

Dispatch request & site access

Complete what you know. Requested timing and priority are reviewed before availability or service terms are confirmed.

1. Assignment core data

MSP / requesting company

MSP ticket / reference ID

Requestor name

Business email

Requestor direct phone

Requested priority

Site location / full address, including suite

Requested date (YYYY-MM-DD)

Local time (HH:MM, 24-hour)

Time zone

Time zone follows the named region, including daylight saving time. Best Networks confirms the appointment window.

2. Site logistics & access constraints

Onsite contact name

Onsite contact title

Onsite direct phone

Onsite email (optional)

Building access, security check-in, loading dock, elevators and parking

Environment - select all that apply

- | | | |
|---|---|---------------------------------------|
| ☐ Corporate office | ☐ Distribution warehouse | ☐ Retail space |
| ☐ Medical clinic | ☐ High-rise | |

Technical scope & required tools

Specify the work and required deliverables. Tooling, certifications, equipment and installation access are confirmed per assignment.

3. Technical scope of work

Primary assignment category

Select one

Equipment models, quantities and known conditions

Tasks, boundaries, dependencies and acceptance criteria

Required onsite tooling / testing - select requirements

- ☐ Copper cable verifier / continuity check
- ☐ Copper certification tester / certification reports

Required tester/model, test standard and Cat6/Cat6A scope

- | | |
|---|--|
| ☐ Fiber optic light / power meter | ☐ Fiber cleaver - specify work separately |
| ☐ Console cable + USB-A serial adapter | ☐ Console cable + USB-C serial adapter |
| ☐ Standard hand tools | ☐ Ladder - specify height / access |

Ceiling / work height, lift needs, escorts and restrictions

Deliverables & completion documentation

- | | |
|--|---|
| ☐ Before/after photos - authorized areas only | ☐ Ping / traceroute / speed-test results |
| ☐ Asset tags and serial-number inventory | ☐ Certification reports - only if agreed |

Engineering handoff & completion

Use approved secure channels for credentials and access codes. This intake does not authorize payment or confirm a dispatch.

4. Handoff & remote engineering

Remote engineer / NOC contact

Remote engineer / NOC email

Remote engineer / NOC phone

Bridge coordination reference (no passcodes)

Remote engineering bridge / conference link - omit embedded access codes

Required checkout / handoff protocol

Handoff instructions, authorized approver and escalation / stop-work criteria

Assignment review & coordination

Photo permissions, reporting format and other completion requirements

Materials / spares, shipment ownership and return instructions

This request starts a scope review. Schedule, travel, labor minimums, rates, required tooling, testing and service commitments are confirmed separately before acceptance. Digital sign-off is not an automatic debit or payment authorization.

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