



Incident #: 123165

Customer Reference #: presales

Site Name: Mercer County Comm College

Site Contact:

Address: 137 N Broad St

Trenton New Jersey 08608

Site Phone:

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

Scheduled Date and Time: 10/8/2021 9:00:00 AM

Scope of Work:

***NEW SOW ***

Troubleshoot one of the lines (1 of 7) that is having issues and fix it

***OLD SOW**

PHONE LINES ISSUE:

The customer has an immediate need for us to get started looking for a resource that can hopefully get these lines operational again by Friday of this week (and if not Friday, as soon as possible). Not sure where it got lost, but apparently there was a move completed that Verizon did and as Verizon does, they stated they are good to the punch down. We need the following:

7 POTS lines cross-connects punched down

*** 2 are emergency lines (fire alarm and such) which makes this a priority – the customer is pretty sure they know where these cables are

*** 5 may need to be tagged and toned as they are not positive where they go.

EXECUTION

**** MUST FOLLOW THE BELOW ON SITE STEPS ****

**** NOTE: LOG IN/OUT TIMES MUST BE DONE IN REAL TIME WITH TECH AMERICAS 281-668-3211 ****

****FAILURE TO FOLLOW THE BELOW ON SITE STEPS COULD RESULT IN A REDUCTION IN PAY OR POSSIBLY NO PAY FOR WORK COMPLETED****

****Note: Time starts once you're logged in with Tech Americas 281-668-3211!!**

1. Log in with Tech Americas 281-668-3211

(**TOOL REQUIREMENTS **)

Technician will provide the proper too

(Collateral)

1.Customer signed work order

2. Site Photos

*** Billing process cannot start until ALL deliverable are received ***

***** 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

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



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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/serial port or USB-to-serial adapter
- 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
- 6' to 8' ladder
- RJ-45 Jacks
- Modular Plugs
- Standard power drill

BRING LAPTOP WITH TEAM VIEWER, CONSOLE CABLE, INTERNET ACCESS

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: _____