



Site Name	SH51- UBS Short Hills		Ticket	605423
Site Contact			Scheduled Date/Time	12/10/20 9:00:00 AM
Site Address	51 JFK Parkway		OSBT Contact	Kodjo Nutekpor
Site Address			Work Order Sent	December 05, 2020 05:28 PM
City	Short Hills		Site Phone: 973-315-1880	
State, Zip	New Jersey	07078	Please confirm scheduled date and time within 24 hours of receipt.	

OSBT Ticket #: 605423

OSBT Customer: NCR Cisco UBS

Customer Reference #

Technician MUST call the OSBT Call Center @ (713) 895-1799 Upon Arrival, and Completion. If you are going to be late to this service call for any reason, you must call the OSBT Call Center to notify prior to the scheduled arrival time. Failure to abide by this instruction will result in a deduction from pay awarded for this service call.

OSBT is now using an automated confirmations system (ACS) to confirm your service appointments 24-48 hours in advance. Please save as a contact and answer calls from (256) 827-8918 to confirm your events and avoid duplicate phone calls.

By accepting this work order as a contractor of OneSource Building Technologies you are agreeing to the following list of assumptions. Your failure to comply with these items may result in reduction in payment or non-payment.

- You will arrive on site on the correct date and time specified above.
- You will be qualified to complete the work described in the scope of work below
- You will all of the tools listed on this work order to complete the scope of work.
- You will submit all collateral required for this service within 24 hours
- After completion of this service call you will receive a billing receipt that you may approve for payment.

Scope of Work:

Scheduled for 00/00/0000 00:00 AM

Standard business hours are 8am to 5pm local time

check in/out with OSBT call center 713-895-1799 or (888) 787-8324(toll free)

****Survey Document fully completed is required****

****Survey must be reviewed prior to leaving site****

ADTRAN CONSOLE CABLES ARE MANDATORY FOR THE TECH TO HAVE. UNSUCCESSFUL SITES DUE TO TECH NOT BEING PREPARED WILL RESULT IN NON-PAYMENT.

*****Those without the Adtran console cable can still console in using a male or female DB-9 connector (tech needs to have both) and the Cisco console cable. *****

1. If there are any issues causing delays please report them immediately to OneSource by calling the call center at 888-787-8324
2. Note that any out of scope work MUST be approved beforehand by a OneSource Project Coordinator. If the out of scope work is not preapproved it may be non-billable.
3. Do not rent or purchase any material or equipment without approval from a OneSource Project Coordinator. Doing so without approval may result in denial of reimbursement for costs incurred.
 - A. note that the onsite customer and customer phone support are not authorized to give approval, the approval MUST come from OneSource.
4. You must follow the scope and timeline for this work. If anything falls outside of the quoted cost or the expected timeframe onsite it MUST be escalated immediately to OneSource for approval.
5. If there are any safety concerns please escalate immediately to OneSource before proceeding.

****Scope Details****

- Visit 1: Survey and Phone Removal
1. Perform survey to support cutover?

2. Remove Avaya phone and extra cable no longer required because of removal
3. Restore cable dressing to neat state existing prior to cable removal
4. Remove phones to designated location
5. Inventory and capture specified data about removed phones
6. Box in large multiphone boxes. Seal the boxes and apply labels preprinted by UBS
7. Before leaving site, email site survey template and data to OSBT Remote Engineer. A conference call will be held with the remote engineer to go over that data.
8. Once the remote engineer is satisfied that they have all the data, they will finalize the document, and ensure that it is formatted as specified by Cisco, and send a soft copy to NCR within three (3) business days of the completion of the work onsite.

Confirm user list with STL- all users Cisco and Skype- for CAT5 CAT 6 cable check only

Provide Cisco photographs of site PBX, Gateway equipment location, RJ-21, and Analog circuit connections.

NCR validate existing Gateway, PBX location proposed is suitable for the Cisco Gateway. NCR will provide a suggestion for alternative equipment, if proposed location does not provide sufficient rack space, shelf, or power to support Cisco Gateway.

