



By accepting this work order and performing the mentioned above services you are accepting the terms and conditions set forth in the Master Contractors Agreement.

CUSTOMER INFORMATION:**Customer:** PEP Boys**Site:** PEPBOYS Auto Plus #10107**Address:** 20 EAST MIDLAND AVE
SUITE
WINDER, GA 30680**Corner Address:****Phone:** 770-867-7435**Requested By:** 64004**Problem Code:** 118 Installation Change**CROSSCOM NATIONAL INFORMATION:****Contact:** Lucero Sandoval**Log in and out via IVR:** (800) 820-9229**Fax D&A to:** (800) 933-5538**Questions? Call:** (800) 820-9229**BRIEF STATEMENT OF WORK & COMMENTS**

PepBoys SD-WAN Cloud Services Swap Quote 3 - 41536

1PM START

CALL Help Desk, 215-430-9555 opt 8, AFTER checking in with CrossCom

Install Meraki MX67C on top of network rack and connect to new Broadband modem and existing switch.

Reboot existing phones. (No programming or reset required)

Install Meraki MR33 AP on top of network rack

Remove Adtran router and box for return shipping.

Remove CheckBox wireless router and box for return shipping.

Store will give box to FedEx for return shipping.

TRIP INFORMATION

Arrival Date	Arrival Time	Time Zone	Trip Description	# Of Techs
08/27/2020	01:00 PM	EDT	Trip 1	1

TECHNICAL NOTES:

ARRIVAL HARD START TIME 6:30AM

Technician required to swap Cloud Services Carrier from existing provider.

1. Locate server rack & new Meraki MX67C router. Router should already be connected to new carrier's modem located in rack

2. Obtain Manager's cell, call your cell & make note of phone number.

3. Contact PEP IT Support Desk to validate serial # of router, the circuit is operational & verify mgr cell number

4. When no calls or transactions are in progress, disconnect power to Adtran router.

5. Move LAN cable from Adtran router & connect to LAN port on Meraki. Validate with NOC that network is accessible.

6. Factory reset two phones & allow phones to download new firmware & config settings.

7. While phones are loading, validate store is able to use all store systems & Internet per checklist.

8. When phones back in service, reset remaining phones.

9. While 2nd batch of phones a re-loading, using one reloaded phone, make test calls per voice checklist.

10. When all is working, remove Adtran router & leave with manager

11. Cleanup & capture deliverables

Optional Work

A. If new cable modem has been installed in the wrong location tech must extend LAN port of modem to rack via an existing unused cable, installing a Cat5e or patch cable to server rack. If a lift is req'd to install cable a return trip will be required

B. 6:30 AM Start

C. Install WAP

Trips (1): (1) Tech during normal hours

* Special tools: Digital camera, label maker, laptop w/AirCard, punch down tool, toner/tracker

* Materials - VFT must have at least 100' of Cat5e cable, 8-pin crimp plugs, or a patch cord of varying lengths to extend LAN Port connection if required,

* Technician will log in and out with CrossCom Project Team @ 800-820-9229.

Deliverables will be required to validate work completion and craftsmanship. All deliverables must be uploaded through the vendor portal prior to leaving the work site. Failure to provide deliverables will result in non-payment.

MATERIAL ON ORDER



Part Number	Part Description	Provided By	Quantity
VFT5EPVC	VFT Supplied Cat 5e PVC Cable	VFT	0.00
VFTAT8X8	VFT Supplied 8 Conductor RJ45 Modular Plug	VFT	0.00
VFTCAT5ENKPC-07	VFT Supplied Cat 5e Netkey Patch Cord - 7 Ft	VFT	0.00
VFTCAT5ENKPC-10	VFT Supplied Cat 5e Netkey Patch Cord - 10 Ft	VFT	0.00
VFTCAT5ENKPC-14	VFT Supplied Cat 5e Netkey Patch Cord - 14 Ft	VFT	0.00
VFTCAT5ENKPC-25	VFT Supplied Cat 5e Netkey Patch Cord - 25 Ft	VFT	0.00
VFTCATBC	VFT Supplied Beam Clamp (2)	VFT	0.00

SPECIAL TOOLS

Description	Provided By
Laptop with Air Card	VFT
Digital Camera	VFT
Label Maker	VFT
Cat5e cable tester	VFT
8 & 10' Ladders	VFT

OPTIONAL ITEMS (Confirm with CrossCom before performing any of these activities.)

Description
Additional Labor 15 Min Increment (if required)

DELIVERABLES

Required before last trip checkout.

Description	Acceptance Criteria	Type
Delivery & Acceptance		Delivery & Acceptance
Network Rack	3 - 5' back showing the rack	Pictures
Location of Routers	3 - 5' back showing the routers	Pictures
Demarc Area	3 - 5' back showing the Demarc Area	Pictures
Picture 4	3 - 5' back showing image 4	Pictures
Picture 5	3 - 5' back showing image 5	Pictures
Picture 6	3 - 5' back showing image 6	Pictures
In-store Checklist	Uploaded all pages of the Checklist	Document
Phone Functionality Checklist	Uploaded all pages of the Checklist	Document
Validate Store Systems Checklist	Uploaded all pages of the Checklist	Document
Inbound Outbound Test Checklist	Uploaded all pages of the Checklist	Document



DELIVERY & ACCEPTANCE (D & A):

Trip # _____ Date _____ On-Site At _____ Off-Site At _____

Manager Signature _____ Manager Printed Name _____

Additional Trip Required? Yes / No

Description of Work: _____

Customer Abuse: Yes / No Explain: _____

Trip # _____ Date _____ On-Site At _____ Off-Site At _____

Manager Signature _____ Manager Printed Name _____

Additional Trip Required? Yes / No

Description of Work: _____

Customer Abuse: Yes / No Explain: _____

CHECKLIST

1. Was the router installed? - _____
2. Was the AP installed? _____
3. Who did you test with from the Pep Boys helpdesk? _____
4. Were there any delays waiting/working with the Pep Boys helpdesk _____
5. Is there any out of scope/delays that need to be reported? _____
6. Are there any outstanding issues on site that still need to be completed? _____
7. Managers name that signed your paperwork _____



COMMENTS & SIGNATURES

Comments _____

Manager Signature _____ Date & Time _____

Technician Signature _____ Date & Time _____