



Incident #: 200125024

Customer Reference #: 3186326

Site Name: FIVE BELOW

Site Contact:

Address: 916 LONGANVILLE HWY

BETHLEHE Georgia 30620  
M

Site Phone:

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

**Scheduled Date and Time: 12/2/2021 9:45:00 AM**

**Scope of Work:**

Call Tech Americas to check in upon arrival by calling: 281-668-3211

\*\*\*\*SOW\*\*\*\*

We have installed a new 25M/25M Windstream Broadband Ckt. We asked the vendor to install the service into the managers back office, where the customer has a network rack located. Our task will be to locate that circuit, ensure it is extended to the rack and test it for connectivity. Once verified functional, we will need to reach out to the five below IT team, to assist them in cutting over the point of sale system and connect the new circuit to their Meraki device onsite.

Please read through the attached document as it details the specific process and to whom we should reach out when ready for cutover

\*\*\*\* HARD START TIME, PLEASE ARRIVE ON TIME\*\*\*\*

\*\*\*\*\* 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 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/ Ethernet port
- 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
- 10' to 12' ladder
- RJ-45 Jacks
- Modular Plugs
- Standard power drill

\*\*\*BRING LAPTOP WITH TEAM VIEWER, CONSOLE CABLE, INTERNET ACCESS\*\*\*

\*\*\*\*\*COLLATERAL\*\*\*\*\*

-Pictures

-Signed off WO

Must be sent right after execution at [documents@tech-americas.com](mailto:documents@tech-americas.com)

\*\*\*\*\* COLLATERAL \*\*\*\*\*

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



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\* BEFORE AND AFTER PICTURES  
\* Pictures of each equipment/devices installed  
\* Pictures of cable runs completed including the terminations  
\* Work order sign off  
Must be sent right after execution at documents@tech-americas.com

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 documents@tech-americas.com within 24 hours.**

Technician Signature: \_\_\_\_\_

Customer Signature: \_\_\_\_\_