SR16771226   ##E72A14H39##

Service Request

Vonage Business
170 Chastain Meadows Ct
Kennesaw, GA 30144

CTN3109747   SR16771226   Rev 1

Vonage BC Helpdesk #: See SR for Details

SR Type: VBE Customer Care - Routine Trouble Ticket (2 Business   Dispatch Type: (TT)

Reference Number: 1391254-OP   End User Reference: 1391254-OP

Date: 08/16/2021   Window: 13:00 to 15:00 EDT   Expected Duration: 183   PO#:

Site Contact: null   Phone: 732-847-9190   Alt. Phone:

Company: Pascarella, Divita   Address: 2137 State Route 35 Ste 290

City: Holmdel   State: NJ   Zip: 07733

TAC: 404.536.4721 (AT&T) | 678.332.8358 (Verizon) | 678.460.2530 (Other)

SR DETAILS

Vonage PM Name: Hedayat Raastin   **Vonage PM Number**: 8886166414

PM Email: tsp-support@vonage.com   **Access Hours**: 5:00PM-10:00PM

DESCRIPTION OF WORK

VBE Customer Care - Routine Trouble Ticket (2 Business Days): Call TAC for Details

SR CHECKLIST

1. Call Genesis +1.800.493.0016 to log onsite
2. Refer to the attached install guide for specific installation instructions.
3. Verify all installation areas are clean and that you properly dispose of all trash.
4. Please submit all deliverables
5. Leave site.
6. Submit all Post Visit Completion (PVC) tasks within 24 hours of logging off site.

To be completed by the Field Engineer (FE): 43398

Call Result:	[ ] Successful [ ] Incomplete	Incomplete Reason:		Installed Equipment: Make/Model	Serial Number
Materials Used:		**Required for all calls:**			
Description	Qty		Time at Log-on: _____:_____ EDT		
			Time at Log-off: _____:_____ EDT		
		Customer Heldesk Rep. Name: _____		**RMA Equipment:** Make/Model	Serial Number
		Customer Call Closure Code: _____			
		Onepath TAC Rep. Name: _____			
		Onepath TAC Closure Code: _____			

FE Initials	End-User Name (Please Print)	Title	End-User Signature	Date

Description: This is a trouble ticket to address the customer reported issue onsite. See your SR for details and contact TAC with any questions.
Required Tools: Standard Telco + myESP
Required Materials: Standard Telco
Required Skills: Telecom & Networking
RMA Handling: DO NOT Remove any equipment from site. Box up any unused or defective equipment and leave it with the site contact.
FE Overage Threshold: 2 hours

Equipment:

March 11, 2021

Re: COVID 19 - City/County/State/Federal Orders

To whom it may concern:

Please be informed that the bearer of this letter is subcontracted by Genesis Networks, a communications and information technology company providing essential critical infrastructure as outlined by the Cybersecurity and Infrastructure Security Agency (CISA); an agency operating under the Department of Homeland Security.

Under CISA guidelines, these workers must be able to travel to and gain access to infrastructure facilities and offices during curfews and restricted travel periods. CISA identifies the following list as essential to continued critical infrastructure:

Communications:

• Maintenance of communications infrastructure- including privately owned and maintained communication systems- supported by technicians, operators, call-centers, wireline and wireless providers, cable service providers, satellite operations, undersea cable landing stations, Internet Exchange Points, and manufacturers and distributors of communications equipment

• Workers who support radio, television, and media service, including, but not limited to front line news reporters, studio, and technicians for newsgathering and reporting

• Workers at Independent System Operators and Regional Transmission Organizations, and Network Operations staff, engineers and/or technicians to manage the network or operate facilities

• Engineers, technicians and associated personnel responsible for infrastructure construction and restoration, including contractors for construction and engineering of fiber optic cables

• Installation, maintenance and repair technicians that establish, support or repair service as needed

• Central office personnel to maintain and operate central office, data centers, and other network office facilities

• Customer service and support staff, including managed and professional services as well as remote providers of support to transitioning employees to set up and maintain home offices, who interface with customers to manage or support service environments and security issues, including payroll, billing, fraud, and troubleshooting

• Dispatchers involved with service repair and restoration

Information Technology:

• Workers who support command centers, including, but not limited to Network Operations Command Center, Broadcast Operations Control Center and Security Operations Command Center

• Data center operators, including system administrators, HVAC & electrical engineers, security personnel, IT managers, data transfer solutions engineers, software and hardware engineers, and database administrators

• Client service centers, field engineers, and other technicians supporting critical infrastructure, as well as manufacturers and supply chain vendors that provide hardware and software, and information technology equipment (to include microelectronics and semiconductors) for critical infrastructure

• Workers responding to cyber incidents involving critical infrastructure, including medical facilities, SLTT governments and federal facilities, energy and utilities, and banks and financial institutions, and other critical infrastructure categories and personnel

• Workers supporting the provision of essential global, national and local infrastructure for computing services (incl. cloud computing services), business infrastructure, web-based services, and critical manufacturing

• Workers supporting communications systems and information technology used by law enforcement, public safety, medical, energy and other critical industries

• Support required for continuity of services, including janitorial/cleaning personnel

All persons performing critical operations have been instructed to comply with hygiene and social distancing requirements as established by the Centers for Disease Control and Prevention.

Please do not hesitate to contact me should you have any questions regarding this letter or our operations.

