



Site Name	Warren Haven	Ticket	628360
Site Contact	Kim Crane	Scheduled Date/Time	06/14/21 2:00:00 PM
Site Address	350 Oxford Rd	OSBT Contact	Kodjo Nutekpor
Site Address		Work Order Sent	June 14, 2021 08:43 AM
City	Oxford	Site Phone:	9084537716
State, Zip	New Jersey	07863	Please confirm scheduled date and time within 24 hours of receipt.

OSBT Ticket #: 628360

OSBT Customer: Windstream

Customer Reference #

Technician MUST call the OSBT Call Center @ (713) 895-1799 Upon Arrival, and Completion. If you are going to be late to this service call for any reason, you must call the OSBT Call Center to notify prior to the scheduled arrival time. Failure to abide by this instruction will result in a deduction from pay awarded for this service call.

OSBT is now using an automated confirmations system (ACS) to confirm your service appointments 24-48 hours in advance. Please save as a contact and answer calls from (256) 827-8918 to confirm your events and avoid duplicate phone calls.

By accepting this work order as a contractor of OneSource Building Technologies you are agreeing to the following list of assumptions. Your failure to comply with these items may result in reduction in payment or non-payment.

- You will arrive on site on the correct date and time specified above.
- You will be qualified to complete the work described in the scope of work below
- You will all of the tools listed on this work order to complete the scope of work.
- You will submit all collateral required for this service within 24 hours
- After completion of this service call you will receive a billing receipt that you may approve for payment.

Scope of Work:

Scheduled for 06/14/21 2:00:00 PM

Standard business hours are 8am to 6pm local time

check in/out with OSBT call center 713-895-1794 or (888) 787-8324(toll free)

****BEFORE AND AFTER PHOTOS OF INSTALL REQUIRED****

ADTRAN CONSOLE CABLES ARE MANDATORY FOR THE TECH TO HAVE. UNSUCCESSFUL SITES DUE TO TECH NOT BEING PREPARED WILL RESULT IN NON-PAYMENT.

*****Those without the Adtran console cable can still console in using a male or female DB-9 connector (tech needs to have both) and the Cisco console cable.*****

CALL CENTER WILL TRANSFER TECH TO TNT AFTER CHECK-IN

****Any work asked to be performed which is out of scope is to be reported to the OSBT project coordinator immediately. This includes, but is not limited to: Wiring greater than 150 feet, extensions between two separate buildings, work on a ceiling with a height greater than 12 feet. Please see your specific work order or contact the project coordinator for any work that you question being in scope. Failure to advise of out of scope work can result in deduction of pay.** ** Equipment shipped to the tech for the purpose of completing a dispatch must be shipped back within 24 hours of the tech leaving site. (Example PRI TESTER). If for any reason you are not able to ship the equipment back within the time allotted, contact the project coordinator immediately. Failure to do so can result in nonpayment.****

1. If there are any issues causing delays please report them immediately to OneSource by calling the callcenter at 888-787-8324
2. Note that any out of scope work MUST be approved beforehand by a OneSource Project Coordinator. If the out of scope work is

not preapproved it may be non-billable.

3. Do not rent or purchase any material or equipment without approval from a OneSource Project Coordinator. Doing so without approval may result in denial of reimbursement for costs incurred.

A. note that the onsite customer and customer phone support are not authorized to give approval, the approval MUST come from OneSource.

4. You must follow the scope and timeline for this work. If anything falls outside of the quoted cost or the expected timeframe onsite it MUST be escalated immediately to OneSource for approval.

5. If there are any safety concerns please escalate immediately to OneSource before proceeding.

IMPORTANT NOTES:

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****Scope Details****

Here's is the new ticket: INC000047997602 and the request scope below

+Trouble Type/Trouble Reported: Multiple analog extensions are ringing to wrong rooms.

+Services Provided to Customer: Grandstream GXW4248

+Action requested: Tag & locate and match/correct connection of analog extensions to rooms.

+Location to dispatch: 350 Oxford Rd, Oxford, NJ, 07863

+Local Contact: Kim Crane at 9084537716

+Access Hours: 24/7

+Case Number: TT0000002396265

+Repair Tech Callback: 800-220-1548 option 1 (Reference ticket: 2396265)

Special Instructions:

1. Verify with customer how many extensions are affected.

2. Locate Grandstream and check connection of analog extensions.

3. Test FXS ports with buttset to isolate internal wiring.

4. Isolate and prove internal wiring issue with customer.

5. Provide list of ports/extension from the Grandstream and have IT correct internal

****Please bring laptop, buttset & spare Ethernet cable for troubleshooting.**

Technician must introduce himself as a representative of EarthLink Business to end users on site.

