SR16682669

##21AA239E2K##

Service Request

SR Type: Other Unspecified Time and Material (T&M)   Dispatch Type: (TM)

Reference Number: BM 85266   End User Reference: MB912505

Date: 05/11/2021   Window: 12:30 to 12:30 EDT   Expected Duration: 130   PO#:

Site Contact: Victor Delgado /Jerome Allen Phone: 212 365 2110   Alt. Phone: 917 533 7780

Company: Transatlantic Holdings   Address: 165 Broadway 16th Fl One Liberty Plaza

City: New York   State: NY   Zip: 10006

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

SR DETAILS

DESCRIPTION OF WORK

Other Unspecified Time and Material (T&M). Call Endeavor 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. Call Masergy NOC @ (877) 462-7374 for testing/log out.
4. Leave site.
5. Please submit all deliverables

To be completed by the Field Engineer (FE): 35357

Call Result:	[ ] Successful [ ] Incomplete	Incomplete Reason:	Installed Equipment:
			Make/Model — Serial Number

Materials Used:

Description	Qty

Required for all calls:

Time at Log-on: _____:_____ EDT

Time at Log-off: _____:_____ EDT

Customer Heldesk Rep. Name: _____

Customer Call Closure Code: _____

Onepath TAC Rep. Name: _____

Onepath TAC Closure Code: _____

Installed Equipment:
Make/Model   Serial Number

RMA Equipment:
Make/Model   Serial Number

FE Initials	End-User Name (Please Print)	Title	End-User Signature	Date

Description:
Required Tools:
Required Materials:
Required Skills:
RMA Handling:
FE Overage Threshold:

****Please have the tech call, Victor Delgado, at 917-805-8690 when he gets on site****

Need FE to install the MIB Adva 114 (1G Fiber) SN#LBADVA71142303220 and SFP to be racked/stacked to the Demarc-Circuit ID provided below. FE will need to join the scheduled bridge call at 1:30 pm at 1-800-316-9249 Passcode:895921#

Demarc is 16 floor, server room, VZB fiber panel in customer rack, ports 3 and 4. Circuit is tagged.

CIRCUIT ID: Verizon Business W1E23014 - W1E23186 -6440647 - 6440639

PLEASE ENSURE THE SC TO LC FIBER PATCH CABLE (SMF) IS ORDERED AND TECH IS ABLE TO BRING

See the installation instructions attached.
• Review with LCON to connect customer hardware/equipment to the Masergy router.
• Provide any needed extension for the customer, as requested.
• For the MIB check call, connect to the MIB with a Laptop and straight-thru cable to set config once on the Masergy bridge call.
• Call into Masergy NOC phone # provided below, to work with the Tier 2 rep to ensure MIB check/Activation is complete. Have the tech reference the Bundle: MB912505   PON 85266

****MASERGY BRIDGE INFO****
Masergy Bridge: 1-800-316-9249
Passcode:895921#

Equipment:

March 11, 2021

Re: COVID 19 - City/County/State/Federal Orders

To whom it may concern:

Please be informed that the bearer of this letter is subcontracted by Genesis Networks, a communications and information technology company providing essential critical infrastructure as outlined by the Cybersecurity and Infrastructure Security Agency (CISA); an agency operating under the Department of Homeland Security.

Under CISA guidelines, these workers must be able to travel to and gain access to infrastructure facilities and offices during curfews and restricted travel periods. CISA identifies the following list as essential to continued critical infrastructure:

Communications:

• Maintenance of communications infrastructure- including privately owned and maintained communication systems- supported by technicians, operators, call-centers, wireline and wireless providers, cable service providers, satellite operations, undersea cable landing stations, Internet Exchange Points, and manufacturers and distributors of communications equipment

• Workers who support radio, television, and media service, including, but not limited to front line news reporters, studio, and technicians for newsgathering and reporting

• Workers at Independent System Operators and Regional Transmission Organizations, and Network Operations staff, engineers and/or technicians to manage the network or operate facilities

• Engineers, technicians and associated personnel responsible for infrastructure construction and restoration, including contractors for construction and engineering of fiber optic cables

• Installation, maintenance and repair technicians that establish, support or repair service as needed

• Central office personnel to maintain and operate central office, data centers, and other network office facilities

• Customer service and support staff, including managed and professional services as well as remote providers of support to transitioning employees to set up and maintain home offices, who interface with customers to manage or support service environments and security issues, including payroll, billing, fraud, and troubleshooting

• Dispatchers involved with service repair and restoration

Information Technology:

• Workers who support command centers, including, but not limited to Network Operations Command Center, Broadcast Operations Control Center and Security Operations Command Center

• Data center operators, including system administrators, HVAC & electrical engineers, security personnel, IT managers, data transfer solutions engineers, software and hardware engineers, and database administrators

• Client service centers, field engineers, and other technicians supporting critical infrastructure, as well as manufacturers and supply chain vendors that provide hardware and software, and information technology equipment (to include microelectronics and semiconductors) for critical infrastructure

• Workers responding to cyber incidents involving critical infrastructure, including medical facilities, SLTT governments and federal facilities, energy and utilities, and banks and financial institutions, and other critical infrastructure categories and personnel

• Workers supporting the provision of essential global, national and local infrastructure for computing services (incl. cloud computing services), business infrastructure, web-based services, and critical manufacturing

• Workers supporting communications systems and information technology used by law enforcement, public safety, medical, energy and other critical industries

• Support required for continuity of services, including janitorial/cleaning personnel

All persons performing critical operations have been instructed to comply with hygiene and social distancing requirements as established by the Centers for Disease Control and Prevention.

