



Site Name	Lowe's Store # 686		Ticket	629750
Site Contact			Scheduled Date/Time	06/26/21 9:30:00 PM
Site Address	1030 GLYNN ST. NORTH		OSBT Contact	Tina Smithberger
Site Address			Work Order Sent	June 23, 2021 02:29 PM
City	Fayetteville		Site Phone:	
State, Zip	Georgia	30214	Please confirm scheduled date and time within 24 hours of receipt.	

**OSBT Ticket #: 629750      OSBT Customer: NCR- Lowes**

**Customer Reference #**

**Technician MUST call the OSBT Call Center @ (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 (256) 827-8918 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:**

There will be a pre call with the Remote Engineer, OSBT Rep, and Tech before the dispatch

- 3906 set-up functions identified in the attached video link below,

<https://www.youtube.com/watch?v=4KsZxpD9OC0>

**BRIEF DESCRIPTION- In short:**

Techs will be Removing Two Cisco ASA Firewalls, Stacking/installing 2 Ciena 3906 devices which will be installed in the rack that will be labeled with yellow sticker labeled (Ciena) or (NCR), connecting 6 patch cords per cable matrix, (cable and matrix provided by customer), testing with remote engineer, and re-boxing old devices. And a Possible short CAT 6 DMARC extension up to 25'; anything longer will need to be confirmed by NCR. (name of approver is required). Please ensure any cable runs (DMARC ext, Patch cable connections) need to be properly dressed as the customer will perform a quality check after our installation. Ensure that the Ciena 3906s power cables are cabled for redundancy. Each power cable should be plugged into a separate PDU/Power strip.

\*\*\*This is a high level customer with high visibility. You must show up prepared, dressed professionally, no shorts, sandals, t-shirts allowed, and do not give the onsite MOD or employees a reason to complain or dispute you actions onsite. If you feel you cannot meet this requirement, please inform us now so we may remove you from this project. Any dispute can result in termination as a OSBT resource as well as grounds for non-payment.\*\*\*

**SCOPE OF WORK:**

**\*\*TECHNICIAN IS TO PRESENT THEMSELVES AS AN NCR TECH\*\***

**IMPORTANT: TECHS MUST ACT PROFESSIONALLY AT ALL TIMES. AND UNDER NO CIRCUMSTANCES HAVE CANDID CONVERSATIONS IN THE PRESENCE OF THE CUSTOMER.**

1. Arrive at site and check in with the OSBT Call Center 1 (888)787-8324.
2. Present themselves to door guard/access point at agreed upon date and time and ask for the MOD.
3. Technician arrives onsite and checks in with MOD and then get escorted to the communication room.
4. Technician will locate new equipment that was shipped to the site and unpack boxes; verify inventory received; Two (2) Ciena 3906, patch cables, CAT 6 cable for DMARC extension, SFP's and sim card.
5. Verify that the shipped patch cables are of the correct type and sufficiently long to be cabled (properly) between the ports identified by Customer.
- \*\*\*\* If any issues are identified, tech to inform OSBT Call center to get in touch with OSBT PC who will escalate to NCR remote support engineer. Onesource Call center: 1-866-333-3475 \*\*\*\*
6. Do NOT remove the ASA firewall from the rack until instructed by the bridge engineer in case a rollback is needed.
7. Verify ISP rack unit space 40 and 41 for installation in the rack that will be labeled with yellow sticker labeled (Ciena) or (NCR).
8. Verify Four (4) NEMA 5-15 open power receptables are available, if they are not available please use a power strip.
9. Verify and locate circuit demark, verify circuit handoff is 1000 Base-T RJ-45.
10. Rackmount Ciena equipment, if cage nuts provided do not work with the equipment, please buy some from Lowes. Please keep the receipt as it will be needed for reimbursement purposes.

**\*\* Important, please do not install new equipment into the rack if the rack is mounted high off the ground. Equipment will need to be tested before mounting them into the rack to ensure tech will not be on the ladder and consoled into the switch at the time for testing. Once all equipment are tested then the tech can rack the equipment. If the rack is not mounted high, disregard this message.**

11. Technician will need to remove the cover of the right side of the Ciena 3906 (by loosening the thumb screws) to show the FRU Module card. Capture a clear photo of the label.

Technician will need to inspect the battery to ensure that it does not have a plastic battery tab on the connector. If there is a plastic tab, please remove it and re-install the battery into the slot, hand tighten the screws to secure the cover.

12. If there are SFP's installed in both Ciena 3906, we need to unplug the SFP's and leave it in the port NOT connected, if it is left connected it will disable ports 1 & 2.

13. Tech to Connect to the bridge and work with remote engineer.

- a) Take a picture of the customer equipment and patch panel before removing any equipment.
- b) Technician will connect laptop to the LTE mobile hotspot

14. Upon direction from engineer on the bridge, technician will power up the equipment. Since it has already been pre-configured for Zero Touch Provisioning, it should come up and properly connect to the network.

15. Once the laptop is connected to the hot spot and the management port of the equipment (3906) using a straight through cable, this will allow the remote engineer to perform remote control using an Webex or Teamviewer. Technician will need to change the IP Address on their laptop as listed below:

1. Change IP address of laptop with the following information.

(These details are always the same.)