*****VERY IMPORTANT*****

IT IS IMPERATIVE THAT YOU MAINTAIN THE HIGHEST LEVEL OF PROFESSIONALISM AND PATIENCE WHILE WORKING WITH EARTHLINK AND THE END USERS. IF THERE ARE ANY ISSUES ONSITE WITH THE CUSTOMER STOP AND ESCALATE TO YOUR OSBT PC IMMEDIATELY.

Time reported to EarthLink NOC as onsite and completion time MUST MATCH time reported to OneSource call center. EarthLink will dispute any time discrepancies in 15 min increments. Allocate time to clean up and make final closing calls when reporting completion time to EarthLink Standard business hours are 8am to 6pm local time.

Escalation path:

(713) 895-1794 for OSBT Call Center (must call to check in/out on all orders)

(866) 333-3475 for OSBT Call Center (toll free)

Review service order notes of the Earthlink work order for CPE, circuit, and demarc information.

Technician should NOT remove any de-installed customer premise equipment from site without authorization from Earthlink/OSBT.

Customer sends RMA labels direct to site. On CPE replacement orders technician should box up old unit in new box, affix return sticker, and leave with manager on duty.

If customer premise equipment to install/service is not onsite or tech cannot access the site, the technician must immediately escalate to OSBT. Earthlink Business will not allow invoice more than 1 hr for "no access" service calls.

MATERIAL LIST:

- Cat5 Cable (min 150 ft)
- Cross-Connect Wire
- Biscuits (Single/Double) Beige & White
- RJ48x Self Looping Jack (Graybar - AllenTel part number is AT635CX) for T1 extensions
- RJ45 Jack Cat5 Rated and RJ45 Male Connectors
- Bridge Clips
- Tie Wraps

TOOL LIST:

- Laptop w/ ethernet network interface card, CD ROM, Windows OS with a 9 pin serial port or USB-to-serial Adaptor and Cisco and Adtran Console cables.
- ladder (min 6 ft)
- Punch down tool w/66, 110 & bix bit
- Wire strippers & Telco Snips
- RJ11 and RJ45 crimp tool
- Tone Generator and Wand
- Butt Set (Amplified Recommended)
- Multi-meter
- 50 foot power extension cord
- Electrician's wire fish tape
- digital camera to document work performed on site.

Collateral Requirement: Before and post install photos; signed EarthLink work order (Service Acknowledgement Disclaimer page) and OSBT sign off sheet All collateral must be submitted within 24 hours of completing the service call

We have added a link to our website that now allows technicians to sign in and upload collateral directly into the OSBT tickets. We strongly encourage you to start using this new tool. Uploading the collateral from site is always the preferred way of completing a request, and in many cases, it is a requirement in order to close out a service call.

Initially, each technician will need to create a login. This is a very quick and simple process. After that, you will simply log in, enter the ticket number, and upload all collateral necessary for that ticket. You will then save your login and password and use that each time you need to submit collateral.

The link to the portal is: <http://www.osbt.com/partnerportal>

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State Zip	New Jersey	07863	Please confirm scheduled date and time within 24 hours of receipt.

The following must be completed and email to collateral@osbt.com before leaving site.
All additional collateral must be submitted to collateral@osbt.com

Technician Name:	Walter Arenas	Travel Time:		Arrival Time:	
Technician Phone:	201-724-2643	Miles Driven:		Departure Time:	

Please describe work completed onsite:

***For Emergencies please contact the
OSBT Safety Team at:
713-895-1799***

Technician Signature:

Customer Name:	Customer Signature:	Date:
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Stop Work Clause:

- If, while onsite, it is requested that you do anything outside of the original scope, contact your coordinator immediately or risk not being compensated for the job. All direction must come from OSBT, unless explicitly stated in the work order.
 - If you are unreachable during the reconfirmation window causing OSBT to exhaust time and resources to recover and/or reschedule a service ticket, the ticket is non-payable.
 - If you did not speak with anyone at OSBT, and were NOT asked to proceed to site, you may not show up and expect to complete the work or be paid.

