NET™

Network Engineering Technologies
3140 Deming Way
Middleton, WI 53562
www.nettechnology.com

Vendor: 60426
Purchase Order: 641450-1299343-05861
Work Order: 1299343
Service ETA: 5/27/2021 9:00 AM
*Purchase Order MUST appear on all invoices and emailed to apinbox@nettechnology.com or invoice will be rejected, Invoice must match this Purchase Order Receipt.

Site Location Information	Technician Information	
Customer: CVS Pharmacy	**Technician Name:**	Walter Arenas
Site Number: 05861	**Technician Phone:**	(201) 724-2643
Location: Pharmacy	**Techs Manager:**	
24 West Grand Street		
Mount Vernon, NY 10552	**Manager Phone:**	4058021262
(914) 664-6019		
Site Contact: Store Manager Manager		

*** MUST CALL UPON ARRIVAL AND BEFORE SITE DEPARTURE ***

NET Contact Info: Please Call: 1.608.827.2270 *Your call will be handled in the order received* The following login information is needed: name, callback number (mobile), work order #.

Scheduling
1 billable technician required Arrival Time: 5/27/2021 9:00 AM

Scope of Work

CVS - Broadband Router 2021 - Troubleshoot

NET techs will LOG IN/LOG OUT LIVE by calling (608) 827-2270. DO NOT AUTO LOG IN*
CALL CVS_ROC 888-401-4601 (from a STORE PHONE), Option 1.1 for Broadband **In order to ensure accurate onsite times, tech will need to log in with NET Support and then immediately log in with CVS ROC and vice versa. If there is more than 15min time discrepancy between the NET and CVS onsite time, we will use the login/out times provided by ROC.

If the store personnel question the validity of this visit, the manager can call 888-401-4601, Option 1.1 (CVS-ROC) or can reference this CVS Help Desk ticket number: INC9642531 (MAY 2021)

PPE requirement: Use of Face Masks or Cloth Face Covers

Tech is to troubleshoot the broadband connection at this site. It should be connected as below.

1. Connect Broadband modem to port G0/2 on the Cisco 2911 Router as per CVS Redbook. Make sure unit gets rebooted.
2. Label modem "CVS Retail BB" and label both the modem patch cord cable (Pink) "CVS Broadband Cable", and the Modem Power Cord: "Modem Power". Labels should be affixed to the cables approximately 12-inches from the Modem side.
3. Take 4 required photos:
     a. Close-up of front of modem (showing entire unit, with indicator lights)
     b. Close-up of back of modem (showing entire unit, with patch cord connected and showing LABELS)
     c. Close-up of G0/2 on the Cisco 2911 Router (with patch cord connected)
     d. Wide view of equipment rack.
3. Send photos to ROC20@cvscaremark.com (store # MUST be in subject line).
4. Call ROC for testing. ROC to provide a release code after testing complete.
5. Send photos to DSS before calling NET to logout (DSS instructions below). Provide ROC release code.

Materials:
Tech will need to bring a 15 ft patch cord
cable tester

* FAILURE TO COMPLY WITH ANY PORTION OF THIS WORK ORDER MAY RESULT IN NON-PAYMENT.*

![NET - Network Engineering Technologies logo]

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DSS INSTRUCTIONS: Pictures must be emailed to dss@nettechnology.com, before tech is released from site. When sending pictures the email subject line must read "[xxxxxxx]" where xxxxxxx= WO ID found on Purchase Order; 7 digits long, starts with a 1. ***IMPORTANT – Subject line must be enclosed in BRACKETS [ ] and not PARENTHESIS ( ).***

Resolution

Parts List. Total Parts: 3

PartName	Used	QTY
Trip Charge	Yes	0
Broadband Install	Yes	0
CVS Broadband Install - Scenario B (Compucom)	Yes	0

Customer - Managers Name (PRINT)	Customer - Managers Name (SIGN)	Date Time

Technicians Name (PRINT)	Technicians Name (SIGN)	Date Time

MANDATORY SIGN OFF OF TECHNICIAN AND CUSTOMER CONTACT MANAGER

Sign Off does not release tech from the job site. Any questions need to be directed to NET Tech Support.

Customer Signed Copy