SR16539071

# ##3K449AEEK3##

# Service Request

SR16539071

Rev 0

#### Vonage BC Helpdesk #: See SR for Details

SR Type: VBE Professional Services - Circuit Swap

Vonage Business

Kennesaw, GA 30144

170 Chastain Meadows Ct

Reference Number: 72679				End User Reference:
Date: 01/08/2021 Window: 09	:45 to 09:45 PST	Expected Duration:	: 106	PO#:
Site Contact: Andrea Manning	Phone: 9133075	975	Alt. Phone:	
Company: Coldwell Banker	Address: 222 N	Canon Drive Suite 203		
City: Beverly Hills	State: CA		Zip: 90210	
TAC: 404.536.4721 (AT&T)   678.332.8	358 (Verizon)   678.	460.2530 (Other)		
	SF	R DETAILS		
Vonage PM Name: Andrea Manning		Vonage PM Numb	<b>er</b> : 9133075975	
Vonage PM Phone Number: 9133075975		New Circuit Provid	<b>der</b> : TelePacific	
Circuit ID: CA/HCFS/376692/ /MPWR				
	DESCRI	PTION OF WORK		

CTN3084615

VBE Professional Services - Circuit Swap

#### **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

Vonage

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): 33739

Call Result:	[] Successful [] Incomplete	Incomplete Reason:		Installed Equipment: Make/Model	Serial Number
Materials Used	1:	Required for all calls:		1	
Description	Qty		Time at Log-on: PST		
			Time at Log-off::PST	RMA Equipment:	
		Customer Heldesk Rep. Name: _		Make/Model	Serial Number
		Customer Call Closure Code: _			
		Onepath TAC Rep. Name: _			
		Onepath TAC Closure Code: _			
FE Initials	End-User Name (Pl	ease Print) Title	End-User S	ignature	Date
	1206899	SR10	EK3##	3K449AE	##

Dispatch Type: (TM)

**Description:** This dispatch is to swap in a new circuit and connect it to the Vonage/customer device. Work with the Vonage PM and see the detail section of the SR for circuit details.

**Required Tools:** Standard Telco + myESP + Standard telco includes: laptop with on-board serial port or USB-to-serial adapter + 8ft ladder + corded/cordless drills + hand tools + buttset + toner + cabling tools

Required Materials: Standard Telco which includes: Minimum 300ft of cat5e cable, 5 RJ45 and 5 RJ11 jacks.

Required Skills: Telecom & Networking

**RMA Handling:** Do not remove any equipment from site. Box up unused or defective equipment in the box the new gear arrived in and leave with the site contact.

FE Overage Threshold: 2 hours

Equipment:



March 25, 2020

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

To whom it may concern:

Please be informed that the bearer of this letter is subcontracted by Onepath Systems, LLC, 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,

D. Christopher Lewis

D. Christopher Lewis

President and Corporate Safety Officer, Onepath





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.<sup>1</sup> 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 <u>CISAservicedesk@cisa.dhs.gov</u>.

Sincerely,

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

<sup>&</sup>lt;sup>1</sup> "Guidance on the Essential Critical Infrastructure Workforce," Cybersecurity and Infrastructure Security Agency, https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce.



## **ATTENTION TECHNICIAN:**

It is critical that you contact the Vonage PM after you perform the meet/greet with the site contact. The Vonage PM's name and number will be listed on the details section of your SR.

Polycom - VVX 501 12 line m	
SR1609561	Service Request
Vonage 170 Chastain Meadows Ct CT Kennesaw. GA 30144	N3032695 SR16095614 Vonage BC Helpdesk #: See SR for D
SR Type: Professional Services - Handset Phon	e Install Dispatch Type
Relefence Number 69997 ) Reacting ID	End User Reference: 6
Date: 01/17/2020 Window: 08:00 to 08:00 CST	Expected Duration: 343
Site Contact: manager on site OVI 6 Phone: 612) 455-9 Company: AFG ME West II, LLC - Address: 3254 W City: Minneapolis Kally Julic State: MN 4D	- 119131114122 Zip: 55416 427977
TAC 404.536.4721 (AT&T) 678.332.8358 (Verizon) 678.40	
vonage Rep Name pam mathis	DETAILS Vonage Rep Number: 4802897458
Number of Phones to be installed: 5 Access Hours: m-f 8am - 10 pm	Phone Make/Model vvx50 HQL- 847.463-3776
	TION OF WORK MICK 33963
Call Onepath +1.800.493.0016 to log onste     Refer to the attached install guide for specific installation instructions	HECKLIST 888-465-5814
<ol> <li>Verity all installation areas are clean and that you properly dispose of all trash.</li> <li>Please submit all deliverables</li> <li>Leave site.</li> </ol>	
<ol> <li>Verify all installation areas are clean and that you properly dispose of all trash.</li> <li>Please submit all deliverables</li> <li>Leave site.</li> <li>Submit all Post Visit Completion (PVC) tasks within 24 hours of logging off are.</li> </ol>	
3. Venty all installation areas are dean 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. — L_m I = G(2 - G(5 - G = )) — L_m Z I. I, G = ZG	
<ul> <li>Verify all installation areas are clean and that you properly dispose of all trash.</li> <li>Please submit all deliverables</li> <li>Leave site.</li> <li>Submit all Post Visit Completion (PVC) tasks within 24 hours of logging off site.</li> <li>Low 1 - G12 - Gr5 - G &gt; 0</li> </ul>	
s. Verify all installation areas are clean and that you properly dispose of all trash. I. Please submit all deliverables S. Leave site S. Submit all Post Visit Completion (PVC) tasks within 24 hours of logging off site. $-L_m I - G(2 - G(5 - 9 - 2))$ $-L_m Z I - II 9 2 9$	

# Vonage: Circuit Swap (Version 1.0)

**Overview:** This dispatch is to perform a circuit swap for Vonage. The customer is moving from an existing circuit/service to a new carrier. You will be swapping to the new circuit and performing testing. The new circuit information will be listed under the details section of your SR along with the Vonage PM's phone number for support.

