



| | | | | |
|--------------|---------------------|-------|--|-----------------------------|
| Site Name | AMC 4209 CONYERS GA | | Ticket | 597387 |
| Site Contact | Sarah Burnette | | Scheduled Date/Time | 09/29/20 10:30:00 AM |
| Site Address | 1536 DOGWOOD DR SE | | OSBT Contact | Hamisi Khalfani |
| Site Address | | | Work Order Sent | September 22, 2020 11:34 AM |
| City | CONYERS | | Site Phone: Cell: (470) 955-9416 | |
| State, Zip | Georgia | 30013 | Please confirm scheduled date and time within 24 hours of receipt. | |

OSBT Ticket #: 597387

OSBT Customer: Windstream Pro Services - AMC

Customer Reference # 7687905

Technician MUST call the OSBT Call Center @ 713-895-1794 or 713-895-1799 Upon Arrival, and Completion. If you are going to be late to this service call for any reason, you must call the OSBT Call Center to notify prior to the scheduled arrival time. Failure to abide by this instruction will result in a deduction from pay awarded for this service call.

OSBT is now using an automated confirmations system (ACS) to confirm your service appointments 24-48 hours in advance. Please save as a contact and answer calls from 832-782-6177 to confirm your events and avoid duplicate phone calls.

By accepting this work order as a contractor of OneSource Building Technologies you are agreeing to the following list of assumptions. Your failure to comply with these items may result in reduction in payment or non-payment.

- You will arrive on site on the correct date and time specified above.
- You will be qualified to complete the work described in the scope of work below
- You will all of the tools listed on this work order to complete the scope of work.
- You will submit all collateral required for this service within 24 hours
- After completion of this service call you will receive a billing receipt that you may approve for payment.

Scope of Work:

Scheduled for 09/29/20 10:30:00 AM

Standard business hours are 8am to 6pm local time.

Check in/out with OSBT call center 713-895-1794 or (888) 787-8324 (toll free)

****BEFORE AND AFTER PHOTOS OF INSTALL REQUIRED****

ADTRAN/CISCO CONSOLE CABLES ARE MANDATORY FOR THE TECH TO HAVE.

UNSUCCESSFUL SITES DUE TO TECH NOT BEING PREPARED WILL RESULT IN NON-PAYMENT.

Those without the Adtran/Cisco console cable can still console in using a male or female DB-9 connector (tech needs to have both) and the Cisco console cable.

CALL CENTER WILL TRANSFER TECH TO SCHEDULED BRIDGE

****Any work asked to be performed which is out of scope is to be reported to the OSBT project coordinator immediately. This includes, but is not limited to: Wiring greater than 200 feet, extensions between two separate buildings, work on a ceiling with a height greater than 12 feet. Please see your specific work order or contact the project coordinator for any work that you question being in scope. Failure to advise of out of scope work can result in deduction of pay.****

**** Equipment shipped to the tech for the purpose of completing a dispatch must be shipped back within 24 hours of the tech leaving site. (Example PRI TESTER). If for any reason you are not able to ship the equipment back within the time allotted, contact the project coordinator immediately. Failure to do so can result in nonpayment.****

1. If there are any issues causing delays please report them immediately to OneSource by calling the callcenter at 888-787-8324
2. Note that any out of scope work MUST be approved beforehand by a OneSource Project Coordinator. If the out of scope work is not preapproved it may be non-billable.
3. Do not rent or purchase any material or equipment without approval from a OneSource Project Coordinator. Doing so without approval may result in denial of reimbursement for costs incurred.

A. note that the onsite customer and customer phone support are not authorized to give approval, the approval MUST come from OneSource.

4. You must follow the scope and timeline for this work. If anything falls outside of the quoted cost or the expected timeframe onsite it MUST be escalated immediately to OneSource for approval.

