



Work Order ID : 10580531

App ID# 0062816

Please have on site contact sign this copy and keep this for your record.

## General Information

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Service Title

RP - BB - IW/Jacks

Service Schedule

On Friday October 22nd 2021

At 8:00 am PDT

Manager of Work Order

William Brockington

Assigned Provider

Marlon Dardaine (user id: 294797)

Service Location (type: Commercial)

2380 Monument Blvd

PLEASANT HILL, CA, 94523

On Site Contact

2380 Monument Blvd

+1 954-870-8770

## Additional Fields

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App ID

0062816

BullsEye Trouble Ticket#

220582

Location Name

Tip: The name of the business where the work is to be completed

Charter-BGT INC-Pleasant Hill-272497

## Data to Note

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Close Code [required]

Tip: The code you receive upon successful completion of assignment.

Open Code [required]

Tip: The code you receive upon check-in.

## Necessary Equipment

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## Full Work Description

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Escalation - No ... Short Code - OOS - Out of Service Issues (40% or more of service down)...Need to connect the client's LAN devices back to the new Comcast connection If you want to unsubscribe from these emails, please use this form.

**BullsEye Telecom is a U.S. DHS Critical Sector Provider. Your assignment to the work order makes you an Essential Employee, as defined by US DHS.**

### Scope of Work:

**After reviewing the scope, if it will take more than 1.5 hours then call back in to discuss with BullsEye the obstacles on site. Set up a regular check in of 45 minutes to 1 hour with BullsEye after that to keep us in the loop with progress and any new issues identified.**

### Vendor Guidelines

- Confirm work order in Field Nation quickly after assignment so that the End User can have a proper expectation set by BullsEye Telecom Inc.
- Review all tasks check off the tasks that can be done in advance of the dispatch i.e. consumable items, etc.
- Arrive on or before scheduled time frame equipped with all required tools and equipment
- Work is generally completed between the hours of 8am and 5pm local time Monday – Friday
- Maintain a neat, professional appearance at all times

**Laptop Operating System:** Windows 7 or 10

**Laptop Software Installed:** BullsEye has licensed TeamViewer 12.0

To avoid problems and auto login with BullsEye Remote Support, Download before arriving on site via this link:

<http://get.teamviewer.com/nkbuh5m>

**Additional Laptop Software Installed:** Java 32 bit JRE 8 or later: 64 bit does not work with our test server

To download and install the latest J2SE (Java 2 Platform, Standard Edition) JRE, please follow this link:

<http://www.java.com/en/download/manual.jsp>

### **Parts and Materials**

Get authorization from BullsEye **before** installing any consumable materials as part of the repair. Add the first and last name of the BullsEye Tech and first and last name of their Supervisor authorizing expense in the expense line item of Field Nation. Failure to note who authorized expense will result in the expense being denied.

A photo of each item is also required to be uploaded to the Field Nation Work Order as documentation supporting the expensed item. A photo of the beginning and another of the end are acceptable for long extensions.

### **Consumable Price Schedule**

\$5 per jack

\$1 per foot for patch cables 3' or less

\$.75 per foot for patch cables > 3' but < 10'

\$.50 per foot for patch cables > 10' but < 25'

\$.40 per foot for CAT5e cable extension 150' or less

\$.35 per foot for CAT5e cable extension > 150' but < 300'

\*No cables or extensions over 300' are authorized

\$15 for a 15' 16/3 grounded electrical extension cord

\*All electrical extension cords must be grounded

\*No electrical extensions over 15' are authorized.

Any additional items will be reviewed on an individual case basis with proper justification for the situation.

### **Vendor Supplied Tools:**

- Wire strippers and Telco Snips RJ11/45 Crimp Tool
- Tone Generator and Wand Butt Set (amplified recommended)
- 15' Extension Cord
- Punchdown Tool with 66, 110 blade
- Mobile Phone with 4MP or better camera resolution
- Caller ID display device
- 6'-8' ladder. Knee must be below the top of the ladder when working from a ladder.

### **Tasks**

#### Pre Visit

Some tasks below may be eligible for completion by calling 1-877-573-6330

1. Provider must set start time
2. Provider must download a file

#### On Site

1. Provider must check in
2. Provider must call phone number **248.809.1727** #2 To Get Open Code
3. Provider must fill out custom field **open code**
4. Provider must **Identify himself/herself to the Manager On Duty**  
(Code 108 733 258 208 0#)
5. Provider must upload or take a picture of **Demarc/Telco Room Before Work Starts**
6. Provider must call phone number **248.809.1727** #2 To Reach BullsEye Telecom Repair to Work Trouble Ticket
7. Provider must upload or take a picture of **Demarc/Telco Room After Work Has Completed**
8. Provider must upload a file that is a **Estimate Form 2.1** If an estimate/quote is required complete the attached
9. Provider must upload a file that is a **Signed Copy Of Work Order Print Out or digital signature**

- 10. Provider must call phone number **248.809.1727** #2 To Get Close Code
- 11. Provider must fill out custom field **close code**
- 12. Provider must check out  
(Code 184 736 239 208 0#)

Post Visit

- 1. Provider must enter close out notes

Approval of Work

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I acknowledge that the work has been satisfactorily completed.