Laptop IP address: 172.16.233.210

Subnet mask: 255.255.255.0

Default gateway: should be left blank

2. Open the DOS command window (or equivalent) and ping the IP address

172.16.233.214 to ensure connectivity to the 3906 Switch Platform.

16. Cable the patch ports on each 3906 as indicated by the bridge.

17. Bundled patch cables must include any of the following that are applicable:

- a) WAN 1 (Hughes Net)
- b) WAN0 Ciena 2 (Cradlepoint LTE)
- c) Cross connect (HA LAN1)
- d) WAN0 Ciena 1 ATT MultiPort
- e) LAN Ciena 1
- f) LAN Ciena 2

18. Take pictures of installed 3906 and patch cables, pictures of patch panel, and any equipment that was worked on.

19. Contact the remote engineer and verify the testing- as detailed in provided

instructions. Perform the testing. Based upon input from the remote engineer, perform

any additional requested functions.

\*\* Technician cannot leave the site until the tech is released from site by the engineer and the site contact. Please ensure to document the remote engineers name that you worked with.

20. Tech to Remove two Cisco ASA firewalls, and package them in the boxes in which the Ciena 3906 devices were shipped, using packing tape provided by the OSBT technician.

Attach tracking label on box. Capture photo of the tracking label.

Boxes will be left in an agreed upon location near where the ASAs were de-installed for Lowes personnel to handle as Lowes believes appropriate.

Please ensure to capture the name of the Lowes MOD.

If the Bridge engineer or the Lowes IT informs the tech to leave the old equipment in the rack, please document who signed off on leaving the equipment in the rack.

21. Please ensure to capture pictures of the serial number for each Ciena 3906 located on the Front Left of the device.

22. Please ensure to capture pictures of the FRU number for each Ciena 3906 located on the Front Right of the device.

23. Once the remote engineer releases the OSBT technician, the technician will ensure

the work areas have been cleaned up, gather AFTER site photos, get work order signed, and call into the OSBT Call Center to check out prior to leaving site.

CHECK IN and OUT required with the OneSource CALL CENTER at: 1 (888)787-8324.

The technicians need to have an LTE hotspot:

(either a separate device or configured on a Smart Phone connected to their laptop).

•This will allow them to connect their laptop to the 3906 using the appropriate cables.

- o Standard Data Technician Tool Set
- o LTE hotspot (either a separate device or configured on a Smart Phone connected to their laptop)
- o Laptop -Must be Windows 10
- o Laptop Charger - for the Laptop the technician will bring to site
- o The laptop must have PuTTY Pre-installed
- o The laptop must have WebEx & Team Viewer Pre-installed
- o RJ45 to RJ 45 Ethernet (Straight through cable)
- o CAT 6 Patch Cables
- o 300 FT of CAT 6 Cable
- o Serial Console Cable (USB to DB-9)
- o Console Cable (Ciena DB-9 to RJ-45)
- o Twelve Cage nuts (with screws, will be used to mount equipment in the rack)
- o A cell phone with a digital camera
- o Velcro and Zip ties
- o Packing Tape
- o Power Strip
- o Spare Power Cables for the equipment

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City	Fayetteville	Site Phone:	
State Zip	Georgia 30214	Please confirm scheduled date and time within 24 hours of receipt.	

The following must be completed and email to [collateral@osbt.com](mailto:collateral@osbt.com) before leaving site.  
All additional collateral must be submitted to [collateral@osbt.com](mailto:collateral@osbt.com)

Technician Name:	Thishawn Bessor	Travel Time:		Arrival Time:	
Technician Phone:	(347) 777-2900	Miles Driven:		Departure Time:	

Please describe work completed onsite:

***For Emergencies please contact the  
OSBT Safety Team at:  
713-895-1799***

		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:

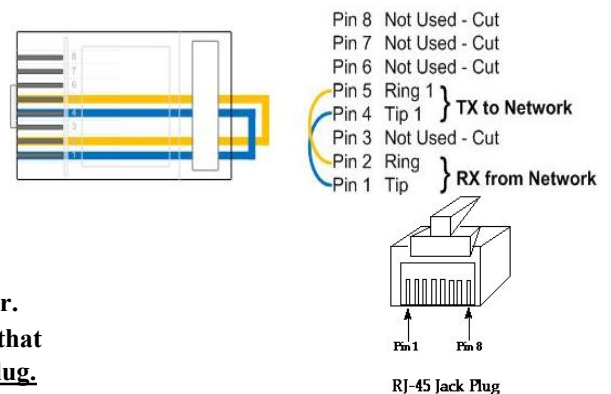
- Any employee (or contractor) working 8+ hours should be allotted a 1-hour lunch break – this is not required and can be used at your discretion with proper communication with your PC/PM.
- Per OSBT's Fit for Duty SP-035-02:
  - Fatigue management is always a requirement whenever working on client sites. 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:**

- OSBT partners are required to follow any local guidelines regarding safety precautions.
- All OSBT partners (contractors, subcontractors, helpers, company employees, etc.) must confirm that you will be prepared with PPE (Personal Protective Equipment) supplies and wear the required PPE (if required by customer), for the entire time on site. PPE is defined as (Face mask to cover mouth and nose as well as latex or vinyl gloves).
- 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.
- Use Purell and other alcohol-based hand sanitizers and/or wipes as a substitute
- Make use of disinfectant wipes on tools, electronics, cell phones and steering wheels.
- 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
- 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 are encouraged to 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