Sincerely,

Bryan Hann

Area Vice President – Deployed Services, Genesis Networks

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May 27, 2020

To Whom It May Concern:

The U.S. Department of Homeland Security (DHS) Cybersecurity and Infrastructure Security Agency (CISA) issues this letter to facilitate work in the interest of homeland security by Communications Sector workers identified in the CISA Essential Critical Infrastructure Workers advisory guidance, dated May 19, 2020.[1] CISA requests any courtesy that can be extended to essential workers involved in communications infrastructure operations, maintenance and restoration **in response to the COVID-19 Pandemic and any other regional disasters (e.g., hurricanes, tornadoes, wildfires, earthquakes) that may occur during any COVID-19 response phase**.

CISA developed the **Essential Critical Infrastructure Workers** advisory guidance identifying workers that conduct a range of operations and services deemed essential to continued critical infrastructure viability. This list is intended to support State, local, tribal, and territorial officials' decision-making as they work to protect their communities, while ensuring continuity of functions critical to public health and safety, as well as economic and national security.

In developing this advisory guidance, CISA determined that essential workers need access to jobsites based on our judgment that organizations affiliated with the Communications Sector engage in activity that could reasonably be included within the scope of "critical infrastructure" as that term is defined in law; and critical communications infrastructure is necessary to ensure first responder, emergency responder, and 911 communications capabilities are functional during this response and recovery period. In the course of providing this support, identified Essential Critical Infrastructure Workers in the Communications Sector should be able to travel to and access necessary critical infrastructure facilities in order to prevent loss of service or restore critical communications services.

CISA greatly appreciates your cooperation. For any questions or concerns related to this request, please contact the CISA at 888-282-0870 or CISAservicedesk@cisa.dhs.gov.

Sincerely,

Christopher C. Krebs
Director
Cybersecurity and Infrastructure Security Agency (CISA)

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[1] "Guidance on the Essential Critical Infrastructure Workforce," Cybersecurity and Infrastructure Security Agency, https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce.

Vonage: Break-Fix (Version 1.0)

Overview: This dispatch is to address a maintenance issue reported by the Vonage customer. This can be anything from issues with the hosted VOIP, connectivity issues, etc. Work with the Vonage helpdesk for support/testing.

Contact List	Number
TAC (logon)	1-800-493-0016 opt 1
TAC (logoff)	1-800-493-0016 opt 2
Vonage (support)	Number listed under the Details section on your SR.

Requirements	
Required Tools	Standard Telco + MyESP + Windows Laptop
Required Materials	Standard Telco
RMA Procedure	Box up any unused for defective equipment and leave it with the site contact.

Project Checklist

Milestone 1: Check-in with Onepath and meet site contact

☐ 1. Call Onepath TAC upon arrival to login before entering the location.

☐ 2. Enter the location and ask for the site contact listed on your work order.

☐ 3. Introduce yourself to the site contact as being an technician on behalf of Vonage and:

    a. Communicate the purpose of the visit – you are onsite to fix an issue reported by the customer.

    b. Ask to be escorted to the primary network equipment location.

☐ 4. Verify there are no pre-existing conditions that will impact the performance of the communications equipment with the site contact. Document and report any issues to TAC Prior to beginning work.

☐ 5. If you have any issues gaining access to the site, please work with the site contact first, and if you are still having issues, call Vonage for support.

Milestone 2: Identify problem area(s) and troubleshoot

☐ 6. Review your SR, which outlines the specific issue reported by the customer.

☐ 7. Take a before photo of the reported issue area or device.

☐ 8. Troubleshoot the issue. Examples include:

- Connectivity issues
- Poor voice quality
- Loose/damaged cables

☐ 9. If technical support is needed, please call the Vonage Helpdesk. The Vonage phone number is listed under the details section of your SR.

Milestone 3: Document root cause of issue(s), resolve, and test with customer

☐ 10. Determine the root cause of the reported issue(s), and work to resolve.

☐ 11. Document the resolution, or if you are not able to repair/resolve the onsite issue, document what would be required to do so.

☐ 12. Call the Vonage helpdesk to test each solution and to perform final testing.

☐ 13. Record the customer closure code.

☐ 14. Walk the MOD/site contact through the issue resolution; have them verify service, and the proper operation of all site functions.

☐ 15. Capture an after photo of the problem area(s) or device(s).

Milestone 4: Clean Up and Close Out

☐ 16. Box up any unused or old equipment and leave it with the site contact.

☐ 17. Clean up and trash or boxes from the areas you worked in.

☐ 18. Submit all photos/deliverables in real time via MyESP.

☐ 19. Call Onepath to close the dispatch.

Take notes!

Closure Details

Representative	Group	Closure Code / Hold Time		Milestone	Time
Ex: Bob Smith	**NOC**	**BS1215 / 10 min**		**Ex: Time Onsite**	**10:00**
				Ex: Time Offsite	**12:15**
				Time Onsite	
				Time Offsite	

Time Breakdown (Email to tb@1path.com)	Reason
Example: 10:00-11:00	**Arrival onsite, extending demarc from back of store to front counter**

Equipment Installed (Make/Model)	Serial Number
Example: Cisco 1941	**FTX1254789**

Equipment Retrieved	Serial Number	Tracking Number
Example: Cisco 1941	**FTX1254789**	**1275864520100**

Materials Used	QTY	FE/Onepath/Customer Provided?
Example: Cat5e UTP	**127 ft**	**(FE) / Onepath / Customer**
Cat5e UTP		FE / Onepath / Customer
RJ-45 jacks		FE / Onepath / Customer
RJ-11 jacks		FE / Onepath / Customer