



By accepting this work order and performing the mentioned above services you are accepting the terms and conditions set forth in the Master Contractors Agreement.

#### CUSTOMER INFORMATION:

**Customer:** Hertz Corporation

**Site:** Hertz #115519

**Address:** 21850 Oxnard St  
Marriott Hotel  
Woodland Hills, CA 91367

**Corner Address:**

**Phone:** 999-999-9999

**Requested By:** 64004

**Problem Code:** 100 Misc Multi-Site Project

#### CROSSCOM NATIONAL INFORMATION:

**Contact:** Lucero Sandoval

**Log in and out via IVR:** (800) 820-9229

**Fax D&A to:** (800) 933-5538

**Questions? Call:** (800) 820-9229

#### BRIEF STATEMENT OF WORK & COMMENTS

IBM 2019 Hertz HLE w/ MOFI Install PCL2 - 40640

#### TRIP INFORMATION

Arrival Date	Arrival Time	Time Zone	Trip Description	# Of Techs
05/13/2021	08:00 AM	PDT	Equip Install & Cut Over	1

#### TECHNICAL NOTES:

The technician will complete the following in order cut the site over to a new data & voice network. Technician must follow the procedures and processes as defined in the manual.

- Review task with Site Manager, Verify locations for new Phone(s), Initial Site Testing, Inventory
- Install Meraki router and Inseego LTE modem
- Verify connectivity with Centurylink
- Move selected equipment to switch ports on router
- Make initial test calls with new IP based phone(s)
- Make IP changes to printers (if required)
- Final Site Testing
- Documentation
- Deinstall old equipment, pack and apply shipping label, leave with site contact

Optional work may include the following:

- Data cable installation
- Demarc extension
- Additional Phones
- Number Porting
- Device Discovery

Trips Needed: All work will be performed by one (1) Technician in one (1) trip during normal business hours.

Materials: Technician will supply misc anchors/ fasteners, cross-connect wire & velcro for cable management. Technician must have Cat6, plenum (White), Cat6 jacks, SM boxes, Cat6 patch cables, RJ45 biscuit jack & RJ48x jack in order to run new data cable or extend demarc

Tools: Technician must have the following tools: Laptop w/ Ethernet port, Serial port or USB to Serial adapter & Aircard. Laptop will require HyperTerminal or similar terminal emulator. Other tools are: Digital Camera, Category 6 tester, DB9 Male/Female NULL Serial cable, Console cable, RJ45 Rollover Cable, Toner/Tracer, Butt Set, Small White Board with Marker (for Store ID# with Photos), 6', 10' & 12' ladder, 10' Patch Cord

\* The technician must log in and out with the CrossCom Project Team @ 800-820-9229.

\* Deliverables- All project deliverables will be required to validate work completion and craftsmanship. All deliverables must be uploaded through the vendor portal prior to leaving the work site. Failure to provide deliverables will result in non-payment.

#### MATERIAL ON ORDER

Part Number	Part Description	Provided By	Quantity
FSR625A28NK50	Tech Supplied 8 Conductor Jack (Biscuit) [1]	VFT	0.00
FSRMISC	Tech Supplied Misc Fasteners, Velcro	VFT	1.00
FSRMISC	Tech Supplied Materials for Demarc Extension - House Pairs	VFT	0.00



