



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 : Hertz Corporation

**Tech to be OnSite Before :** 12/2/2021 3:00:00PM PST

Site : Hertz Car Rental #01101-15

(See Trip Info Section Below)

Address : 9000 AIRPORT BLVD # 5  
LOS ANGELES, CA 90045

Requested By : Swival Desk

Customer Order #: INC000863418

City,State - Zip : LOS ANGELES , CA - 90045

Problem Code: 7308      HZ - Network Hardware Issue

Corner Addr :

Phone : 3105685100

**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 : Gray

Dispatcher Notes :

**BRIEF STATEMENT OF WORK & COMMENTS**



7308 HZ - Network Hardware Issue: Replace Fibar Link at Gold Counter Switch

The following guidelines must be adhered to:

- 1- MUST BE A DATA TECHNICIAN WITH CAT5E CABLE, LADDER, A LAP TOP WITH WINDOWS 7 OR ABOVE, A CONSOLE CABLE, WEBEX, PUTTY AND A WIFI HOT SPOT SO Lumen Technology Inc (Centurylink) CAN CONNECT WITH THE TECHNICIAN'S LAP TOP.
- 2- TECH MUST GET RELEASED FROM Lumen Technology Inc (Centurylink) AND PROVIDE THE PERSONS NAME WHO RELEASE THEM.
- 3- IF A LIFT IS NEEDED THE TECH MUST GET THE SITE CONTACTS NAME AND DIRECT PHONE NUMBER SO A LIFT AND BE ORDERED.

Please request a P3 dispatch to the following location to replace the Redundant fiber link between the gold counter switch and the MDF.

Address: 9000 Airport Blvd Los-Angeles, CA

Site Code: 110115

Hours: 24/7

LCON: 3105685100 Christopher Burns

Device

us-calax-mdf-xa2.net.hertz.com

us-calax-g-s1.net.hertz.com

Tech can contact the Lumen team at 844-837-2771 and provide the ticket number- 196030; Short Description: P3 dispatch for 9000 Airport Blvd Los-Angeles, CA;

SAFETY/PPE: TECHNICIAN MUST HAVE A FACE MASK TO ENTER THE STORE

Tape off your work area so the customer can maintain distance

Be prepared for potential temperature check prior to store entry

#### TRIP INFORMATION

<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
12/02/2021	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

IF PARTS ARE BEING SHIPPED THE TECH MUST CALL CROSSCOM TO CONFIRM PARTS ARE ON SITE PRIOR TO DISPATCHING TO THE SITE

ALL TICKETS FOR AIRPORT LOCATIONS WE MUST CONTACT THE SITE CONTACT PRIOR TO THE TECHNICIAN'S ARRIVAL OR THEY WILL BE TURNED AWAY

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](http://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\*\*\*

**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.

<u>Description</u>	<u>Quantity</u>
NONE	



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

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](http://www.crosscom.com)