



Incident #: 138826  
Customer Reference #: Target - Site # 4285  
Site Name: Granite - Luxottica - Target - Site # 4285  
Site Contact:  
Address: 1525 Marketplace Blvd  
Cumming Georgia 30041  
Site Phone: 6785133739

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

**Scheduled Date and Time: 8/23/2022 5:45:00 AM**

**Scope of Work:**

Granite - Luxottica - Target - Site # 4285  
1525 Marketplace Blvd  
Cumming Georgia 30041

Granite tkt number-161138003

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

\*\*\*\*\* HARD START TIME AND DATE \*\*\*\*\*

Scope: Site Survey for DMARC Extension

**IMPORTANT!!!!**

The execution has to be performed in 10 business days after completing the site survey!!!  
Survey and/or execution hours are from 5:45 am to 8:00 am only!!!

PLEASE CALL TECH AMERICAS TO CHECK IN AND CHECK OUT TO our support center 281-668-3211

Upon Arrival:

- Upon arrival contact Granite at 617-653-2058 to check in and out and review the scope. In you cannot reach initial contact please call 8573745852 if you need assistance checking in of out.
- Introduce yourself to the POC onsite since the store is not open at 6 am, you will work with the SD (Store Director) and/or PML (Property Management Lead) for the site. There may be a designated property manager or maintenance manager who also may provide you with access.
- Arrive at 6:00 am, all work MUST be completed by 8 am. Technicians can call the CSC (612.304.4357) and obtain a control room PIN by choosing option 3, option 4. You may also obtain a pin verbally prior to dispatch.
- Purpose of site survey: Take notes, necessary pictures, and documentation and that's all.
- Identify the new circuit and ensure the cable modem is powered on and operational.
- Modem Make/Model: MX65W
- All deliverables need to be uploaded to:

<https://app.smartsheet.com/b/form/4254b8b3da324b70b3634b96bbf22175>

- Important: If any person onsite says they do not have keys and cannot give you access. No matter what time it is call the Target - PM Amanda Woolum immediately @ 937-474-2236. If she does not pick up, please text her. She will ensure you get access.

\*\*\*\*\* 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 \*\*)

- Laptop w/serial port or USB-to-serial adapter
- 4G Wireless card or MIFI, Hotspot or Tethering device.

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



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- 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\*\*\*

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

-Pictures

-Signed off WO

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: \_\_\_\_\_