FSRMISC	Tech Supplied RJ 48X Jack (Biscuit) [1]	VFT	0.00
FSRMISC	Tech Supplied Fasteners, x-connect wire [1]	VFT	0.00
FSRMISC	Tech Supplied Materials for 100' Cat 6 Cable Install	VFT	0.00
FSRMISC	Tech Supplied Fasteners & Cable Supports [1]	VFT	0.00
FSRMISC	Tech Supplied Materials for 25' Additional Cat 6 Cable	VFT	0.00
FSRMISC	Tech Supplied Fasteners & Cable Supports [1]	VFT	0.00
IBM-Cisco600-47015-A	*Configure* MX65W Meraki Cloud Managed Security Appliance	CrossCom	1.00
IBM-Hertz-DocumentKit-V1	Hertz Leave Behind Documents - Version 1	CrossCom	1.00
IBM-MerakiA40-58010	Meraki AC Power Cord for MX and MS (US Plug)	CrossCom	1.00
IBM-PanoramaDMM-7-27-2SP	MIMO 700 - 2700Mhz Desk Mount Antenna	CrossCom	0.00
IBM-SprintMoFi4500	4500 4GxLTE v2 Router - Mofi4500	CrossCom	1.00
IBM-VerizonMoFi4500	4500 4GxLTE v2 Router - Mofi4500	CrossCom	1.00
IBM-YealinkSIP-T42S	T42S 12 Line / Gigabit IP Phone	CrossCom	1.00
IBM-YealinkSIP-T42S	T42S 12 Line / Gigabit IP Phone	CrossCom	0.00
IBM-YealinkW56H	W56H IP Expansion Handset	CrossCom	2.00
IBM-YealinkW60P	W60P Base / 56H Handset DECT Cordless IP Phone	CrossCom	1.00
TRIPTLP606	Tripp Lite Surge Suppressor - AC 120 V - 6 Output Connectors	CrossCom	1.00
VFT6Plenum	Tech Supplied Cat 6 Plenum Cable, White [100]	VFT	0.00
VFT6Plenum	VFT Supplied Cat 6 Plenum Cable, White [25]	VFT	0.00
VFTCAT5ENKPC-07	VFT Supplied Cat 5e Netkey Patch Cord - 7 Ft [2]	VFT	0.00
VFTCAT6NKJACK	Tech Supplied Cat 6 Netkey Jack [1]	VFT	0.00
VFTCAT6NKPC-03	VFT Supplied Cat 6 Netkey Patch Cord - 3 Ft [1]	VFT	0.00
VFTCAT6NKPC-07	VFT Supplied Cat 6 Netkey Patch Cord - 7 Ft [1]	VFT	0.00
VFTNKSMB-1	Tech Supplied Netkey Surface Mount Box - 1 Port [1]	VFT	0.00

## SPECIAL TOOLS

Description	Provided By
Laptop w/Aircard, Ethernet and Serial Port	VFT
Digital Camera	VFT
Label Maker	VFT
Cat6 Cable Tester	VFT
Toner / Tracer	VFT
Butt Set	VFT
Ladders (6', 8' & 12')	VFT
Lift - 19ft Electric Scissor, Daily (if Required)	CrossCom
Hyperterminal or Putty installed on laptop	VFT
DB9 Male/Female NULL Serial cable	VFT
Cisco Console Cable	VFT
RJ45 Rollover Cable	VFT
Small White Board with Maker	VFT

## OPTIONAL ITEMS (Confirm with CrossCom before performing any of these activities.)

Description
OPT: Abort/Retrun Trip: Standard Hours
OPT: Category 6 Cable Run, upto 100': Same Trip
OPT: Category 6, additional 25'
OPT: Device Discovery: Same Trip
OPT: Extend Demarc - House Pairs: Same Trip
OPT: NON Standard Labor Hourly Rate
OPT: Porting of Phone Numbers (up to 30 min): Same Trip
OPT: Re-IP Advant Printer: Same Trip
OPT: RE-IP Printer / PC, Each: Same Trip
OPT: Standard Labor Hourly Rate

## DELIVERABLES

Required before last trip checkout.



