

# Field Services Customer Intake

Site Survey - One Talk Installation - Verizon Gateway Installation

**Texas-based - Verizon Preferred Partner - Cellular Hardware Specialists**  
Enterprise Fixed Wireless Access, One Talk, and Verizon-issued gateway deployments.

Estimated time: 10 minutes | Form rev. May 2026  
Need help? Call 1-855-9NETCOM or reply to the email this form arrived in.

## 13 STEPS - most won't apply to every customer

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13

### BEFORE YOU START, HAVE:

Site address and access details | Primary and on-site contact phone numbers | Device IMEs (if applicable)

## Field Technician Scope of Work

Our technicians perform only the physical work in your Statement of Work.  
No device configurations, portal enrollments, or firewall handoffs. See Step 9 for full scope.

## STEP 1 WHAT DO YOU NEED FROM US?

**Netcom Site Survey** FILL OUT: Steps 2-5, 9-13   
Walkthrough, performance testing, and property assessment. A separate SOW is issued for the actual install.

**One Talk Phone Installation**   
Verizon One Talk deskphone setup - cabling, mounting, and powering.  
FILL OUT: Steps 2-6, 8, 9-13

**Verizon Gateway Installation**   
Install a Verizon-issued internet gateway - includes Dragon, Crown, and similar.  
FILL OUT: Steps 2-6, 7, 9-13

## STEP 2 COMPANY AND SITE INFORMATION

*Installing at multiple locations? Complete one form per site.*

**Company name**

**Site address**

**City, State, ZIP**

**Building type**  
*e.g., office, warehouse, retail, truck yard, manufacturing.*

## STEP 3 CONTACTS

**Primary company contact**  
**Full name** \*REQUIRED  **Title or role**

**Phone** \*REQUIRED  **Email**

**On-site contact (day of visit)**

Same as primary contact above - skip the rest of this section.  
**On-site contact name** \*REQUIRED  **Phone** \*REQUIRED

**On-site contact email**

**Carrier / Verizon rep**  
*If a Verizon rep is involved in this engagement, list them here.*  
**Rep name**  **Title (e.g., Account Specialist, Solutions Specialist)**

**Phone**  **Email**

**Backup contact**  
**Name**  **Phone**

## STEP 4 SITE ACCESS AND LOGISTICS

**Business hours**

**Parking and entry instructions**

**Site environment and access - select all that apply**

- Quiet office / professional setting
- Customer-facing or public area
- Production / manufacturing floor
- Warehouse or storage area
- Freight elevator may be required
- Gated or restricted access
- After-hours access permitted
- Loading dock available
- Visitor badge required
- Visitor escort required
- Certificate of Insurance required

## JUMP TO YOUR SECTION

Click to skip ahead to the section that matches your service.

- Verizon Gateway
- One Talk Phones
- Scope of Work
- Sign-Off

## STEP 5 EXISTING SETUP

**What's available on site:**

- Server room or wiring closet
- Roof access available
- Open Ethernet drop available
- Power outlet in that room
- Existing internet equipment on site
- Not sure - please assess on site

**Closet or equipment location**

**Roof access method (if applicable)**  
*e.g., ladder, roof hatch, interior stairs.*

**Existing internet equipment - brand and model (if applicable)**

## STEP 6 NETWORK HANDOFF

*Required for installations. This step covers physical handoff only - deployment configuration is handled by the Netcom engineering team.*

- Our IT team will manage network setup - please coordinate with them directly.
- Techs will have access to the network closet during install.

**Existing firewall or router**  
*e.g., Sonicwall TZ370, Meraki MX67, ISP-provided router.*

**Approximate distance from install location to network drop**  
 Not Sure / N/A

## STEP 7 VERIZON GATEWAY INSTALLATION

*Required only for installing a Verizon-issued gateway (Dragon, Crown, etc.). This step covers physical installation only - activation and back-end configuration are handled separately by the Netcom provisioning team.*

**Has Verizon shipped the device to you?**  
 Yes  No  Not Sure

**Device list**  
*List each gateway. Verizon gateways are indoor-only. Attach a sheet for more than four.*

#	IMEI (if known)	Install Location	Power Source	Mounting
1				
2				
3				
4				

*Power Source examples: PoE switch, PoE injector, AC adapter. | Mounting: desk, shelf, wall, rack.*

- Ethernet drop already in place
- Run exceeds 100 ft (extra cabling required)
- New Ethernet run required
- Not sure - please assess on site

## STEP 8 ONE TALK PHONE INSTALLATION

*Required only for One Talk phone installs. This step covers physical installation only - network porting, call features, and back-end configuration are handled separately by the Netcom provisioning team.*

