



Work Order ID : 10554381

App ID# 00635B9

Please have on site contact sign this copy and keep this for your record.

General Information

Service Title

CRT-POTS Cross-connect

Service Schedule

On Wednesday October 20th 2021

At 12:00 pm PDT

Manager of Work Order

Lisa Billirakis

Assigned Provider

Marlon Dardaine (user id: 294797)

Service Location (type: Commercial)

550 Gateway Dr

NAPA, CA, 94558

On Site Contact

Joseph Collier

+1707256432151036358

Additional Fields

App ID

00635B9

BullsEye Trouble Ticket#

216585

Location Name

Tip: The name of the business where the work is to be completed

Allied Universal Security Services

Data to Note

Close Code [required]

Tip: The code you receive upon successful completion of assignment.

Open Code [required]

Tip: The code you receive upon check-in.

Necessary Equipment

Full Work Description

Copper Analog POTS cross connection. Jack will also need to be installed, check with LCON for location of jack. Must ANAC/confirm DT@NID, tag n label if not already, and confirm both inbound and outbound calls made successfully. TN: 7072262090. Service Terminal: 550-1.1 GATEWAY DR -PM. Transmit Binding Post: 2.

LCON: Joseph Collier 7072564321 / 510363581

End User's Help Desk that requested dispatch: Somasekhara Gutha / Xavier Martinez 8622639308

Must call BullsEye for open/close codes and Narrative on repairs made at 888-366-6993 opt 2/Provide ticket # 216585.

Note: If you are unable to complete the dispatch due to the extent of work requires, please submit a quote with pictures so that we can review and reschedule.

BullsEye Telecom is a U.S. DHS Critical Sector Provider. Your assignment to the work order makes you an Essential Employee, as defined by US DHS.

Scope of Work:

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Vendor Guidelines

- Confirm work order in Field Nation quickly after assignment so that the End User can have a proper expectation set by BullsEye Telecom Inc.
- Review all tasks check off the tasks that can be done in advance of the dispatch i.e. consumable item, etc.
- Arrive on or before scheduled time frame equipped with all required tools and equipment
- Work is generally completed between the hours of 8am and 5pm local time Monday – Friday

- Maintain a neat, professional appearance at all times

Parts and Materials

Get authorization from BullsEye **before** installing any consumable material. Add the first and last name of the BullsEye Tech and first and last name of their Supervisor authorizing expense in the expense line item of Field Nation. Failure to note who authorized expense will result in the expense being denied.

A photo of each installed item is also required to be uploaded to the Field Nation Work Order. A photo of the beginning and another of the end are acceptable for long extensions.

Consumable Price Schedule

\$5 per jack

\$1 per foot for patch cables 3' or less

\$.75 per foot for patch cables > 3' but < 10'

\$.50 per foot for patch cables > 10' but < 25'

\$.40 per foot for CAT5e cable extension 150' or less

\$.35 per foot for CAT5e cable extension > 150' but < 300'

*No cables or extensions over 300' are authorized

\$15 for a 15' 16/3 grounded electrical extension cord

*All electrical extension cords must be grounded

*No electrical extensions over 15' are authorized.

Any additional items will be reviewed on an individual case basis with proper justification for the situation.

Vendor Supplied Tools:

- Tone Generator and Wand Butt Set (amplified recommended)
- 15' Extension Cord
- Punchdown Tool with 66, 110 blade
- RJ11 Compression tool
- Mobile Phone with 4MP or better camera resolution
- Caller ID display device
- 6'-8' ladder. Knee must be below the top of the ladder when working from a ladder.

Tasks

Pre Visit

Some tasks below may be eligible for completion by calling 1-877-573-6330

1. Provider must set start time
2. Provider must **Review Vendor Guidelines document and complete task to confirm you will follow these guidelines**
(Code 101 722 479 744 8#)
3. Provider must **Confirm you have a working butt set and caller ID box to test incoming caller ID on the analog lines**
(Code 122 723 289 744 8#)
4. Provider must download a file

On Site

1. Provider must check in
2. Provider must call phone number **248.809.1727 #2 Get Open Code**
3. Provider must **Identify himself/herself to the Manager On Duty**
(Code 102 725 988 744 8#)
4. Provider must upload or take a picture of **Demarc Area Before Work Starts**
5. Provider must **Follow steps from Work Description to connect lines from demarc**
(Code 140 724 609 744 8#)
6. Provider must upload or take a picture of **Demarc area after work has been completed.**
7. Provider must upload a file that is a **Estimate Form 2.1** If an estimate/quote is required complete the attached
8. Provider must upload a file that is a **Signed copy of work order print out or digital signature**
9. Provider must call phone number **248.809.1727 #2 To Get Close Code**
10. Provider must enter close out notes

Post Visit

- 1. Provider must check out
(Code 188 725 500 844 8#)

Approval of Work

I acknowledge that the work has been satisfactorily completed.

