TELAID

VENDOR W/O #
114897-02

Service Date	6/10/21 11:00 PM
Client PO #	
Priority	Regular
Order Type	Rollout

Telaid
13 West Main Street
Niantic, CT 06357
Phone # 800-205-5556   Fax #

Contact Information

SERVICE LOCATION	VENDOR # 380129
WALMART - Loc # 2360 - SUPERCENTER	Intellicomm
4725 ASHFORD DUNWOODY RD	1048 Chase Creek Ct
null	Lawrenceville, GA 30044
DUNWOODY, GA 30338	Phone # 405-802-1262 Fax #
Phone # Fax #	

SERVICE DESCRIPTION
Switch Add Upgrade

****Please review the full scope of work before applying. If you accept the job, it means they can complete it, and if they cannot meet their ETA or complete the job, they will be required to drop off the materials on-site at their own expense

BEFORE YOU GO TO SITE
•   If your scope requires you to run fiber, fiber test results must be provided, ensure that you have the correct tester.

•   Review the SOW and ensure that you have a good understanding of the work you will be completing.

•   Pictures of before and after work are needed in all areas, work must be neat and installed correctly, ensure that you have a camera.

•   Tech must complete a full inventory and confirm all necessary material has been accounted for prior to the start date of the project. If something is missing, tech needs to reach out to project management team BEFORE going to site.

•   Please make sure you and your team are all wearing masks while inside the store so we are PPE compliant.

DAY OF INSTALL
•   Once onsite the Tech will check in with the Network Integration Center at 866-566-4295 and inform them you are onsite to perform a switch replacement/add and request that a pre-snapshot be ran on each switch you are replacing.
•   Tech will locate the scissor lift and ensure they have all hardware and materials needed before they begin any work.
•   You must clean your work area and leave the space how you found it. Switch(es) that have been replaced should be given to the Manager on Duty, inform them that they need to be returned via the claims truck. Any new unused material including but not limited to switches should be taken from site and returned to Telaid.
•   If you have any unused materials, or if a return trip is necessary, you must take them with you. Please do not leave any materials in the store unless they are the old switches/NEMAs you deinstalled.
•   Have a manager sign your work order. Be sure you follow all instructions and call the Network Integration Center at 866-566-4295 to check out. Make sure your deliverables are uploaded within 12 hours of completion. Failure to provide all required deliverables will result in penalties. Licensed electrician
• Please note, if you are waiting for a call back from the Network integration center for over 30 mins please ask to escalate to a team leads. If after escalating to a team lead, you are still on hold for over an hour,

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Contact Information

please escalate to the PM Courtney Hoffmann (608) 888-5035.

INSTALLING A REPLACEMENT SWITCH:
• Switches being upgraded from 24 to a 48 port switch are PICS1 and GDC1.
• Confirm with the Network Integration Center that a pre-snapshot has been completed before starting any work.
• Label all existing patch cables in the switch being replaced, please work with network integration center, the cables in ports 1-24 will need to be plugged in one for one in the new 48 port switch. You must put all cables in the correct ports on the new switch and so labeling cables is very important.
• Remove the existing switch and mount the replacement, ensure the patch cables are placed into the correct ports.
• Install new patch panels to support the increased port load. ALL patch panels must be installed and must be added inside the IDF or rack. Patch panels are for future use; you are not terminating any cables on the patch panels.
• Once the replacement is complete, Contact the Network Integration Center at 866-566-4295 and ask for a post-snapshot to ensure all devices are back online. The job is not complete until all devices are confirmed to be online.
• Take photos, ensure they clearly show all newly added patch panels as well as neatly dressed patch cables.

INSTALLING A SWITCH VIA STACKING CABLES:
• Tech will be adding an additional switch for UPC and GM.
• Do not power the new switch on if a STACK MODULE needs to be connected.
• Contact Network Integration Center at 866-566-4295 and let them know you are stacking a switch.
• Mount new switch as close as possible to the switch being stacked (confirm with Network Integration Center)
• Mount the new patch panel in the IDF or rack
• Contact the Network Integration Center Network Integration Center at 866-566-4295 and wait for the TA's direction to power the switches on one at a time to ensure they are stacked successfully.
• The job is not complete until all devices are confirmed to be online.
• Take photos, ensure they clearly show all newly added switch(es) and new patch panel(s)

Doc Type	Required Count	Description
Photo 1	5	Before and after photos of newly added device
Photo 2	2	Pictures of new installed patch panels
Signoff	1	Signed Work Order

SIGN OFF SHEET

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null
DUNWOODY, GA 30338
Phone #   Fax #

IVR Pin #

23422747

|||||||||| (barcode)

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Store Manager's Signature

Print Name   Date

Time In   Time Out