Contact List	Number	Requirements	
TAC (logon)	1-800-493-0016 opt 1	Required Tools	Standard Telco + MyESP + Windows Laptop
TAC (logoff)	1-800-493-0016 opt 2	Required Materials	Standard Telco
Vonage Project Manager/Support	Number listed under Details Section on your SR	RMA Procedure	Box up any unused for defective equipment and leave it with the site contact.

#### Important:

- 1. Use proper cable management standards when performing work. All cables should be secured, neat, and appear professional.
- 2. Record the Make/Model and Serial Number of all equipment installed or de-installed.



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

- □ 1. Call Onepath TAC upon arrival to login before entering the location.
- 2. Check-in with the Vonage PM IMMEDIATELY ONCE YOU ARRIVE ONSITE. This should happen within the first 5 minutes of being onsite.
- □ 3. The Vonage PM will review the scope with you and relay the new circuit information.
- □ 4. Enter the location and ask for the site contact listed on your work order.
- □ 5. Introduce yourself to the site contact as being an installer on behalf of Vonage and:
  - a. Communicate the purpose of the visit you are onsite to perform a circuit swap to a new internet carrier.
  - b. Ask to be escorted to the primary network equipment location.

□ 6. 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.

□ 7. If you have any issues locating equipment or gaining access to the site, please work with the site contact first, and if you are still having issues, call Vonage for support.

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□ 8. Capture a "Before" photo of the customer's network area.

#### Milestone 2: Swap Primary Circuit

9. Once you have access to the customer's network area, locate the new circuit.
 10. The new carrier and circuit information will be listed in the SR details section on page 2 of your SR.

11. Record the Make/Model and Serial Number of the new modem.

□ 12. You will first connect your laptop behind the new modem and confirm you are getting sync/surf off a public IP address you received from the modem using DHCP.
 □ 13. Record the IP Address you received. (Perform IP Config)

Modem Make/Model:	Serial Number:

IP Address:

Take notes!

10000000

□ 14. If you are getting a private IP (192.XXX) you may need to place the modem into a bridge/pass through mode to get a public IP. If this is required, please call Vonage who will contact the provider for assistance if needed.

□ 15. Once your laptop is connected and you have a public IP, surf to the below link where you will need to enter a "code". You will then call Vonage to get this code. https://vonagesupportsquad.screenconnect.com/





□ 16. Call the Vonage PM/Support to obtain the required code, perform testing, and make connections to the customer's equipment.

 $\hfill\square$  17. What device is the new circuit connected too:

Make	e/Model: Port:
	□ 18. Once connected to the customer's network, connect your laptop behind t new Vonage equipment (set to DHCP), confirm Sync/Surf, and perform a Spee Test.
	<ul> <li>19. Confirm that Vonage can see their Smart WAN device on the network.</li> <li>20. Perform a speed test and capture this speed test in a photo.</li> </ul>

□ 21. Capture an "After" photo of network area, with the new modem installed.

#### Milestone 3: Clean Up and Close Out

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

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

 $\hfill\square$  24. Complete the Closure details form below. Take a photo and submit via MyESP.

25. Submit all photos/deliverables in real time via MyESP.

som/	Take notes!
de, perform testing, and	
our laptop behind the nd perform a Speed on the network. photo. v modem installed.	
the site contact. ed in. to and submit via	

#### **Closure Details**

Representative	Group	Closure Code / Hold Time	Milest	one	Time
Ex: Bob Smith	NOC	BS1215 / 10 min	Ex: Tir	ne Onsite	10:00
			Ex: Tir	ne Offsite	12:15
			Time C	Onsite	
			Time C	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 Num	ıber		
Example: Cisco 1941	FTX125478	39		
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	

#### **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	FD / Onepath / Customer	
Cat5e UTP		FE / Onepath / Customer	
RJ-45 jacks		FE / Onepath / Customer	
RJ-11 jacks		FE / Onepath / Customer	

#### **Equipment Return Form**

**Instructions**: Please fill out this form upon completion of the network installation for unused/defective Interface gear that needs to be returned. You will be responsible for completing the following:

- 1. Determine if there are any unused or defective items that need to be returned.
- 2. Record the make, model and serial number of each return device in the EQUIPMENT INFORMATION section below.
- 3. Record the equipment type in the EQUIPMENT INFORMATION section below. "Defective" refers to an out-of-box failure for customer supplied equipment. "Unused" refers to gear that was shipped to site by the customer but was not used to successfully convert the site (this should be *extremely* rare).
- 4. Securely pack the return CPE in the box the new equipment came in and upload a photo of the equipment in the box before sealing to myESP.
- 5. Review your SR details and look for the RMA handling section. This will provide instructions on how to handle the equipment return. You may need to ship the equipment back to Onepath or leave it with the site contact. MAKE SURE TO CHECK YOUR SR FOR INSTRUCTIONS!
- 6. Fill out the RETURN CONFIRMATION section and ask the MOD to sign the equipment return form to indicate acceptance and understanding of the equipment return process.

#### **EQUIPMENT INFORMATION**

Make/Model	Serial/ID No.	Equipment Type
		Defective   Unused

#### **RETURN CONFIRMATION**

Today's Date: SR Number		MOD Name	
Installer Name		NOD Simplure	
Installer Signature		MOD Signature	