



SERVICE WORKORDER

SYNERGY IT SOLUTIONS INC.
151 BRUNEL ROAD,
MISSISSAUGA, ON L4Z2H6
www.synergyit.ca
service@synergyit.ca
TEL : 905 502 5955
FAX : 905 502 5655

CUSTOMER : Pal Group
Att : Pat

Work Order No. 600011291

SITE ADDRESS :
Unit 5, 110 Woodbine Down, Etobicoke
Ontario, Canada M9W 5S6

Work Order Date : 11 Oct, 2017
Tech Assigned : Prem Kumar

SCOPE OF WORK

configure Bridge on Fortinet firewall 30E
Customer contact : Pat
Phone : 204-594-2045; (204) 786.4664
email: pat@telexperts.net

Time : 10:30 am

Terms and Conditions - Synergy IT will not be responsible for any unexpected error or system crash that may occur during troubleshooting and/or Hardware/Software/ Network upgrade etc. resulting in a permanent loss of programs and data on Customers hard drive. It is Customers responsibility to provide uncorrupted restorable back-up on appropriate electronic media. In no event will Synergy IT be liable for any damages or loss of profits resulting from any downtime. Best efforts will be made to resolve the issues.

WORK PERFORMED

- exported running config of the Acamarc Smart/PG 3RS505n modem settings.
 - removed PPPoE entries from WAN services; added new bridge mode service with Vlan802.1p: 0 & 802.1p: 35; disabled Wireless service.
 - with the PPPoE login credentials tested Connection on Computer and dial up PPPoE broadband & it works fine.
 - connected Fortinet firewall appliance & updated PPPoE settings and hooked up the LAN port to the existing DLink switch
 - released/renewed IP & reset network settings on devices; all are able to go online.
 - Laptop users are not able to get connected as no WiFi APs are available; factory reset DLink DIR 822 WiFi router in AP mode on same subnet disabling WAN & DHCP and configured WiFi AP for same subnet.
 - For the IP phones no POE switch power adapters came so informed customer.
- Date: Oct 11, 2017 Time in: 10:35 AM Time out: 12:30 PM

By signing below Customer agrees that work performed is to his/her satisfaction. There will be minimum one hour service charge billable. Additional time will be billed half-hourly. Travel charges will be applicable.

SIGNED BY (Print Name): S. Boroni

SIGNATURE: [Signature]

Authorized Business Partner

Microsoft

vmware

CITRIX

IBM

CISCO

hp

xerox

LEXMARK