



Incident #: 123934
Customer Reference #: Site # 2313
Site Name: Aspen Dental - Newnan, GA - Site # 2313
Site Contact:
Address: 201 Newnan Crossing Bypass
Newnan Georgia 30265
Site Phone:

Please call (281) 668-3211 immediately upon arrival to check in.

Scheduled Date and Time: 11/3/2021 5:00:00 PM

Scope of Work:

Aspen Dental - Newnan, GA - Site # 2313
201 Newnan Crossing Bypass
Newnan, GA 30265

SOW

The overall goal of this Project is to deliver the following:

- Provide smart hand support at the customer location to rack and stack SD-WAN solution (CloudGenix ION2000).
- Technician will assist with equipment installation as needed.
- Technician will assist by performing connections needed for turn up.
- Technicians will collect photos of completed installation and check out with Tech Americas support desk.

Please find below the pre-work and bridge information for today's dispatch,

- Upon arrival, you will receive a new device - Cloudgenix ION2000 device and an empty box to store old equipment.
- Proceed to the network closet. Possible network equipment locations are - Employee break room, Lab, mechanical room, OM's office.
- Install and power on Cloudgenix ION2000 device. Connect ION controller port to the switch - port 48 (HP/Netgear or Meraki switch). if port 48 is not available use the next available port.
- Join Webex Meeting.
- Locate 2 Cisco 891 routers. If only 1 Cisco 891 router is seen. Look for the second router in the mechanical room.
- Each router should have 3 cables connected to it. Track the cables and document connections.
- Cisco 891 - Port 0 or 4 should be connected to the switch.
- Second connection is between the routers, interconnecting them.
- Third is a WAN connection. Possibly connected to the ADVA device, broadband modem, or a cradlepoint.
- In the network closet/mechanical room. Locate a new powered-on broadband modem.

***** IMPORTANT Message on COVID-19 Requirements*****

By accepting this work order, all Tech Americas technicians agree to wear surgical or cloth masks while on-site and during the entire running time of the dispatch. For the sake of protecting the health of our customers, this requirement applies to ALL of our dispatches regardless of state, region or country where the job is executed. Be prepared to follow acceptable social distancing measures and all official CDC COVID-19 related guidelines.

(**TOOL REQUIREMENTS **)

Technicians MUST carry the tools below for every dispatch:

- Laptop w/serial port or USB-to-serial adapter
- 4G Wireless card or MIFI, Hotspot or Tethering device.
- Console cable
- Cable toner
- Punch Down tool
- Lineman's Handset with Clips (AKA Buttset)
- Cable Crimper for mid-range copper connectors
- Electrical Multimeter
- 300' CAT5e cable
- Cross connect wire
- 6' to 8' ladder

Tech Americas USA, Inc.
22503 Katy Freeway, Katy, Texas 77450
Support Center: 281-668-3211
Fax: 281-898-7870



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Site Phone:

· RJ-45 Jacks
· Modular Plugs
· Standard power drill
BRING LAPTOP WITH TEAM VIEWER, CONSOLE CABLE, INTERNET ACCESS
***** COLLATERAL *****
-Pictures
-Signed off WO
Must be sent right after execution at
lcutliff@intellicomm1.com

Technician Name: _____ Arrival Time: _____

Service Date: _____ Departure Time: _____

I certify that all work was completed as described by the Scope of Work above.

I will submit all photos and documentation to lcutliff@intellicomm1.com within 24 hours.

Technician Signature: _____

Customer Signature: _____