<div></div> <div>Name</div>	<div>AM / PM</div> <div></div> <div>Arrival Time</div>
<div></div> <div>Signature</div>	<div>AM / PM</div> <div></div> <div>Departure Time</div>
<div></div> <div>Date</div>	

# **CONFIDENTIAL!**

**The following information is confidential and should not be seen by anyone but you, the assigned provider.**

## Deliverable Uploads

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Make sure you collect and upload any required deliverables into the following deliverable categories:

- ☐ Demarc/Telco Room Before Work Starts
- ☐ Demarc/Telco Room After Work Has Completed
- ☐ Estimate Form 2.1 If an estimate/quote is required complete the attached
- ☐ Signed Copy Of Work Order Print Out or digital signature
- ☐ Misc

## Customer Standard Instructions

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Contacting BullsEye:

- Check in no more than 15 minutes earlier than the appointment time.
  - Dial in numbers on Work Order Tasks are for Check In/Open Code and Check Out/Close Code only
  - Use Field Nation messaging to contact BullsEye with all questions about work orders
  - If a phone call is required then call the BullsEye Telecom Company Contact listed in Field Nation
- Review Specific Scope of Work directions listed in the Full Work Description of the Work Order to see the expected result of the work order

Introducing yourself to the End User:

- Pricing on Site Surveys is always confidential between you (the Provider) and BullsEye Telecom (the Buyer).
- Identify yourself as representing BullsEye Telecom and that you are there to complete a Work Order
- Always present the Field Nation work order to the End User to show the work to be done
- Use your valid State issued ID card combined with the Work Order when identifying yourself to the End User
- Customer Leaves/Asks you to 'Lock Up' for them: Call BullsEye immediately if this occurs. There are liability concerns, for instance. Have the BullsEye contact talk with the customer to approve this.

Review a general Scope of Work for the type attached to the work order to see full set of expectations and directions on how to complete work

Integrated and Hosted Voice Work Orders will include a specific "build" document which lists telephone numbers and other detailed information associated with the Work Order

Have items listed as "Consumable Items" on hand when dispatching on a BullsEye Work Order

## Customer Policies & Procedures

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### Section I: Bonus Opportunity Policies

- Check in on site with BTI within 5 minutes of the appointment and get a \$20 bonus. **This applies to jobs that has AE in the title ONLY**

- **Deliverables:** These are vital to the completing the End User order.

**\* Upload all deliverables within 24 hours\*** of the check out from the site to get a **\$20 bonus!**

**This applies to Site Survey work orders ONLY**

**\* Complete work order deliverables within 24 hours** of appointment to be **paid quickly** for your hard work!

**\*Linux, OS X 10.8 (or later) and Windows 7 (or later)** OS are compatible with required BullsEye VoIP testing

Software Installed: BullsEye has licensed TeamViewer 14.0 (Download before arriving on site via this link:

<http://get.teamviewer.com/nkbuh5m> ) Any Version of Teamviewer will be compatible

- **Work Order Confirmation: Confirm work orders quickly** on Repairs and within 24 hours on all other work so that the **Site can be notified** of your ETA.

### Section II: Penalties Policies

**\* Failure to notify BullsEye of a problem** and deliverables have not been uploaded within 24/48/72 hours of check out will result in **penalties**.

- **Tardiness: Contact BullsEye at least half an hour before** a scheduled appointment time if you are running late to avoid a **15% penalty**.

- **Delays completing deliverables** without notifying BTI in excess of 1 day from the appointment will result in **penalties** to check back daily to find out what is going on.

- **PC OS Policy:** Windows XP, Windows Vista, MAC OS X 10.7 and earlier versions are incompatible with BullsEye VoIP testing and will fail the work order with no pay.

- **Unacceptable Laptop Hardware:**

Atom processors and/or RAM less than 2GB on PC will not work with TeamViewer and BTI VRT and **will fail the work order with no pay.**

**\* Multiple infractions** on the same work order will result in a Minor Penalty or will fail the work order with **no pay**.

**\* Multiple Minor penalties** will result in a Major penalty or combination of **both**

- **Unprofessional Behavior:** examples include but are not limited to: speaking negatively about the solution the end user has chosen, pay for the dispatch, arriving to an appointment unprepared for the job or missing tools.

\* **Checking In and Out: Failure** to get Open or Close code are **Minor** violation. **Failure to get both** Open and Close code is a **Major violation**

\* **Major Violations** are **50%** of the total value of the work order

\* **Minor Policy** Violations are **25%** of the total value of the work order

**Other Policy Items:**

**Travel:**

- **Travel/Tolls** associated charges must be included in a **counter-offer** when bidding on a work order

- Any **travel** related expenses will **not be approved unless negotiated** during the bidding process