Name

Arrival Time

AM / PM

Signature

Departure Time

AM / PM

Date

CONFIDENTIAL!

The following information is confidential and should not be seen by anyone but you, the assigned provider.

Deliverable Uploads

Make sure you collect and upload any required deliverables into the following deliverable categories:

- ☐ Demarc Area Before Work Starts
- ☐ Demarc area after work has been completed.
- ☐ Estimate Form 2.1 If an estimate/quote is required complete the attached
- ☐ Signed copy of work order print out or digital signature
- ☐ Misc

Customer Standard Instructions

Contacting BullsEye:

- Check in no more than 15 minutes earlier than the appointment time.
 - Dial in numbers on Work Order Tasks are for Check In/Open Code and Check Out/Close Code only
 - Use Field Nation messaging to contact BullsEye with all questions about work orders
 - If a phone call is required then call the BullsEye Telecom Company Contact listed in Field Nation
- Review Specific Scope of Work directions listed in the Full Work Description of the Work Order to see the expected result of the work order

Introducing yourself to the End User:

- Pricing on Site Surveys is always confidential between you (the Provider) and BullsEye Telecom (the Buyer).
- Identify yourself as representing BullsEye Telecom and that you are there to complete a Work Order
- Always present the Field Nation work order to the End User to show the work to be done
- Use your valid State issued ID card combined with the Work Order when identifying yourself to the End User
- Customer Leaves/Asks you to 'Lock Up' for them: Call BullsEye immediately if this occurs. There are liability concerns, for instance. Have the BullsEye contact talk with the customer to approve this.

Review a general Scope of Work for the type attached to the work order to see full set of expectations and directions on how to complete work

Integrated and Hosted Voice Work Orders will include a specific "build" document which lists telephone numbers and other detailed information associated with the Work Order

Have items listed as "Consumable Items" on hand when dispatching on a BullsEye Work Order

Customer Policies & Procedures

Section I: Bonus Opportunity Policies

- Check in on site with BTI within 5 minutes of the appointment and get a \$20 bonus. **This applies to jobs that has AE in the title ONLY**

- **Deliverables:** These are vital to the completing the End User order.

*** Upload all deliverables within 24 hours*** of the check out from the site to get a **\$20 bonus!**

This applies to Site Survey work orders ONLY

*** Complete work order deliverables within 24 hours** of appointment to be **paid quickly** for your hard work!

***Linux, OS X 10.8 (or later) and Windows 7 (or later)** OS are compatible with required BullsEye VoIP testing
Software Installed: BullsEye has licensed TeamViewer 14.0 (Download before arriving on site via this link:
<http://get.teamviewer.com/nkbuh5m>) Any Version of Teamviewer will be compatible

- **Work Order Confirmation: Confirm work orders quickly** on Repairs and within 24 hours on all other work so that the **Site can be notified** of your ETA.

Section II: Penalties Policies

*** Failure to notify BullsEye of a problem** and deliverables have not been uploaded within 24/48/72 hours of check out will result in **penalties**.

- **Tardiness: Contact BullsEye at least half an hour before** a scheduled appointment time if you are running late to avoid a **15% penalty**.

- **Delays completing deliverables** without notifying BTI in excess of 1 day from the appointment will result in **penalties** to check back daily to find out what is going on.

- **PC OS Policy:** Windows XP, Windows Vista, MAC OS X 10.7 and earlier versions are incompatible with BullsEye VoIP testing and will fail the work order with no pay.

- **Unacceptable Laptop Hardware:**

Atom processors and/or RAM less than 2GB on PC will not work with TeamViewer and BTI VRT and **will fail the work order with no pay.**

*** Multiple infractions** on the same work order will result in a Minor Penalty or will fail the work order with **no pay**.

*** Multiple Minor penalties** will result in a Major penalty or combination of **both**

- **Unprofessional Behavior:** examples include but are not limited to: speaking negatively about the solution the end user has chosen, pay for the dispatch, arriving to an appointment unprepared for the job or missing tools.

* **Checking In and Out: Failure** to get Open or Close code are **Minor** violation. **Failure to get both** Open and Close code is a **Major violation**

* **Major Violations** are **50%** of the total value of the work order

* **Minor Policy** Violations are **25%** of the total value of the work order

Other Policy Items:

Travel:

- **Travel/Tolls** associated charges must be included in a **counter-offer** when bidding on a work order

- Any **travel** related expenses will **not be approved unless negotiated** during the bidding process