5. If there are any safety concerns please escalate immediately to OneSource before proceeding.

*****SCOPE OF WORK DETAILS*****

" THIS IS A CONVERSION SITE – PLEASE USE THE AMC HOSTED VOICE CONVERSION MOP FOR THIS DISPATCH
*** PLEASE NOTE THAT WE WILL ALSO BE REMOVING THE NOVATEL AND REPLACING WITH A CISCO 819 ON SFP 2 IN THE VELO

THIS IS SCHEDULED WITH VOICE AND DATA ACTIVATIONS

TECH TO COMPLETE CONVERSION OF SERVICES WITH ACTIVATIONS AND AMC NOC

TECH TO BE ON SITE @ 10:30 AM EDT

BRIDGE TO OPEN @ 11:00 AM EDT

TECH SHOULD USE THE BELOW INFORMATION FOR THE CALL INTO ACTIVATIONS:

Conf Bridge: (585) 598-6867

Conf Pin: 609577

SCOPE OF WORK

MOVE EXISTING SERVICE FROM T1 TO ETHERNET ACCESS WITH DATA ACTIVATIONS AND AMC NOC.

REMOVE NOVATEL AND REPLACING WITH A CISCO 819 ON SFP 2 IN THE VELO WITH DATA ACTIVATIONS AND AMC NOC

INSTALL THE ATA AND TEST WITH VOICE ACTIVATIONS AND AMC NOC

***PLEASE NOTE: A BOX SHIP HAS BEEN ISSUED FOR THE ADTRAN 6355. TECH SHOULD BOX THE ADTRAN 6355 WHEN INSTALL IS COMPLETE, RETURN BOX SHIP TO THE MOD AND RECORD NAME OF MOD WHO RECEIVES THE BOX SHIP AND PROVIDE TO TA. IF THE BOX SHIP CAN'T BE LOCATED, TECH SHOULD RETURN THE ADTRAN 6355 TO THE MOD, NOTIFY MOD THAT CPE NEEDS TO BE RETURNED AND SHOULD BE HELD UNTIL A BOX SHIP IS RESENT. TECH SHOULD RECORD THE NAME OF MOD WHO RECEIVES THE ADTRAN 6355 AND PROVIDE TO TA.

ORDER #S

ACCESS ORDER # 7687905

WIRELESS ORDER # 7493140

HOSTED VOICE ORDER # 7493113

EQUIPMENT

ADTRAN 3448

CISCO 819

ATA

Technician must introduce himself as a representative of Windstream Business to end users on site.

*****VERY IMPORTANT*****

IT IS IMPERATIVE THAT YOU MAINTAIN THE HIGHEST LEVEL OF PROFESSIONALISM AND PATIENCE WHILE WORKING WITH WINDSTREAM AND THE END USERS.

IF THERE ARE ANY ISSUES ONSITE WITH THE CUSTOMER STOP AND ESCALATE TO YOUR OSBT PC IMMEDIATELY.

Standard business hours are 8am to 5pm local time.

Escalation path:

(713) 895-1794 for OSBT Call Center (must call to check in/out on all orders)

(866) 333-3475 for OSBT Call Center (toll free)

MATERIAL LIST:

- Cat5 Cable (min 300 ft)
- Small Parts - RJ-45 Couplers and Connectors, RJ-11 Connectors, Mounting Equipment (Rack Nuts and Screws), Biscuit Jacks
- 8' Ladder
- Hand tools – Pliers, Multi-Tool, Flashlight, Power drill, LONG drill bits, masonry bits, A general-purpose drill bit set, and a hole-saw, Crimpers, Punch down Tool, Wire Strippers, Screwdrivers (Phillips and Flathead), Tape Measure, Sheetrock Saw, Utility Knife, Torx (Star-shaped) Bits. Fish Tape and/or Glow Rods, LED Headlight.
- Cleaning tools - Compressed air can, Velcro, Tie-Wraps, Magnets, Small Broom or Vacuum
- Diagnostic tools – Multimeter, Loop back plug.

