

Comm-Works Work Order #: 1292842

Customer: Interface Security Systems, LLC
Service Location: FAMILY DOLLAR FDOL00294
Location #: FDOL00294
Cust. Ref. #: st1300472
Address: 522 W HENDERSON ST

Marion, NC 28752

Site Phone #: 8286520286
Site Contact: SMB

Contact Phone #: 800-554-9875

Time Sheet ID: 1105307

Response Time: 4 Hour

Authorized Installer: Field Nation
Earliest Check-in: 3/30/2016 1:15:00 PM
Latest Check-in: 3/30/2016 2:30:00 PM
Check-out By: 3/30/2016 11:00:00 PM

CSR: Karoll Walsh
Service Team: Service
Phone: 866-853-0384
Fax: 763-258-5888
Email: service@comm-works.com

Authorized Installer,

You must contact Comm-Works at 866-853-0384 upon arrival at the job site to obtain a check-in code and upon work completion to obtain a check-out code or you may not receive payment.

Please dispatch a technician to be onsite and checked in by: 3/30/2016 2:30:00 PM (check-in after this time will be considered LATE)
The technician may start the work no earlier than 3/30/2016 1:15:00 PM
Check out must be by 3/30/2016 11:00:00 PM

Failure to obtain authorization from Comm-Works for additional work WILL result in NON-Payment

****An Invoice is due within five days of completion of work via <https://techworks.comm-works.com>. Failure to submit an invoice within five days may result in payment based on check in/out times, failure to check in/out may result in non-payment.****

Work Requested:

*****TECH MUST FIRST CHECK IN WITH ISS*****

Tech will need Cabling to run from front of store to the back SMB cabinet for the Cradle Point connection to the 891F. Tech will need cable tester and laptop, RJ45 connectors if cable is not already prepared. Tech will need to replace the cable and verify connectivity to the Router for the FE0 port is currently Down/Down but is registering the Wattbox Which is a seperate connection coming from the CP This CP has an external antenea and will need to verify a good quality signal before leaving for this site is older and this may need an adjustment

IT IS REQUIRED THAT YOU HAVE A SIGNED COPY OF THE WORK ORDER ATTACHED WITH YOUR INVOICE. IF YOU DO NOT HAVE IT YOUR INVOICE WILL NOT BE APPROVED FOR PAYMENT.
Please be advised that hold times VARY with ISS you MUST stay on hold and DO NOT hang up and call back in as you will be moved back in their queue and waiting even longer.
If you have been on hold for an HOUR or more please call into to Comm-Works and they will reach out to ISS via e-mail with your name and direct phone number, but DO NOT at ANY time hang up with ISS while on hold.

FOR EVERY VISIT THE TECHNICIAN MUST COME PREPARED WITH A CONSOLE CABLE, BUTTSET AND LAPTOP NO EXCEPTIONS!!! EVERY TECHNICIAN MUST HAVE THE NAME AND CHECK OUT CODE FROM ISS IN ORDER TO GET PAID, NO NAMES, NO CODES, NO PAYMENT!!

Close out link and help desk: In order to contact our help desk, please navigate to <http://www.interfacesystems.com/technicians/> and select SMB help desk for any technician support or close out information

IF website is not working , please call Interface Security Systems at 800-554-9875 hit option 1 and then option 2 FOR TESTING AND CONFIRMATION FROM ISS

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REQUIRED TOOLS:

- Laptop REQUIRED
- Cisco Console Cable REQUIRED
- Butt set REQUIRED
- Check out code from ISS REQUIRED

IMPORTANT: Ensure you receive an Interface Security Systems check out reference number and the name of the person you were talking to before you end the call with the ISS Helpdesk.

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Date	Travel Start	Travel End	Check-In Code	Labor Start	Labor End	Check-Out Code	Break Time	Total Travel Time	Total Work Time

Description of Work Performed (Please list by date):

Equipment/Materials Used:

Qty	Description

Technician Name (print): _____ Signature: _____

The work described above has been completed to my satisfaction:
 Customer Name (please print): _____ Customer Signature: _____

Date: _____

If you are not satisfied with the work performed on this order, please contact Comm-Works Team Service at 866-853-0384