Fit for Duty/Fatigue Management Policy:

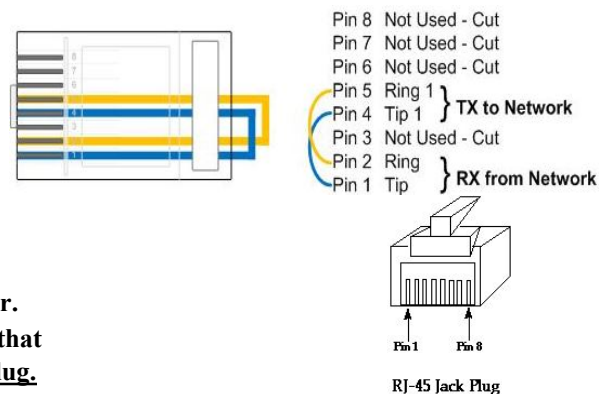
- Any employee (or contractor) working 8+ hours should be allotted a 1-hour lunch break – this is not required and can be used at your discretion with proper communication with your PC/PM.
- Per OSBT's Fit for Duty SP-035-02:
 - Fatigue management is always a requirement whenever working on client sites. Worker fatigue can be a factor in incidents or risk to personnel. Therefore, we must ensure that:
 - Contractors report to work rested to prevent fatigue during a planned work schedule for that day.
 - Work shall be planned such that no one is scheduled to work for more than 14 continuous hours, including breaks and meal times (two consecutive shifts), and travel to/from the site.
 - As soon a subcontractor recognizes that they may exceed 14 continuous hours of work, you must request an extension from your assigned PC or PM.
 - OSBT and its subcontractors monitor activities, pay close attention to critical tasks and behavior to determine if an employee/subcontractor should be removed from the work site to obtain rest, or should be given a rest period upon arriving at the work site before beginning work.

Incident Reporting | Proper Protocol Reminder:

- Please do not forget that any incident resulting in injury, illness, and/or damage to OSBT, equipment vendor or customer tools/equipment while in the office or on a customer site, must be reported. This is especially true for any incident where medical treatment is required. By law, we are required to complete and file incident reports for these instances.
- If you experience any of the above while onsite, please complete the [OSBT Incident Reporting Form](#) and immediately engage your assigned PC/PM.

T1 Loopback Plug:

- **Materials**
 - Unused RJ45 male mod plug
 - Two strands (one pair) of category 5 wire (approximately two inches in length)
 - RJ45 crimp tool
- **Method**
 - Insert one end of wire 1 into Pin 1 of the RJ45 connector.
 - Note: To ensure a good connection, make sure that each wire goes all the way into the end of the plug.
 - Refer to drawing on the left for RJ45 pin layout.
 - Insert the other end of wire 1 into Pin 4 of the RJ45 connector.
 - Insert one end of wire 2 into Pin 2 of the RJ45 connector.
 - Insert the other end of wire 2 into Pin 5 of the RJ45 connector.
 - Crimp the connector.



COVID-19 Safety Measures:

- OSBT partners are required to follow any local guidelines regarding safety precautions.
- All OSBT partners (contractors, subcontractors, helpers, company employees, etc.) must confirm that you will be prepared with PPE (Personal Protective Equipment) supplies and wear the required PPE (if required by customer), for the entire time on site. PPE is defined as (Face mask to cover mouth and nose as well as latex or vinyl gloves).
- Please ensure to cover your noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available)
- Please wash your hands with soap and water as frequently as possible / reasonable.
- Use Purell and other alcohol-based hand sanitizers and/or wipes as a substitute
- Make use of disinfectant wipes on tools, electronics, cell phones and steering wheels.
- Some customer sites may require, upon arrival, temperature checks to verify a temperature of 100.4 or lower.
- Practice SOCIAL DISTANCING while on-site:
 - Refrain from shaking hands or touching others, greet verbally, with a wave, head nod, or some other appropriate professional gesture
 - Be mindful of physical space – attempt to maintain at least 6 feet away from others
- TRAVEL GUIDELINES
When traveling, all field technicians will follow these guidelines to help ensure that they do not come contract COVID-19 while on the way to, or returning from work locations:
 - All field technicians are encouraged to a face cloth mask while in airports, hotel lobbies, or Uber/public transportation
 - All field technicians are required to wash hands or apply hand sanitizer when entering new public transit spaces
 - Field Technicians, when possible, will maintain social distance a minimum of 6ft
 - Field Technicians are encouraged to stay in their own hotel rooms or at least keep 6ft away from each other if,
 - not possible

Sincerely,
OSBT Management