**Device counts**

**Standard deskphones**  **Conference / common-area phones**   
*One per desk. Lobby, conference rooms, breakroom.*

**Headsets requested**  **Existing phones to remove on-site**

**Per-phone details**  
*List each phone, where it goes, and how it will be powered. Attach a sheet for more than ten.*

#	User / Assigned To	Phone Model	Location / Desk	Power Source
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

*Power Source examples: PoE switch, PoE injector, AC adapter.*

- Cat5e/6 cabling in place at every desk
- Partial cabling - some new runs needed
- New cabling runs required
- Not sure - please assess on site

**Power**

- PoE switch in place at every drop
- AC power outlets available at each phone location
- PoE injectors needed (Netcom to provide)
- Not sure - please assess on site

**Mounting requirements**

- Desk-mounted (standard)
- Mix of desk and wall mounts
- Wall-mounted phones required

**Pre-install readiness checklist - please confirm before the visit**

- Phones / headsets on site before tech arrives
- Cabling complete (or scheduled) before install
- Power available at every phone location
- Network ready (PoE / VLAN / QoS configured)
- Number porting / licensing in progress
- Verizon One Talk portal access set up

**Additional installation notes**

## STEP 9 FIELD TECHNICIAN SCOPE & SECURITY

*How we deliver clean installs while protecting your network, your account, and our team.*

Netcom follows a clear scope on every field visit. This protects three things at once: your network security, the accuracy of your account configuration, and the safety of our technicians. Below is what we deliver on site, and what we deliberately route to the right specialist instead.

**What we deliver on site**

- + Physical installation, mounting, and termination of all equipment in your Statement of Work.
- + Cable runs and connections included in the SOW.
- + Power connections - PoE switch, PoE injector, or AC adapter, per the SOW.
- + Clean handoff to your IT team or designated network personnel.

**What we route to the right specialist**  
*Each item below is handled by someone better positioned to do it safely and accurately.*

-> **Device configuration**  
Call routing, voicemail, hunt groups, IVR, and auto-attendant settings are configured by Netcom's provisioning team, who can verify each setting against your business requirements without the time pressure of a field visit.

-> **Phone number porting**  
Porting is a carrier-managed activity. Field technicians don't have access to carrier porting systems, and we treat your number continuity as critical.

-> **Portal portals (One Talk, NCE, InCloud, InControl)**  
Portal access is tied to your authorized administrators. Field techs do not share or use customer portal credentials - this protects your account integrity.

-> **Firewall changes and handoffs to firewalls**  
Firewall changes touch your security perimeter. Per Netcom security policy, only your designated security personnel make those changes. We hand off cleanly and let your team complete the integration.

-> **Troubleshooting existing systems**  
Diagnosing your existing internet, network, phone, or carrier systems requires full visibility into your environment. We're glad to scope a separate engagement for that work.

-> **Activation, provisioning, and licensing**  
These are completed by Netcom's provisioning team after the install is verified, so activation aligns precisely with the working hardware.

-> **Anything outside the Statement of Work**  
New work gets quoted and approved in writing before it starts. This protects you from surprise charges and keeps everyone aligned on what 'done' looks like.

**Site Survey visits:** Our techs complete the full survey on site. A separate Statement of Work is then issued for the installation that follows.

## ATTESTATION

By signing this form in Step 13, the customer acknowledges and agrees that Netcom field technicians will perform only the physical work listed in the Statement of Work, and that any out-of-scope work (configuration, portal enrollment, firewall handoffs, troubleshooting) requires a separate quote.

## STEP 10 SAFETY AND COMPLIANCE

**Required for our technicians:**

- Hard hat
- Steel-toe boots
- Drug test
- Constant escort
- High-visibility vest
- Background check / clearance
- Site-specific safety training
- No-photo / restricted area

**Additional hazards, PPE, or site-specific rules**

## STEP 11 SCHEDULING

**Primary preferred window**  
*e.g., Tuesday or Thursday mornings, weekday afternoons, evenings.*

**Alternate window**

**Blackout periods to avoid**  
*e.g., end of month, lunch rush, holiday closures.*

**Required advance notice for building access**  
 Not Sure / N/A

- After-hours work only
- Business hours acceptable
- Weekends only
- 24/7 access available

## STEP 12 ADDITIONAL NOTES AND ATTACHMENTS

*Attach floor plans, equipment photos, or building maps when emailing this form back.*

## STEP 13 SIGN-OFF

*By signing, you confirm the information above and acknowledge the scope in Step 9.*

**Full Name** \*REQUIRED  **Title or Role**

**Email**  **Date** \*REQUIRED

**Signature \* (type your name)**

## NEXT STEPS

1. Save the completed PDF.
2. Return it to your Netcom Account Manager.
3. We'll confirm scope, schedule the visit, and follow up on any open items.