Please do not hesitate to contact me should you have any questions regarding this letter or our operations.

Sincerely,

Bryan Hann

Area Vice President – Deployed Services, Genesis Networks

May 27, 2020

To Whom It May Concern:

The U.S. Department of Homeland Security (DHS) Cybersecurity and Infrastructure Security Agency (CISA) issues this letter to facilitate work in the interest of homeland security by Communications Sector workers identified in the CISA Essential Critical Infrastructure Workers advisory guidance, dated May 19, 2020.[1] CISA requests any courtesy that can be extended to essential workers involved in communications infrastructure operations, maintenance and restoration **in response to the COVID-19 Pandemic and any other regional disasters (e.g., hurricanes, tornadoes, wildfires, earthquakes) that may occur during any COVID-19 response phase**.

CISA developed the **Essential Critical Infrastructure Workers** advisory guidance identifying workers that conduct a range of operations and services deemed essential to continued critical infrastructure viability. This list is intended to support State, local, tribal, and territorial officials' decision-making as they work to protect their communities, while ensuring continuity of functions critical to public health and safety, as well as economic and national security.

In developing this advisory guidance, CISA determined that essential workers need access to jobsites based on our judgment that organizations affiliated with the Communications Sector engage in activity that could reasonably be included within the scope of "critical infrastructure" as that term is defined in law; and critical communications infrastructure is necessary to ensure first responder, emergency responder, and 911 communications capabilities are functional during this response and recovery period. In the course of providing this support, identified Essential Critical Infrastructure Workers in the Communications Sector should be able to travel to and access necessary critical infrastructure facilities in order to prevent loss of service or restore critical communications services.
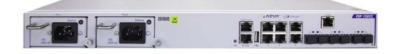
CISA greatly appreciates your cooperation. For any questions or concerns related to this request, please contact the CISA at 888-282-0870 or CISAservicedesk@cisa.dhs.gov.

Sincerely,

Christopher C. Krebs
Director
Cybersecurity and Infrastructure Security Agency (CISA)

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[1] "Guidance on the Essential Critical Infrastructure Workforce," Cybersecurity and Infrastructure Security Agency, https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce.

MASERGY
Adva 114 MIB Guide

| Adva Chassis | Power Supply | Power Cord | Rack Mount | DB9/Ground Cable |

You are receiving a MASERGY-owned and managed MIB (Masergy Intelligent Bridge) for this site. All equipment provided by MASERGY will remain the property of MASERGY and must be returned, in substantially the same condition (normal wear and tear excepted) in the event of service changes or termination. Please do not deface the equipment by scratching, adding stickers or tags writing on it, etc.

Unpacking the device:

1. Keep the device in the box until the day of installation.

2. Once unpacked, save the box, anti-static bags and other packaging. You will need these when you return the device for credit.

3. Keep faceplate from the slot where the power supply is inserted. You will need to re-apply the faceplate when shipping back the device.

4. For questions on new activations, please refer to your Project Manager.

Site Identification:
Write the MASERGY Bundle ID for this site, in the space provided below, and return this document with the device.

Masergy Bundle MB ___ ___ ___ ___ ___ ___

Returning the device:

1. Remove the power supply and re-apply the faceplate to the unit before packaging.

2. Remove the brackets and place in the box along with screws, power supply, power cord and any other materials included.

3. Use the anti-static bags to protect the device during shipment.

4. Identify the site (Bundle ID) where the device was used to ensure proper credit upon return.

5. Return equipment to the address below:

   Masergy Returns C/O Walker & Associates
   Attn: CPE Returns / 469-291-8204
   90 Piedmont Industrial Drive, Suite 200
   Winston-Salem, NC 27107

   Any questions? Contact Masergy Returns Department
   CPE Returns   469-291-8204   cpe.returns@masergy.com

Adva 114

After following the unboxing procedures on the preceding page, follow the turn up steps below.

1. Connect power cord to Adva 114
2. Connect the other end of the power cord to the appropriate electrical outlet.
3. WAN/LAN Connections

	Network (WAN)	Access (LAN)
Electrical/Copper	RJ45 Port 1 (Shown above in yellow)	RJ45 Port 3 (Shown above in red)
Optical/Fiber	SFP Port 1 (Shown above in green)	SFP Port 3 (Shown above in blue)

4. Please call into our Site Verification Hotline - 9am -5pm CST (or schedule a site verification with your Project Manager)
   1-888-852-5256 or 1-469-291-8313