- Buttset
- Toner and Wand

TOOL LIST:

- Laptop with Windows 7 or Later Operating System
- Microsoft Office
- TeamViewer 14
- Cisco / ADTRAN Console Cable (USB to DB9)
- Mobile Hotspot
- Modular Adapters
- Spare Power strip
- Digital Camera /High end Smartphone
- Label Maker

Collateral Requirement:

- Before and after install photos – Including images of installed/tested devices
- Testing results
- Speed Test (If applicable)
- Signed OSBT work order (Service Acknowledgement Disclaimer page) and
- OSBT sign off – with MOD signature

All collateral must be submitted within 24 hours of completing the service call.

| | | | |
|--------------|---------------------|---------------------|--|
| Site Name | AMC 4209 CONYERS GA | Ticket | 597387 |
| Site Contact | Sarah Burnette | Scheduled Date/Time | 09/29/20 10:30:00 AM |
| Site Address | 1536 DOGWOOD DR SE | OSBT Contact | Hamisi Khalfani |
| Site Address | | Work Order Sent | September 22, 2020 11:34 AM |
| City | CONYERS | Site Phone: | Cell: (470) 955-9416 |
| State Zip | Georgia | 30013 | Please confirm scheduled date and time within 24 hours of receipt. |

**The following must be completed and faxed to 832-782-6199 (US and International)
or 888-482-6199 (US Only) before leaving site.
All additional collateral must be submitted to collateral@osbt.com**

| | | | | | |
|-------------------|--|---------------|--|-----------------|--|
| Technician Name: | | Travel Time: | | Arrival Time: | |
| Technician Phone: | | Miles Driven: | | Departure Time: | |

Please describe work completed onsite:

***For Emergencies please contact the
OSBT Safety Team at:
1-866-648-3949***

| | | | |
|----------------|---------------------|-----------------------|--|
| | | Technician Signature: | |
| Customer Name: | Customer Signature: | Date: | |

Stop Work Clause:

- If, while onsite, it is requested that you do anything outside of the original scope, contact your coordinator immediately or risk not being compensated for the job. All direction must come from OSBT, unless explicitly stated in the work order.
 - If you are unreachable during the reconfirmation window causing OSBT to exhaust time and resources to recover and/or reschedule a service ticket, the ticket is non-payable.
 - If you did not speak with anyone at OSBT, and were NOT asked to proceed to site, you may not show up and expect to complete the work or be paid.

Fit for Duty/Fatigue Management Policy:

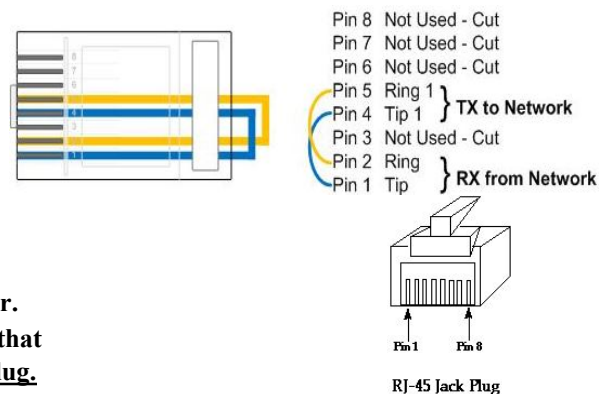
- Any employee (or contractor) working 8+ hours should be allotted a 1-hour lunch break – this is not required and can be used at your discretion with proper communication with your PC/PM.
- Per OSBT's Fit for Duty SP-035-02:
 - Fatigue management is always a requirement whenever working on client sites. Worker fatigue can be a factor in incidents or risk to personnel. Therefore, we must ensure that:
 - Contractors report to work rested to prevent fatigue during a planned work schedule for that day.
 - Work shall be planned such that no one is scheduled to work for more than 14 continuous hours, including breaks and meal times (two consecutive shifts), and travel to/from the site.
 - As soon a subcontractor recognizes that they may exceed 14 continuous hours of work, you must request an extension from your assigned PC or PM.
 - OSBT and its subcontractors monitor activities, pay close attention to critical tasks and behavior to determine if an employee/subcontractor should be removed from the work site to obtain rest, or should be given a rest period upon arriving at the work site before beginning work.

