



Incident #: 200117091

Customer Reference #: 3083165

Site Name: ISLANDS RESTAURANTS LP

Site Contact: MOD

Address: 6081 CENTER DR

LOS California 90045  
ANGELES

Site Phone: (310) 670-8580

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

**Scheduled Date and Time: 5/18/2021 8:00:00 AM**

**Scope of Work:**

6081 CENTER DR  
LOS ANGELES CA 90045

GOAL: TEST NEW PHONES, INSTALL PHONES

New service to install: 1xYealink 3xPolycom

TEMP PHONE NUMBER FOR TESTING: (209) 621-2878

**SPECIAL TOOLS NEEDED / TECH REQUIRED MATERIALS**

- Laptop with GigE/1gig port
- Console cable
- Hotspot or the ability to tether a laptop to mobile device (wireless connectivity)
- 250+ ft cat5e cabling
- Internal wiring tools (e.g. cable testers, crimper, etc.)

**SCOPE OF WORK**

- Locate / Test new phones.
  - Set up phones near existing phones.
  - Front desk area may not have a data drop nearby, so you can use Yealink cordless phone there.
  - If more cordless phones are needed and absolutely no data drops available in the area or if new extension can't be run to that station, please let PM know.
  - Phones should use SRN switch ports 7-12. \*some locations are coming off of Ring Central which are already using switch ports 7-10 or so. If that is the case, we can daisy-chain our phones with the Ring Central phones to join the same voice VLAN.
  - Test inbound/outbound call
  - Call Islands help desk and have them set up forwarding to temp number and test again once fwd completes.
- Islands HelpDesk: 760-268-1817

- Notify HIP team to forward from A2 platform to CY platform

from: (310) 670-8580

to: (209) 621-2878

and test again once fwd completes.

\*\*\*\*\*

**Deliverables:**

Customer signed work order (MOD or POC name + signature required)  
Applicable pictures showing completed work (cable terminations, installed equipment, etc)

Deliverables must be sent to documents@tech-americas.com during the check out process

\*\*\*\*\* 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



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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/serial port or USB-to-serial adapter
- 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
- 6' to 8' ladder
- RJ-45 Jacks
- Modular Plugs
- Standard power drill

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

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 [lcutliff@intellicomm1.com](mailto:lcutliff@intellicomm1.com) within 24 hours.**

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

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