NCR will provide a count of phones/sidecars and size, type, and quantity (photo if possible) of other cabinet items in each site for disposal purposes

Validate cut sheet data for Cisco hard phone and analog end points

NCR will Physically validate end locations for Cisco hard phones (i.e. no soft phone location survey - data is limited to identifying and recording computer cable is CAT 5 or CAT 6).

NCR will provide Count of the Avaya phones, sidecars, and PBX gateways

NCR will provide count of the required Cat 6 - 6 foot cables running from the wall jack to the desktop on Skype users. This is a visual inspection and count of cables that are not Cat5E or Cat6

Depending on site # of rooms. NCR will deliver a "Site Survey Template per room"

Process of Site Survey Report completion, provide sign off to report and deliver and confirm with UBS for approval

1. As stated in Tab 6 of the template,
"The typical workstation consists of a Thin client (small box that monitor/keyboard/mouse/network connection etc. connect to) and an Avaya telephone that are connected in series to the network as follows - RJ45 jack>Avaya phone>Thin client. The objective is to disconnect the cable that goes IN to the Avaya telephone from the wall jack and move it to the Thin Client NIC port that now has the cable coming OUT of the Avaya phone connected to it. The result will be RJ45 jack>Thin client."
 2. The following steps will be taken when removing the Thin Client:
 - a. BEFORE YOU UNPLUG ANYTHING - Ensure the Thin client is working by checking the link light is lit/flashing where the cable from Avaya phone is connected on its NIC card!
 - If not - take a picture, alert the site contact, and make an entry in the Issues Tab so you are not responsible for it not working after you are done! Only proceed after the site contact confirms there is an existing issue with the station.
 - b. Unplug the cable from the Thin Client NIC
 - c. Remove the cable from Avaya phone that is coming from the RJ45 jack and plug it into the Thin Client where you removed the other cable from... move the Thin Client if you must ensure the cable will reach.
 - d. Look for a link light to ensure connectivity. The monitor should also prompt for a Log In. If neither occur, recheck your work to ensure you are using the cable from the network jack.
 - e. Restore the wire management so the station is as neat as you found it before you started.
 - f. NOTE: If there is a headset now connected to the Avaya phone, disconnect, and leave on the desk.
- Prepare the phone for shipping - put it in boxes or area the site contact designated for storage if boxes were not at site when you arrived.
- Ask the site contact for packing tape to seal the boxes
 - Seal the boxes and affix the shipping labels
 - Ask the site contact where to put the boxes for the eWast
 - e vendor to pick up
- g. When finished with all phones, inventory and add counts below.
 3. Inventory
 - a. Total number of Avaya phones removed
 - b. Were there enough boxes to hold all the old phones?
 - c. Total number of Avaya KEM's removed
 - d. Are any boxes left to ship the remaining Avaya phones when they are removed during the migration event?
 - e. How many more boxes will be required to ship the remaining phones?

***Please be advised while onsite- If the IT personnel request you move to the side and allow him to perform the Scope of work/ Service. Immediately reach out to the OSBT call center and update. We will need to escalate to our customer and advise how they

would like to proceed. Failure to follow the process can lead to non-payment. ***

Collateral –

Signed OSBT work order,
Before/after photos of install (LABELED)

Technician must introduce himself as a representative of NCR to end users on site.

*****VERY IMPORTANT*****

IT IS IMPERATIVE THAT YOU MAINTAIN THE HIGHEST LEVEL OF PROFESSIONALISM AND PATIENCE WHILE WORKING WITH NCR AND THE END USERS. IF THERE ARE ANY ISSUES ONSITE WITH THE CUSTOMER STOP AND ESCALATE TO YOUR OSBT PC IMMEDIATELY.

Escalation path:

(713) 895-1794 for OSBT Call Center (must call to check in/out on all orders)

(866) 333-3475 for OSBT Call Center (toll free)

On CPE replacement orders technician should box up old unit in new box, affix return sticker, and leave with manager on duty.

