



By accepting this work order you agree to complete this form, including the site manager's signature, and return it to us in order for us to meet our customer's billing requirements. Your return to us of completed paperwork is a critical element in our timely payment to you for services rendered.

CUSTOMER

Customer : Hertz Corporation

Tech to be OnSite Before : 10/13/2021 10:00:00AM PDT
(See Trip Info Section Below)

Site : Hertz #710217

Address : 5711 WEST CENTURY BLVD
LOS ANGELES, CA 90045

Requested By : Siddharth Anand

City,State - Zip : LOS ANGELES , CA - 90045

Customer Order #: INC000812940

Corner Addr : LAX HILTON HOTEL HLE

Problem Code: 7308 HZ - Network Hardware Issue

Phone : 310-216-6799

CROSSCOM INFORMATION

Contact :

Log in and out via IVR **1-800-820-9229**Question Call : **1-800-820-9229**Fax D & A to **1-800-933-5538**

Team : Gray

Dispatcher Notes :

BRIEF STATEMENT OF WORK & COMMENTS



7308 HZ - Network Hardware Issue - Troubelshoot Inseego modem

THE TECHNICIAN MUST HAVE A LAPTOP WITH WINDOWS 7 OR ABOVE, ETHERNET PORT, WIFI WITH A HOT SPOT. THE TECHNICIAN IS NOT TO DO ANYTHING ON SITE WITHOUT THE DIRECTION / INSTRUCTIONS FROM CROSSCOM LEVEL 2 TECHNICAL SUPPORT. MUST SHIP BACK DEFECTIVE EQUIPMENT OR ANY UNUSED EQUIPMENT TO CROSSCOM.

1. Using a computer with Windows 7 or above, download the four Inseego files from the following link: Inseego File Download - (<<https://drive.google.com/drive/folders/15Hkn4VpHID17zjXRvJH-4utDo8dYViac?usp=sharing>>)

TECH MUST WORK WITH MIKE HUDSON AT CROSSCOM EXTENSION 6295

Please request a P2 Crosscom dispatch to the following Hertz location:

Address: 5711 WEST CENTURY BLVD Los Angeles, CA 90045

POC: Ahmed 323-556-1216

Site Hours: Mon-Fri 7am-4pm Sat 9am-12pm Sun Closed

Site Code: 710217

Device ID: US-CALAD-C-MX3

Model: MX65W

SN: Q2RN-TM5W-9NU4

Technician Instructions: Submitting request for Tech Dispatch in order to arrive at site at 1 pm est on 10/13/2021 in order to check signal strength on Inseego modem with Mike Hudson 847-850-6295. Tech must have laptop and reliable hot spot.

Please have tech contact NOC 844-837-2771 opt 1 with ticket number 193818 / INC000812940

SAFETY/PPE: TECHNICIAN MUST HAVE A FACE MASK TO ENTER THE STORE

Tape off your work area so the customer can maintain distance

Be prepared for potential temperature check prior to store entry

TRIP INFORMATION

<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
10/13/2021	10:00 AM	PDT	Service	1

TECHNICAL NOTES

Site Contact: Manager on Duty

Type of Rate for the First Trip: Standard Rates

Travel Charge for the First Trip: None

Return trip is at Standard Rates

Only One (1) Tech is Approved for this work order

IF PARTS ARE BEING SHIPPED THE TECH MUST CALL CROSSCOM TO CONFIRM PARTS ARE ON SITE PRIOR TO DISPATCHING TO THE SITE

ALL TICKETS FOR AIRPORT LOCATIONS WE MUST CONTACT THE SITE CONTACT PRIOR TO THE TECHNICIAN'S ARRIVAL OR THEY WILL BE TURNED AWAY

The technician MUST adhere to CrossCom's Dress Code, ID Badge and Tool Requirement



Tech will need cabling, jacks, cable tester and tools.

The technician needs to Log In/Out via the CrossCom IVR 800-820-9229.

Also MUST speak with a CrossCom Technical Service Representative BEFORE LEAVING SITE upon logging out.

Failure to do so may result in non-payment.

EXPECTATIONS:

DO NOT EXCEED 60 MINUTES - YOU MUST CALL CrossCom FOR AUTHORIZATION OF ADDITIONAL TIME.

Failure to update may result in a short pay.

Field Service Representatives must upload the completed work order prior to leaving site with manager's signature to the vendor portal at www.mycrosscom.com PRIOR TO LEAVING SITE. Failure to upload paperwork in a timely manner may result in Non-Payment.

DO NOT complete any additional work on site without approval from CrossCom.

"PROGRAM CHANGES" are not to be made without corporate approval.

"SOW" must be confirmed and all work completed and addressed.

Please clean up any mess you make, this includes cables, jack, packing materials and boxes.

Do Not Leave a Mess

MATERIAL ON ORDER

<u>Part Number</u>	<u>Part Description</u>	<u>Provided By</u>	<u>Quantity</u>
NONE			

SPECIAL TOOLS

<u>Tool Description</u>	<u>Provided By</u>
NONE	

OPTIONAL ITEMS

Note : Confirm with CrossCom before performing any of these activity.

<u>Description</u>	<u>Quantity</u>
NONE	



TECHNICIAN DATA

Trip #

Date

On-Site At

Off-Site At

Manager Signature

Manager Printed Name

Description of Work:

Additional Trip Required? Yes / No

Customer Abuse (Circle): Yes No Explain: _____

Trip #

Date

On-Site At

Off-Site At

Manager Signature

Manager Printed Name

Description of Work:

Additional Trip Required? Yes / No

Customer Abuse (Circle): Yes No Explain: _____

COMMENTS

Manager Signature

Date & Time

Technician Signature

Date & Time



March 23, 2020

SUBJECT: COVID-19 VIRUS (Essential Worker)

To Whom It May Concern,

I am actively employed by CrossCom National, LLC, as a technician and responsible for the repair, service and maintenance of technology equipment inside retail stores. We serve supermarkets, pharmacy chain stores, and other essential retailers. Those retailers we support, include, but are not limited to the following and their associated brands:

- | | |
|--------------|-----------------------|
| - Target | - Rite Aid |
| - Costco | - Food Lion |
| - Albertsons | - Hannaford |
| - Safeway | - Dollar General |
| - Kroger | - Family Dollar |
| - Sam's Club | - AutoZone |
| - Walmart | - Advanced Auto Parts |
| - Walgreens | |

We are considered essential as we support critical services within our customer base that allow these essential retailers' IT infrastructure, Alarm Systems, and Telecommunications Infrastructure to remain functional and in good working order. If there are any questions or concerns related to my working during this time or during any future "shelter in place" action within this location, please contact my employer representative, Ken Miller (Director, Field Services) at (847) 850-6298 (Direct) or (847) 903-7996 (Cell).

CrossCom
900 Deerfield Parkway
Buffalo Grove, IL 60089

847-520-9200
847-419-4884