

Your VendorID:	60426
Purchase Order:	615685-1254652-05789
Work Order:	1254652
Service ETA:	9/21/20 at 9:00 AM

\* Purchase Order MUST appear on all invoices and emailed to apinbox@nettechnology.com or invoice will be rejected, Invoice must match this Purchase Order Receipt.

TECHNICIAN INFORMATION	
Technician Name:	Phillip Lumpkin
Technician Phone:	(502) 408-3669
Techs Manager:	LaToya
	Cutliff
Manager Phone:	(405) 802-1262
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	Technician Name: Technician Phone: Techs Manager: Manager Phone:

## \*\*\* MUST CALL UPON ARRIVAL AND BEFORE SITE DEPARTURE \*\*

NET Contact Please Call: 1.608.827.2283 \*Your call will be handled in the order received\*The following login information is needed: name, callback number (mobile), work order Info: #.

## Scheduling

1 billable technician required Arrival Time: 9/21/2020 9:00:00 AM

## Scope of Work

CVS - Broadband Router 2020

NET techs will LOG IN/LOG OUT LIVE by calling (608) 827-2270. DO NOT AUTO LOG IN\* CALL CVS\_ROC 888-401-4601 (from a STORE PHONE), Option 1.1 for Broadband \*\*In order to ensure accurate onsite times, tech will need to log in with NET Support and then immediately log in with CVS ROC and vice versa. If there is more than 15min time discrepancy between the NET and CVS onsite time, we will use the login/out times provided by ROC.

If the store personnel question the validity of this visit, the manager can call 888-401-4601, Option 1.1 (CVS-ROC) or can reference this CVS Help Desk ticket number: IM9920870 (SEPTEMBER 2020)

PPE requirement: Use of Face Masks or Cloth Face Covers

PLEASE NOTE- TECHS TO SUPPLY PATCH CORDS- STEP ONE BELOW WILL NOT APPLY 1. After logging in with ROC, locate pink patch cable that was sent to the store (WILL BE USED TO CONNECT TO ROUTER ON THE RACK SIDE)

2. Locate Broadband modem (typically located in the manager's office near the rack or at the demarc)

3. Connect Broadband modem to port G0/2 on the Cisco 2911 Router as per CVS Redbook.

A. If modem is located near the Cisco 2911 router (rack) - use the pink patch cable to connect directly B. If modem is located at the demarc - tech can use any available red 500 series jack (if cable test pass) to make the correction. 500 series jack run from demarc to data rack. On the rack side - use the pink patch cable to make the connection to the router.

C. If not found or located any where else - let the ROC know

4. Reboot the modem.

5. Label modem "CVS Retail BB" and label both the modem patch cord cable (Pink) "CVS Broadband Cable", and the Modem Power Cord: "Modem Power". Labels should be affixed to the cables approximately 12-inches from the Modem side.

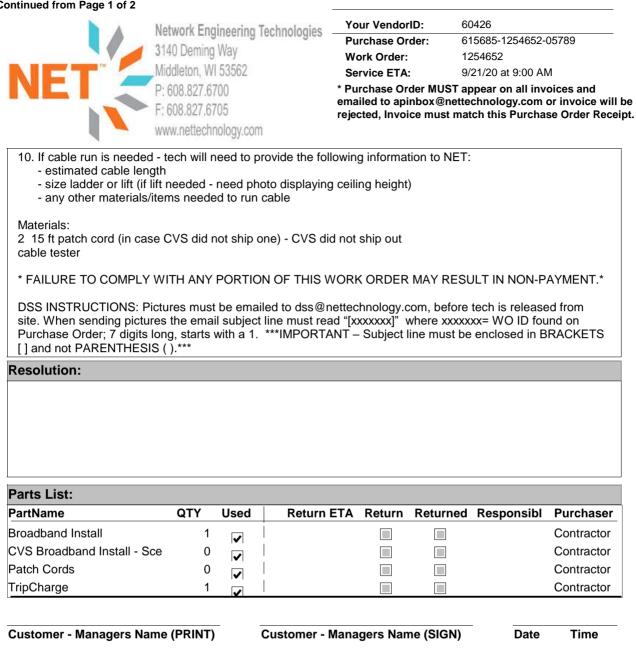
6. Take 4 required photos:

- a. Close-up of front of modem (showing entire unit, with indicator lights)
- b. Close-up of back of modem (showing entire unit, with patch cord connected and showing LABELS)

CUSTOMER SIGNED COPY

- c. Close-up of G0/2 on the Cisco 2911 Router (with patch cord connected)
  - d. Wide view of equipment rack.
- 7. Send photos to ROC20@cvscaremark.com (store # MUST be in subject line).
- 8. Call ROC for testing. ROC to provide a release code after testing complete.
- 9. Send photos to DSS before calling NET to logout (DSS instructions below). Provide ROC release code.

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Technicians Name (PRINT)	Technicians Name (SIGN)	Date	Time
<b>MANDATORY SIG</b>	NOFF OF TECHNICIAN AND CUSTOMER CONTAC	r Manaq	<u>SER</u>

Sign Off does not release tech from the job site. Any questions need to be directed to NET Tech Support.