If customer premise equipment to install/service is not onsite, or tech cannot access the site, the technician must immediately escalate to OSBT.

MATERIAL/TOOL LIST:

** IT IS MANDATORY THAT ALL ELECTRONIC DEVICES SHOULD HAVE A CHARGER.

** SOFTWARE MUST BE CURRENT AND MAINTAINED (Excel, TeamViewer, Putty)

- Laptop with Windows 7 or Later Operating System, network interface card (NIC)?
- Google Chrome Installed
- Microsoft Office
- TeamViewer 14
- Cisco / ADTRAN Console Cable (USB to DB9)
- Mobile Hotspot
- Digital Camera /High end Smartphone
- Label Maker
- 8' Ladder
- Hand tools – Pliers, Multi-Tool, Flashlight, Power drill, LONG drill bits, masonry bits, A general-purpose drill bit set, and a hole-saw, Crimpers, Punch down Tool, Wire Strippers, Screwdrivers (Phillips and Flathead), Tape Measure, Sheetrock Saw, Utility Knife, Torx (Star-shaped) Bits. Fish Tape and/or Glow Rods, LED Headlight.
- Cleaning tools - Compressed air can, Velcro, Tie-Wraps, Magnets, Small Broom or Vacuum
- Diagnostic tools – Multimeter, Loop back plug, Buttset, Tone generator with RJ45 and RJ11 connection

Collateral Requirement: Completed Survey Document, Photos of all areas called out in the survey document, Signed WO.

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City	Short Hills	Site Phone:	973-315-1880
State Zip	New Jersey	07078	Please confirm scheduled date and time within 24 hours of receipt.

The following must be completed and email to collateral@osbt.com before leaving site.

All additional collateral must be submitted to collateral@osbt.com

Technician Name:		Travel Time:		Arrival Time:	
Technician Phone:		Miles Driven:		Departure Time:	

Please describe work completed onsite:

***For Emergencies please contact the
OSBT Safety Team at:
713-895-1799***

		Technician Signature:	
Customer Name:	Customer Signature:	Date:	

Stop Work Clause:

- If, while onsite, it is requested that you do anything outside of the original scope, contact your coordinator immediately or risk not being compensated for the job. All direction must come from OSBT, unless explicitly stated in the work order.
 - If you are unreachable during the reconfirmation window causing OSBT to exhaust time and resources to recover and/or reschedule a service ticket, the ticket is non-payable.
 - If you did not speak with anyone at OSBT, and were NOT asked to proceed to site, you may not show up and expect to complete the work or be paid.

Fit for Duty/Fatigue Management Policy:

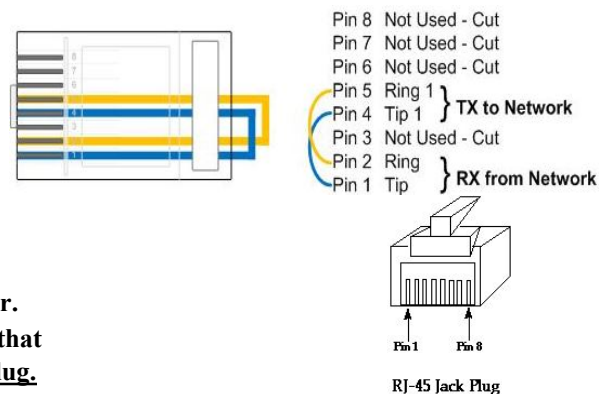
- Any employee (or contractor) working 8+ hours should be allotted a 1-hour lunch break – this is not required and can be used at your discretion with proper communication with your PC/PM.
- Per OSBT's Fit for Duty SP-035-02:
 - Fatigue management is always a requirement whenever working on client sites. Worker fatigue can be a factor in incidents or risk to personnel. Therefore, we must ensure that:
 - Contractors report to work rested to prevent fatigue during a planned work schedule for that day.
 - Work shall be planned such that no one is scheduled to work for more than 14 continuous hours, including breaks and meal times (two consecutive shifts), and travel to/from the site.
 - As soon a subcontractor recognizes that they may exceed 14 continuous hours of work, you must request an extension from your assigned PC or PM.
 - OSBT and its subcontractors monitor activities, pay close attention to critical tasks and behavior to determine if an employee/subcontractor should be removed from the work site to obtain rest, or should be given a rest period upon arriving at the work site before beginning work.