Incident Reporting | Proper Protocol Reminder:

- Please do not forget that any incident resulting in injury, illness, and/or damage to OSBT, equipment vendor or customer tools/equipment while in the office or on a customer site, must be reported. This is especially true for any incident where medical treatment is required. By law, we are required to complete and file incident reports for these instances.
- If you experience any of the above while onsite, please complete the [OSBT Incident Reporting Form](#) and immediately engage your assigned PC/PM.

T1 Loopback Plug:

- **Materials**
 - Unused RJ45 male mod plug
 - Two strands (one pair) of category 5 wire (approximately two inches in length)
 - RJ45 crimp tool
- **Method**
 - Insert one end of wire 1 into Pin 1 of the RJ45 connector.
 - Note: To ensure a good connection, make sure that each wire goes all the way into the end of the plug.
 - Refer to drawing on the left for RJ45 pin layout.
 - Insert the other end of wire 1 into Pin 4 of the RJ45 connector.
 - Insert one end of wire 2 into Pin 2 of the RJ45 connector.
 - Insert the other end of wire 2 into Pin 5 of the RJ45 connector.
 - Crimp the connector.



COVID-19 Safety Measures:

- If you have traveled internationally within the last 28 days, please make us aware of this prior to accepting this assignment
- If anyone living in your home including housemates, family members, or friends have traveled internationally within the last 28 days please make us aware of this prior to accepting this assignment
- If you, or anyone you've come in contact with, has a respiratory illness or a fever greater than 100.4° F please refrain from work and remain home until cleared by a medical doctor
- Please ensure to cover your noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available)
- Please wash your hands with soap and water as frequently as possible / reasonable
- Purell and other alcohol-based hand sanitizers are not 100% effective at killing viruses, specifically COVID-19
- Make use of disinfectant wipes on tools, electronics, cell phones and steering wheels.
- It is recommended that all partners do everything they can to limit the touching of their faces.
- Bleach and chlorinated wipes are effective at killing viruses including COVID-19
- Travel with gloves and face masks, in case asked by a customer to wear these items
- Some customer sites may require, upon arrival, temperature checks to verify a temperature of 100.4 or lower
- Practice SOCIAL DISTANCING while on-site:
 - Refrain from shaking hands or touching others, greet verbally, with a wave, head nod, or some other appropriate professional gesture
 - Be mindful of physical space – attempt to maintain at least 6 feet away from others
- PROPER FACE COVERING - CDC: Use of Cloth Face Coverings to Help Slow the Spread of COVID-19
 - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
 - Published by the CDC and reviews:
 - How to Wear/Remove a Cloth Face Covering
 - How to Clean/Sterilize a Cloth Face Covering
 - How to Make a Suitable Cloth Face Covering
- PROPER FACE COVERING – Fabrics Which are Most Effective for DIY Face Masks
 - <https://www.marketwatch.com/story/some-fabrics-are-more-effective-than-others-for-making-diy-face-masks-heres-which-ones-are-best-2020-04-07>
 - Includes a video by the Surgeon General on how to create a cloth face coverings and the most effective fabrics to use.
- TRAVEL GUIDELINES

When traveling, all field technicians will follow these guidelines to help ensure that they do not come contract COVID-19 while on the way to, or returning from work locations:

 - All field technicians will wear a face cloth mask while in airports, hotel lobbies, or Uber/public transportation
 - All field technicians are required to wash hands or apply hand sanitizer when entering new public transit spaces
 - Field Technicians, when possible, will maintain social distance a minimum of 6ft
 - Field Technicians are encouraged to stay in their own hotel rooms or at least keep 6ft away from each other if not possible

Sincerely,
OSBT Management

