



Your VendorID:	60426
PO:	685861-1362347-10520
Work Order:	1362347
Service ETA:	3/28/2022 8:00:00 AM

**3140 Deming Way - Middleton, WI 53562**

\* Purchase Order MUST appear on all invoices and emailed to [apinbox@nettechnology.com](mailto:apinbox@nettechnology.com) or invoice will be rejected, Invoice must match this Purchase Order Receipt.

Work Location		Contractor	
Customer	CVS Pharmacy Site #:10520 CVS Pharmacy	Contractor	Intellicomm, LLC dba Intellicomm
Address	2107 NW Cache Road Lawton, OK 73501	Address	1048 Chase Creek Court Lawrenceville, GA 30044
Phone	(580) 5803531588	Phone/Fax	405802126 / 000000000
Service Contact	Manager	Contact	Marlon Dardaine

### \*\*\* TECH MUST CALL UPON ARRIVAL AND SITE DEPARTURE \*\*\*

**Contact Info:** Please Call: 1 608 827-2270 \*Your call will be handled in the order received\* The following Login information is needed: your name, Company Name, work order#, callback number(mobile#)

#### Scheduling

1 billable technician approved for required arrival time:3/28/2022 8:00:00 AM

#### Scope Of Work

CVS - Broadband Router 2022

NET techs will LOG IN/LOG OUT LIVE by calling (608) 827-2270. DO NOT AUTO LOG IN\*  
CALL CVS\_ROC 888-401-4601 (from a STORE PHONE), Option 1.1 for Broadband \*\*In order to ensure accurate onsite times, tech will need to log in with NET Support and then immediately log in with CVS ROC and vice versa. If there is more than 15min time discrepancy between the NET and CVS onsite time, we will use the login/out times provided by ROC

#### ROC Hours

of operation will be 8:00 am – 5:00 pm EST- Last Login at 4pm EST

If the store personnel question the validity of this visit, the manager can call 888-401-4601, Option 1.1 (CVS-ROC) or can reference this CVS Help Desk ticket number: INC14063362(MARCH 2022)

PPE requirement: Use of Face Masks or Cloth Face Covers

PLEASE NOTE- TECHS TO SUPPLY PATCH CORDS- STEP ONE BELOW WILL NOT APPLY

1. After logging in with ROC, locate pink patch cable that was sent to the store (WILL BE USED TO CONNECT TO ROUTER ON THE RACK SIDE)
2. Locate Broadband modem (typically located in the manager's office near the rack or at the demarc)
3. Connect Broadband modem to port G0/2 on the Cisco 2911 Router as per CVS Redbook.
  - A. If modem is located near the Cisco 2911 router (rack) - use the pink patch cable to connect directly
  - B. If modem is located at the demarc - tech can use any available red 500 series jack (if cable test pass) to make the correction. 500 series jack run from demarc to data rack. On the rack side - use the pink patch cable to make the connection to the router.
  - C. If not found or located any where else - let the ROC know
4. IMPORTANT- If the modem is installed in Mangers Office at data rack, Modem MUST be connected to the UPS battery backup connection. If the modem is installed at the demarc this will not apply. If no available ports on UPS, tech can plug into next available power source. This information will be reported to NET at log out. Take photo of modem power connection to UPS
5. Reboot the modem.
6. Label modem "CVS Retail BB" and label both the modem patch cord cable (Pink) "CVS Broadband Cable", and the Modem Power Cord: "Modem Power". Labels should be affixed to the cables

approximately 12-inches from the Modem side.

7. Take 4-5 required photos:

- a. Close-up of front of modem (showing entire unit, with indicator lights)
  - b. Close-up of back of modem (showing entire unit, with patch cord connected and showing LABELS)
  - c. Close-up of G0/2 on the Cisco 2911 Router (with patch cord connected)
  - d. Wide view of equipment rack.
  - e. Modem power connection to UPS (if applicable)
8. Send photos to ROC20@cvscaremark.com (store # MUST be in subject line).
9. Call ROC for testing. ROC to provide a release code after testing complete.
10. Send photos to DSS before calling NET to logout (DSS instructions below). Provide ROC release code.
11. If cable run is needed - tech will need to provide the following information to NET:
- estimated cable length
  - size ladder or lift (if lift needed - need photo displaying ceiling height)
  - any other materials/items needed to run cable

Materials:

2 15 ft patch cord (in case CVS did not ship one) - CVS did not ship out  
cable tester

**\* FAILURE TO COMPLY WITH ANY PORTION OF THIS WORK ORDER MAY RESULT IN NON-PAYMENT.\***

DSS INSTRUCTIONS: Pictures must be emailed to dss@nettechnology.com, before tech is released from site. When sending pictures the email subject line must read "[xxxxxxx]" where xxxxxxx= WO ID found on Purchase Order; 7 digits long, starts with a 1. \*\*\*IMPORTANT – Subject line must be enclosed in BRACKETS [ ] and not PARENTHESIS ( ).\*\*\*

### Resolution

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### Billable Part(s) and Misc

Order Date	Part Name	Used	Purchaser	Qty	Cost
3/28/2022	TripCharge	<input checked="" type="checkbox"/>	Contractor	1	
3/28/2022	Broadband Install	<input checked="" type="checkbox"/>	Contractor	1	
3/28/2022	CVS Broadband Install - Scenario B (Compucom)	<input checked="" type="checkbox"/>	Contractor	0	

Customer - Managers Name (PRINT)

Customer - Managers Name (SIGN)

Date/Time

Technicians Name (PRINT)

Technicians Name (SIGN)

Date/Time

**MANDATORY SIGN OFF OF TECHNICIAN AND CUSTOMER CONTACT MANAGER**

**CUSTOMER SIGNED COPY**