of the networking cabinets needs to be serviced.

Technician must be capable of

- Troubleshooting network devices
- Moving power cables
- Working with NOC to confirm all equipment is online after any changes
- Return trip to replace failed PDU (if necessary)
- COMMUNICATE MAKE/MODEL OF PDU TO GREEN SERVICE TEAM

VERIZON
800-215-2920

CENTRAL STATION
207-885-2288

GREEN SERVICE TEAM
800-933-9203

)
SITE 1695

ETMS TICKET 2021102211922

Interface Ticket # INC1941458

ETMS Ticket Priority 1

Access Hours
7 AM to 11 PM

Power and Equipment: PEVRE

Impact: Service Down

Description of problem:
Switch A Stack 1 is down

Troubleshooting Completed and Next Point of Action (ENOC Ws)

- Switch A recovered from power loss but stack 1 remains down
- Switch A Stack 1 being down is causing multiple devices to be down, including access points and primary firewall



Reason for Dispatch
 Technician to check the status of the switch A stack 1, reboot switch if needed

Equipment needed: (test set/t-berd)
 console cable, laptop, portable wifi

CPE ID (Device Hostname)
 sw1695

TRIP INFORMATION

<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
10/22/2021	02:00 PM	EDT	Service	1

TECHNICAL NOTES

EMERGENCY / OVERTIME / EMERGENCY / OVERTIME / EMERGENCY / OVERTIME / EMERGENCY

The technician MUST adhere to CrossCom National Dress code / ID Badge / VAN STOCK Requirement.

VAN STOCK - Delhaize Primary Technicians are expected to have all van stock parts on them at all times.

IMPORTANT INFORMATION FOR TECHNICIAN

YOU MUST CALL VENDOR SUPPORT LEVEL 2 IF YOU EXPERIENCE ANY PROBLEMS THAT PREVENT YOU FROM ACCOMPLISHING THE SCOPE OF WORK, OR PRIOR TO THE 1 HOUR ON SITE MARK.

DO NOT LEAVE PARTS ON SITE. TECHNICIAN IS RESPONSIBLE FOR RETURNING PARTS TO CROSSCOM NATIONAL. IF A RETURN LABEL IS NOT INCLUDED WITH PART, TECHNICIAN MUST REQUEST A RETURN LABEL WHEN LOGGING OUT.

- LOG IN/LOG OUT- with CrossCom National GREEN SERVICE at 800-820-9229
- LEAVING SITE- technicians -MUST- log out while on site no exceptions
- MANAGERS NAME- must be obtained prior to logging out with CrossCom
- SOW- must be confirmed and all work completed and addressed
- PARTS SHIPPED- technician -MUST- call CrossCom to verify parts are on site before logging in

TECH MUST BE ON SITE BY THE TARGET TIME
 EMERGENCY RATES APPLY
 Travel Charges for this WORK ORDER ---- 4HRSTD
 Only one (1) tech is approved for this work order
 ADDITIONAL TRIPS WILL BE UNDER STANDARD RATES, UNLESS OTHERWISE NOTED

MATERIAL ON ORDER

<u>Part Number</u>	<u>Part Description</u>	<u>Provided By</u>	<u>Quantity</u>
NONE			



SPECIAL TOOLS

Tool Description

NONE

Provided By

OPTIONAL ITEMS

Note : Confirm with CrossCom before performing any of these activity.

Description

NONE

Quantity



TECHNICIAN DATA

Trip # Date On-Site At Off-Site At

Manager Signature

Manager Printed Name

Description of Work:

Additional Trip Required? Yes / No

Customer Abuse (Circle): Yes No Explain: _____

Trip # Date On-Site At Off-Site At

Manager Signature

Manager Printed Name

Description of Work:

Additional Trip Required? Yes / No

Customer Abuse (Circle): Yes No Explain: _____

COMMENTS

Manager Signature

Date & Time

Technician Signature

Date & Time



March 23, 2020

SUBJECT: COVID-19 VIRUS (Essential Worker)

To Whom It May Concern,

I am actively employed by CrossCom National, LLC, as a technician and responsible for the repair, service and maintenance of technology equipment inside retail stores. We serve supermarkets, pharmacy chain stores, and other essential retailers. Those retailers we support, include, but are not limited to the following and their associated brands:

- Target
- Costco
- Albertsons
- Safeway
- Kroger
- Sam's Club
- Walmart
- Walgreens
- Rite Aid
- Food Lion
- Hannaford
- Dollar General
- Family Dollar
- AutoZone
- Advanced Auto Parts

We are considered essential as we support critical services within our customer base that allow these essential retailers' IT infrastructure, Alarm Systems, and Telecommunications Infrastructure to remain functional and in good working order. If there are any questions or concerns related to my working during this time or during any future "shelter in place" action within this location, please contact my employer representative, Ken Miller (Director, Field Services) at (847) 850-6298 (Direct) or (847) 903-7996 (Cell).

CrossCom
900 Deerfield Parkway
Buffalo Grove, IL 60089

847-520-9200
847-419-4884

www.crosscom.com