



Site Name	MidSouth-Forsyth Quarry-01025.200.95000	Ticket	592968
Site Contact		Scheduled Date/Time	08/13/20 9:00:00 AM
Site Address	3561 Peachtree Parkway	OSBT Contact	Hamisi Khalfani
Site Address		Work Order Sent	August 10, 2020 04:41 PM
City	Suwanee	Site Phone:	(585) 598-6867
State, Zip	Georgia 30024	Please confirm scheduled date and time within 24 hours of receipt.	

OSBT Ticket #: 592968 OSBT Customer: Windstream Pro Services- Old Castle
Customer Reference # PSRR-1841

Technician MUST call the OSBT Call Center @ 713-895-1794 or 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 832-782-6177 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 08/13/20 9:00:00 AM

Standard business hours are 8am to 6pm local time

check in/out with OSBT call center 713-895-1794 or (888) 787-8324(toll free)

****BEFORE AND AFTER PHOTOS OF INSTALL REQUIRED****

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. *****

CALL CENTER WILL TRANSFER TECH TO TNT AFTER CHECK-IN

****Any work asked to be performed which is out of scope is to be reported to the OSBT project coordinator immediately. This includes, but is not limited to: Wiring greater than 150 feet, extensions between two separate buildings, work on a ceiling with a height greater than 12 feet. Please see your specific work order or contact the project coordinator for any work that you question being in scope. Failure to advise of out of scope work can result in deduction of pay. ** ** Equipment shipped to the tech for the purpose of completing a dispatch must be shipped back within 24 hours of the tech leaving site. (Example PRI TESTER). If for any reason you are not able to ship the equipment back within the time allotted, contact the project coordinator immediately. Failure to do so can result in nonpayment. ****

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****

*******YOU MUST HAVE A COPY OF THE MOP PRINTED FOR THIS DISPATCH YOU MUST ALSO READ AND REVIEW, FAILURE TO DO SO CAN RESULT IN NON-PAYMENT*******

SOW: (See attached MOP)

Google Chrome Browser must be installed on your laptop prior to arrival with URL loaded (This will be emailed to you prior to dispatch)

Tech will need to assist with network troubleshooting if needed

Tech MUST FULLY TEST once cut over is complete.

Installation Standards

- Google Chrome Browser must be installed on your laptop prior to arrival
- All Instructions are for Installer unless otherwise specified.
- Do not unplug power from existing equipment in order to plug in router.
- The installation equipment must be arranged in such a way that allows for future accessibility.
- Cables must be neatly bundled with no loose wires left unorganized.
- See subsequent sections for router photo(s), list(s) of items included with shipment, and neatly bundled wiring example photos

Install the Windstream CPE in the location designated in Section B.

- a. Some CPE may have been installed at Visit 1.
- b. Cable Modems to be installed by LEC.
- c. See site type below for routing/switching CPE list.
- d. When mounting, ensure 1" of space to enable cooling.
- e. Windstream recommends that the CPE be plugged into a UPS power source whenever possible.

Verify all services are up and running.

- Clean up wire, plastic, paper, or any other trash left over from install. Dispose of all debris into Customer-approved debris bin.
- Take "after" photos of the completed installation and attach them to your ticket.
- Complete Work Order documentation
- See Manager before leaving site and obtain signature on Work Order
- Leave CPE shipping box with Manager on duty (for use if RMA is required)

*****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. *****

***** Please take notes if site takes over 2.5 hours- Access issues, hold times for support, software issues on support's end- Must be Reported on check out*****

Work Order Files – Old Castle – SD WAN MOP

Collateral –

Signed OSBT work order,

Before/after photos of install (LBELED)

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

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

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

Time reported to WINDSTREAM NOC as onsite and completion time MUST MATCH time reported to OneSource call center.

WINDSTREAM will dispute any time discrepancies in 15 min increments. Allocate time to clean up and make final closing calls when reporting completion time to WINDSTREAM Standard business hours are 8am to 6pm local time.

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)

Review service order notes of the WINDSTREAM work order for CPE, circuit, and DMARC information.

Technician should NOT remove any de-installed customer premise equipment from site without authorization from WINDSTREAM/OSBT. Customer sends RMA labels direct to site. 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 ELECTROINC DEVICES SHOULD HAVE A CHARGER.**

**** SOFTWARE MUST BE CURRENT AND MAINTIANED (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
- 1000' (1) box of cat 5e/6 Cable
- Modular Adapters
- Spare Power strip
- Digital Camera /High end Smartphone
- Label Maker
- Small Parts - RJ-45 Couplers and Connectors, RJ-11 Connectors, Mounting Equipment (Rack Nuts and Screws), Biscuit

Jacks

- 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.

Collateral Requirement: Before and post install photos (LBELED); and OSBT sign off sheet All collateral must be submitted within 24 hours of completing the service call

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**The following must be completed and faxed to 832-782-6199 (US and International)
or 888-482-6199 (US Only) 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:
1-866-648-3949***

		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:

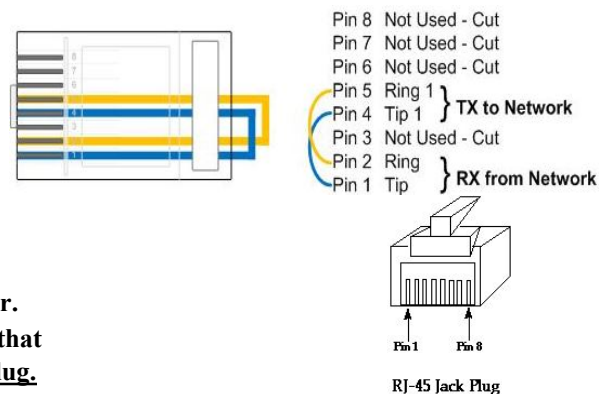
- Any employee (or contractor) working 8+ hours should be allotted a 1-hour lunch break – this is not required and can be used at your discretion with proper communication with your PC/PM.
- Per OSBT's Fit for Duty SP-035-02:
 - Fatigue management is always a requirement whenever working on client sites. 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.



Special Notices

COVID-19 Protocol:

At all times while on-site:

- Wear a face covering or mask
- Wear gloves, replacing them as necessary
- Maintain a 6-foot distance from customers and Associates, replace handshakes with verbal greetings
- Provide own disinfectant wipes for anything customers or Associates would encounter
- Wipe down everything that is touched by the technicians
- When two people are required in a small space (e.g. maintain distance within the space)
- At time of arrival, vendor visitors must complete a temperature check and show a temperature of 100.4 or lower

Travel Guidelines

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

Onsite Guidelines

All employees will follow these guidelines when working onsite:

- All employees are required to wear a face cloth mask when in public spaces
- All employees are required to visit a hand washing station, or bathroom, or use hand sanitizer often, and at a minimum when entering new public spaces
- Employees, when possible, will maintain social distance a minimum of 6ft from all other personnel including patients, staff, escorts, and other employees
- It is recommended that all employees do everything they can to limit the touching of their faces
- All employees will follow proper hygiene protocols and general health guidelines
- Employees are not permitted to access or work in areas where known active COVID-19 cases are present
- All employees will follow site entrance requirements as necessary including:
 - Entering through specific entrances, designated by the customer.
 - Answering COVID-19 related exposure questions (provided by the customer)
 - Having their temperature taken.
 - Any additional site-specific requirements will be evaluated on a case by case basis.

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.
- 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
- 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.

Sincerely,
OSBT Management