

SR16803895

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**Vonage Business**170 Chastain Meadows Ct
Kennesaw, GA 30144

CTN3113470

SR16803895

Rev 0

Service Request**Vonage BC Helpdesk #: 1-888-842-1559****SR Type: Starbucks - ATA Installation**

Dispatch Type: (TM)

Reference Number: 327775-S08512

End User Reference: NULL

Date: 10/28/2021 Window: 13:00 to 15:00 EDT Expected Duration: 120 PO#:

Site Contact: NULL Phone: NULL Alt. Phone:

Company: Starbucks,, Address: 6681 K ROSWELL RD NULL

City: Atlanta State: GA Zip: 30328

TAC: 404.536.4721 (AT&T) | 678.332.8358 (Verizon) | 678.460.2530 (Other)

SR DETAILS**DESCRIPTION OF WORK**

Starbucks - ATA Installation: Call TAC for Details

SR CHECKLIST

1. Call Genesis +1.800.493.0016 to log onsite
2. Refer to the attached install guide for specific installation instructions.
3. Verify all installation areas are clean and that you properly dispose of all trash.
4. Please submit all deliverables
5. Leave site.
6. Submit all Post Visit Completion (PVC) tasks within 24 hours of logging off site.

To be completed by the Field Engineer (FE): F918

Call Result: <input type="checkbox"/> Successful <input type="checkbox"/> Incomplete	Incomplete Reason:	Installed Equipment: Make/Model Serial Number <table border="1"><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr></table>																				
Materials Used: Description Qty <table border="1"><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr></table>													Required for all calls: Time at Log-on: ____:____ EDT Time at Log-off: ____:____ EDT Customer Helldesk Rep. Name: _____ Customer Call Closure Code: _____ Onepath TAC Rep. Name: _____ Onepath TAC Closure Code: _____	RMA Equipment: Make/Model Serial Number <table border="1"><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr><tr><td></td><td></td></tr></table>								
FE Initials	End-User Name (Please Print) Title	End-User Signature Date																				

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Description: Complete an analog telephone adapter (ATA) installation at a Starbucks location to replace the sites current phone service. Verify inbound and outbound calling on the ATA prior to call forwarding the stores published telephone number to the temporary phone number on the ATA. After call forwarding, verify inbound and outbound calling on the store phones and call Vonage to confirm service is active.

Required Tools: Standard Telco + 8ft A-frame ladder + Buttset + Windows laptop with functioning Ethernet port + Mobile hotspot + Cisco console cable + A functioning on-board serial port or USB-to-serial adapter + RJ11/RJ45 crimp tool + Punchdown tool with 66 and 110 blades + Continuity tester + Flathead screwdriver + Electronic label maker w/tape

Required Materials: Standard Telco + 300ft of cat5e cable + Cat5e patch cables of various lengths + RJ11 jacks and modular/male ends + RJ45 jacks and modular/male ends + Pre-terminated 10-12ft RJ11 6P6C patch cable + Zip ties/Velcro for cable management

Required Skills: Telecom & Networking

RMA Handling: DO NOT REMOVE ANY EQUIPMENT FROM SITE.

FE Overage Threshold: 2 hours

Last Guide Version: 07/01/2021 00:00

Notes:: Upon arrival the tech will call Vonage install support @ (888) 842-1559 to check in and review Scope of Work.Solution: Vonage VOIP Solution on a customer provided circuit. Customer is using a Grandstream HT802 ATA connected to an analog phone (phone not provided by Vonage). On site activities Verify availability of port on switch Locate wireless phone and base Plug in ATA to switch port Verify ATA registration Place outbound test call Forward store DID (Phone Number) to temp number of ATA (in lue of porting at go live) Place inbound test call to store DID number,null,

Equipment: