



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 : Petco Animal Supplies, Inc.

Tech to be OnSite Before : 11/11/2021 3:00:00PM PST
(See Trip Info Section Below)

Site : Petco #1135

Address : 8800 Tampa Ave
Northridge, CA 91324

Requested By : Rafeal Guerrero

City,State - Zip : Northridge , CA - 91324

Customer Order #: INC0866402

Corner Addr :

Problem Code: 3663 PE - Router/Switch/Access Point Issue

Phone : 818-993-1871

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 : Gold

Dispatcher Notes :

BRIEF STATEMENT OF WORK & COMMENTS

3663 PE - Router/Switch/Access Point Issue

Please send a tech in order to locate : ATT modem, then run a cable if necessary to connect it to the VeloCloud on port GE3

Per the DSR portal the ATT circuit modem is the ARRIS

Modem: Arris BGW210
MAC: 948FCF6D9C41

-(Device failing ex: Locate the ATT modem, then run a cable if necessary to connect it to the VeloCloud on port GE3) we are requesting a tech assigned to review cabling and ports involved with the device, if they are securely connected and 100% functional.

-It is imperative to bring the following tools: Spare cable, face mask, Splitter; RJ11; RJ45; punching tool; and cable tester

-We rely on tech calling ITHD 1-877-435-7670 Option 1 reference (Ticket number) and request for ITHD

This is a customer scheduled time, 2021-11-11 17:00:00(CT) (PC:INC0866402)

TRIP INFORMATION

<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
11/11/2021	03:00 PM	PST	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

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

*** If this is a LEC ISSUE, the Tech Must call the Local Carrier (LEC) to report the line trouble and obtain a REPAIR NUMBER / ETA and advise the Service Team BEFORE leaving the site***
*** The technician must send all defective or unused equipment back to CrossCom with the provided Pre-Paid Return Label***

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.



CrossCom 1-800-820-9229

VFT #: 62318 [1] Intellicomm LLC

Work Order # S10530722

Petco #1135 [PE1135]



Description
NONE

Quantity



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

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

www.crosscom.com