



By accepting this work order you agree to complete this form, including the site manager's signature, and return it to us in order for us to meet our customer's billing requirements. Your return to us of completed paperwork is a critical element in our timely payment to you for services rendered.

CUSTOMER

Customer : Hertz Corporation

Tech to be OnSite Before : 1/18/2022 12:00:00PM EST

Site : Hertz Car Rental #05600-44

(See Trip Info Section Below)

Address : 204 Jesse Hill Jr Drive SE
Atlanta, GA 30303

Requested By : SWIVEL DESK

Customer Order #: INC000904361

City,State - Zip : Atlanta , GA - 30303

Problem Code: 7300 HZ - Cabling/Jack Issue

Corner Addr :

Phone : 4044636384

CROSSCOM INFORMATION

Contact :

Log in and out via IVR **1-800-820-9229**Question Call : **1-800-820-9229**Fax D & A to **1-800-933-5538**

Team : Gray

Dispatcher Notes : Team, need status to ensure the technician will meet target time. Please call CC ,800-933-9203 enter your VFT#. At the WO entry, dial 1# to transfer.

BRIEF STATEMENT OF WORK & COMMENTS

7300 HZ - Cabling/Jack Issue - CABLE REPAIR / REPLACE

SCOPE OF WORK: The technician will need to check/replace cabling from counter PCs to Meraki router US-GAATS-C-MX1.

SAFETY/PPE: TECHNICIAN MUST HAVE A FACE MASK TO ENTER THE STORE

Tape off your work area so the customer can maintain distance

Be prepared for potential temperature check prior to store entry

The following guidelines must be adhered to:

- 1- MUST BE A DATA TECHNICIAN WITH CAT5E CABLE, LADDER, A LAP TOP WITH WINDOWS 7 OR ABOVE, A CONSOLE CABLE, WEBEX, PUTTY AND A WIFI HOT SPOT SO CENTURYLINK CAN CONNECT WITH THE TECHNICIAN'S LAP TOP.
- 2- TECH MUST GET RELEASED FROM Lumen Technology Inc AND PROVIDE THE PERSONS NAME WHO RELEASE THEM.

Site ID: 560044 Address: 204 Jesse Hill Jr Drive, Atlanta, GA 30334

LCON: Courtney Stephens, 4046473903 Site Hours: 8:00 AM - 5:00 PM

Once the tech has reached the location and needs any support from Lumen network Support, Please be advised to contact Lumen on 844 837 2771. Lumen ticket # 200919

TRIP INFORMATION



<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
01/17/2022	03:54 PM	EST	Service	1
01/18/2022	12:00 PM	EST	Service	1

TECHNICAL NOTES

Site Contact: Manager on Duty

Type of Rate for the First Trip: EMERGENCY Rates

Travel Charge for the First Trip: None

Return trip is at Standard Rates

Only One (1) Tech is Approved for this work order

IF PARTS ARE BEING SHIPPED THE TECH MUST CALL CROSSCOM TO CONFIRM PARTS ARE ON SITE PRIOR TO DISPATCHING TO THE SITE

ALL TICKETS FOR AIRPORT LOCATIONS WE MUST CONTACT THE SITE CONTACT PRIOR TO THE TECHNICIAN'S ARRIVAL OR THEY WILL BE TURNED AWAY

The technician MUST adhere to CrossCom's Dress Code, ID Badge and Tool Requirement

Tech will need cabling, jacks, cable tester and tools.

The technician needs to Log In/Out via the CrossCom IVR 800-820-9229.

Also MUST speak with a CrossCom Technical Service Representative BEFORE LEAVING SITE upon logging out.

Failure to do so may result in non-payment.

EXPECTATIONS:

DO NOT EXCEED 60 MINUTES - YOU MUST CALL CrossCom FOR AUTHORIZATION OF ADDITIONAL TIME.

Failure to update may result in a short pay.

Field Service Representatives must upload the completed work order prior to leaving site with manager's signature to the vendor portal at www.mycrosscom.com PRIOR TO LEAVING SITE. Failure to upload paperwork in a timely manner may result in Non-Payment.

DO NOT complete any additional work on site without approval from CrossCom.

"PROGRAM CHANGES" are not to be made without corporate approval.

"SOW" must be confirmed and all work completed and addressed.

Please clean up any mess you make, this includes cables, jack, packing materials and boxes.

Do Not Leave a Mess

MATERIAL ON ORDER

<u>Part Number</u>	<u>Part Description</u>	<u>Provided By</u>	<u>Quantity</u>
NONE			

SPECIAL TOOLS



Tool Description
NONE

Provided By

OPTIONAL ITEMS

Note : Confirm with CrossCom before performing any of these activity.

Description
NONE

Quantity



TECHNICIAN DATA

Trip #

Date

On-Site At

Off-Site At

Manager Signature

Manager Printed Name

Description of Work:

Additional Trip Required? Yes / No

Customer Abuse (Circle): Yes No Explain: _____

Trip #

Date

On-Site At

Off-Site At

Manager Signature

Manager Printed Name

Description of Work:

Additional Trip Required? Yes / No

Customer Abuse (Circle): Yes No Explain: _____

COMMENTS

Manager Signature

Date & Time

Technician Signature

Date & Time



March 23, 2020

SUBJECT: COVID-19 VIRUS (Essential Worker)

To Whom It May Concern,

I am actively employed by CrossCom National, LLC, as a technician and responsible for the repair, service and maintenance of technology equipment inside retail stores. We serve supermarkets, pharmacy chain stores, and other essential retailers. Those retailers we support, include, but are not limited to the following and their associated brands:

- | | |
|--------------|-----------------------|
| - Target | - Rite Aid |
| - Costco | - Food Lion |
| - Albertsons | - Hannaford |
| - Safeway | - Dollar General |
| - Kroger | - Family Dollar |
| - Sam's Club | - AutoZone |
| - Walmart | - Advanced Auto Parts |
| - Walgreens | |

We are considered essential as we support critical services within our customer base that allow these essential retailers' IT infrastructure, Alarm Systems, and Telecommunications Infrastructure to remain functional and in good working order. If there are any questions or concerns related to my working during this time or during any future "shelter in place" action within this location, please contact my employer representative, Ken Miller (Director, Field Services) at (847) 850-6298 (Direct) or (847) 903-7996 (Cell).

CrossCom
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Buffalo Grove, IL 60089

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847-419-4884

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