Incident Reporting | Proper Protocol Reminder:

- Please do not forget that any incident resulting in injury, illness, and/or damage to OSBT, equipment vendor or customer tools/equipment while in the office or on a customer site, must be reported. This is especially true for any incident where medical treatment is required. By law, we are required to complete and file incident reports for these instances.
- If you experience any of the above while onsite, please complete the [OSBT Incident Reporting Form](#) and immediately engage your assigned PC/PM.

T1 Loopback Plug:

- **Materials**
 - Unused RJ45 male mod plug
 - Two strands (one pair) of category 5 wire (approximately two inches in length)
 - RJ45 crimp tool
- **Method**
 - Insert one end of wire 1 into Pin 1 of the RJ45 connector.
 - Note: To ensure a good connection, make sure that each wire goes all the way into the end of the plug.
 - Refer to drawing on the left for RJ45 pin layout.
 - Insert the other end of wire 1 into Pin 4 of the RJ45 connector.
 - Insert one end of wire 2 into Pin 2 of the RJ45 connector.
 - Insert the other end of wire 2 into Pin 5 of the RJ45 connector.
 - Crimp the connector.



COVID-19 Safety Measures:

- If you have traveled internationally within the last 28 days, please make us aware of this prior to accepting this assignment
- If anyone living in your home including housemates, family members, or friends have traveled internationally within the last 28 days please make us aware of this prior to accepting this assignment
- If you, or anyone you've come in contact with, has a respiratory illness or a fever greater than 100.4° F please refrain from work and remain home until cleared by a medical doctor
- Please ensure to cover your noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available)
- Please wash your hands with soap and water as frequently as possible / reasonable
- Purell and other alcohol-based hand sanitizers are not 100% effective at killing viruses, specifically COVID-19
- Make use of disinfectant wipes on tools, electronics, cell phones and steering wheels.
- It is recommended that all partners do everything they can to limit the touching of their faces.
- Bleach and chlorinated wipes are effective at killing viruses including COVID-19
- Travel with gloves and face masks, in case asked by a customer to wear these items
- Some customer sites may require, upon arrival, temperature checks to verify a temperature of 100.4 or lower
- Practice SOCIAL DISTANCING while on-site:
 - Refrain from shaking hands or touching others, greet verbally, with a wave, head nod, or some other appropriate professional gesture
 - Be mindful of physical space – attempt to maintain at least 6 feet away from others
- PROPER FACE COVERING - CDC: Use of Cloth Face Coverings to Help Slow the Spread of COVID-19
 - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
 - Published by the CDC and reviews:
 - How to Wear/Remove a Cloth Face Covering
 - How to Clean/Sterilize a Cloth Face Covering
 - How to Make a Suitable Cloth Face Covering
- PROPER FACE COVERING – Fabrics Which are Most Effective for DIY Face Masks
 - <https://www.marketwatch.com/story/some-fabrics-are-more-effective-than-others-for-making-diy-face-masks-heres-which-ones-are-best-2020-04-07>
 - Includes a video by the Surgeon General on how to create a cloth face coverings and the most effective fabrics to use.
- TRAVEL GUIDELINES

When traveling, all field technicians will follow these guidelines to help ensure that they do not come contract COVID-19 while on the way to, or returning from work locations:

 - All field technicians will wear a face cloth mask while in airports, hotel lobbies, or Uber/public transportation
 - All field technicians are required to wash hands or apply hand sanitizer when entering new public transit spaces
 - Field Technicians, when possible, will maintain social distance a minimum of 6ft
 - Field Technicians are encouraged to stay in their own hotel rooms or at least keep 6ft away from each other if not possible

Sincerely,
OSBT Management