Description	Acceptance Criteria	Type
Delivery & Acceptance		Delivery & Acceptance
Data Cabinet - Open - BEFORE WORK STARTS, w/ Site	3-4 feet back, full frame showing current cabinet / rack layout, WITH Site #	Pictures
Data Cabinet - Open - AFTER WORK COMPLETE, w/ Site	3-4 feet back, full frame showing current cabinet / rack layout, WITH Site #	Pictures
Box with packed deinstalled equipment, before clos	3' back, full frame, showing deinstalled equipment packed in box	Pictures
Before Picture of All Old Phones Installed	1 picture of each of the existing phones that were installed showing the general location where the phone was installed	Pictures
After Picture of All New Phones Installed	1 picture of each new phone installed 3-5 feet away showing the general location of where the phones are installed	Pictures
De-installed Router with Serial NBR & Host Name	Picture to include the serial number and host name of the device	Pictures
De-installed network unit - 1	Picture of additional network gear deinstalled to include the serial number and host name of the device.	Pictures
De-installed network unit - 2	Pciture of additional network gear deinstalled to include the serial number and host name of the device	Pictures
De-installed Equipment List	Complete & Legible with Model and Serial number	Document
IBM User Acceptance Test (UAT)	Complete & Legible , Phase 1 & Phase 2, with site contact signature	Document



### DELIVERY & ACCEPTANCE (D & A):

Trip # \_\_\_\_\_ Date \_\_\_\_\_ On-Site At \_\_\_\_\_ Off-Site At \_\_\_\_\_

Manager Signature \_\_\_\_\_ Manager Printed Name \_\_\_\_\_

Additional Trip Required? Yes / No

Description of Work: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Customer Abuse: Yes / No Explain: \_\_\_\_\_

Trip # \_\_\_\_\_ Date \_\_\_\_\_ On-Site At \_\_\_\_\_ Off-Site At \_\_\_\_\_

Manager Signature \_\_\_\_\_ Manager Printed Name \_\_\_\_\_

Additional Trip Required? Yes / No

Description of Work: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Customer Abuse: Yes / No Explain: \_\_\_\_\_

### CHECKLIST

1. Who did you work with at CrossCom to complete testing? \_\_\_\_\_
2. Were there any delays/issues while working with CrossCom? \_\_\_\_\_
3. Who did you work with at Van Ran to confirm the phones registered properly? And what is the release code provided? \_\_\_\_\_
4. Were there any delays waiting to get in touch with Van Ran? And were there any issues with the phones that also caused any issues that we had to work with Van Ran? \_\_\_\_\_
5. Was there a new Broadband Circuit Installed (cable/DSL modem) that you plugged into Internet 1 of the Cisco Meraki? \_\_\_\_\_
6. Did you have to extend the Broadband Circuit (cable modem/DSL modem) to the Meraki? \_\_\_\_\_
7. How many phones did you de-install? Old phones should be packed up with the old router. \_\_\_\_\_
8. How many cordless phones did you install? How many T42 phones did you install? \_\_\_\_\_
9. What is the managers Email? \_\_\_\_\_
10. Did you have to pull any cables? If yes, how many? \_\_\_\_\_
11. What was the length of the cable runs? \_\_\_\_\_
12. What material did you provide? \_\_\_\_\_
13. Is there any out of scope/delays to report? \_\_\_\_\_
14. Name of the manager that completed the UAT testing checklist and who signed your paperwork? \_\_\_\_\_
15. What is the make and model # for the OLD router? \_\_\_\_\_
16. What is the serial number for the OLD router? \_\_\_\_\_

**This document must be signed by the site manager and by the technician. See the final page.**



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17. What is the HOST NAME for the router that was de-installed? (its a label on the router, will start with US-XXXX) \_\_\_\_\_
18. Are there any open issues on site that have not been resolved? \_\_\_\_\_
19. Was the LNP (porting of the phone lines) completed successfully? Were there any delays/issues with the line port? \_\_\_\_\_
20. Is the site 100% complete or is a return trip needed? \_\_\_\_\_
21. What other network that was removed? (i.e modem, cradlepoint, switch, router, etc?) List the Make and Model & Host Name \_\_\_\_\_
22. How many POTS lines are in the store? And what are the phone numbers? \_\_\_\_\_
23. Is the network equipment at this location installed in any of the following options: lockable rack, open rack, in a room/cabinet with a locked door, or neither (i.e on the floor, inside a drawer or the front counter) \_\_\_\_\_



COMMENTS & SIGNATURES

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Manager Signature \_\_\_\_\_ Date & Time \_\_\_\_\_

Technician Signature \_\_\_\_\_ Date & Time \_\_\_\_\_