


From: helpdesk helpdesk@ojotech.com 
Subject: RE: Peralta - Laney parking lot blue phones
Date: March 25, 2021 at 5:37 PM
To: helpdesk helpdesk@ojotech.com, Amy Marshall amarshall@peralta.edu, Sandi D. Daniel sddaniel@peralta.edu
Cc: Antoine Mehoulley amehoulley@peralta.edu, Jason Busby jbusby@peralta.edu

Hi Sandi,

The technician was onsite on Tuesday, 3/23 for the blue phones. He discovered that the 4 blue phones in the Laney parking lot did not have the 48 volts being supplied from the F building. After tracking the entire cable plant, he discovered that there is a conduit break between the Christy boxes that cross 7th street. The broken cables were pulled out – please see the attached photos. These are fiber optic cables with a 12-gauge low voltage pair that supply communication to the phones. In order for the phones to be functional again, the conduit would need to be inspected with a camera and repaired as necessary. An engineer would need to be involved to determine if the cable can be spliced or if has to be re-pulled from point to point.

We understand that parking lot had ongoing work and that there wasn't any electricity going to the parking lot. We suspect that the damage was done during that timeframe. As the root cause for this service request is out of the warranty coverage, this falls under Time & Materials (T&M). Would you please provide me with a PO # to invoice against?

Once the cables have been fixed, we can test it for you. It would be considered a T&M service request as well.

Please let us know if you have any questions.

Thank you!

Regards,

Michelle

Service Desk | [Ojo Technology, Inc.](#) |

 helpdesk@ojotech.com |  (W) 510.249.9540

103 Hammond Avenue, Fremont, CA 94539

From: helpdesk

Sent: Friday, March 19, 2021 2:39 PM

To: Amy Marshall <amarshall@peralta.edu>; Sandi D. Daniel <sddaniel@peralta.edu>; helpdesk <helpdesk@ojotech.com>

Cc: Antoine Mehoulley <amehoulley@peralta.edu>; Jason Busby <jbusby@peralta.edu>

Subject: RE: Peralta - Laney parking lot blue phones

Thank you for the confirmation and contact info.

Regards,

Michelle

Service Desk | [Ojo Technology, Inc.](#) |

 helpdesk@ojotech.com |  (W) 510.249.9540

103 Hammond Avenue, Fremont, CA 94539

From: Amy Marshall [<mailto:amarshall@peralta.edu>]

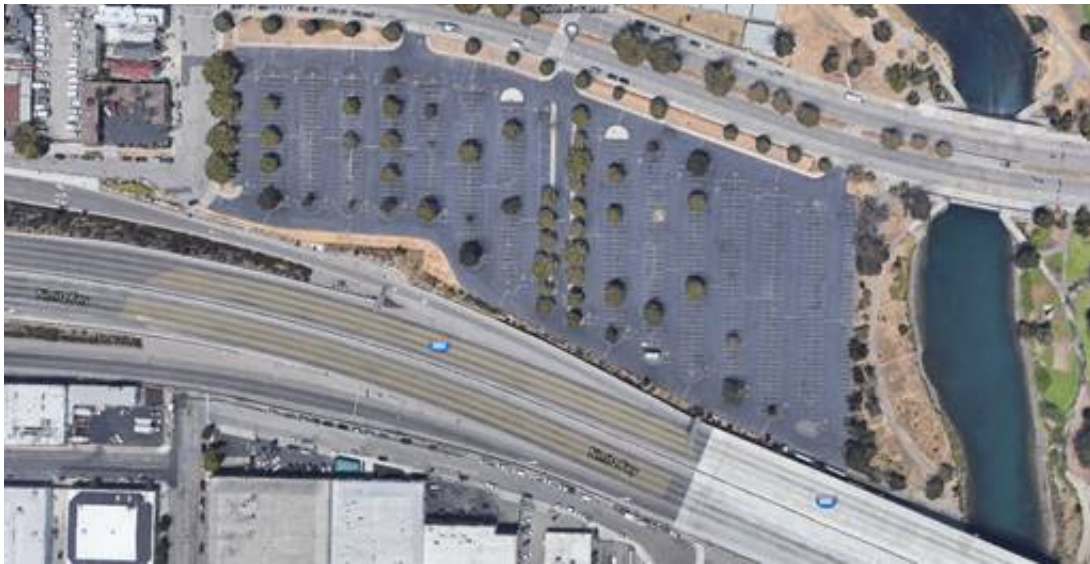
Sent: Friday, March 19, 2021 12:29 PM

To: Sandi D. Daniel <sddaniel@peralta.edu>; helpdesk <helpdesk@ojotech.com>

Cc: Antoine Mehoulley <amehoulley@peralta.edu>; Jason Busby <jbusby@peralta.edu>

Subject: [EXTERNAL] RE: Peralta - Laney parking lot blue phones





Regards,
Amy Marshall
Director of Facilities and College Operations
Laney College
510-986-6984 office
510-502-0847 cell



Dream. Flourish. Succeed.
www.laney.edu

From: Sandi D. Daniel <sddaniel@peralta.edu>

Sent: Friday, March 19, 2021 12:17 PM

To: helpdesk <helpdesk@ojotech.com>

Cc: Antoine Mehoulley <amehoulley@peralta.edu>; Amy Marshall <amarshall@peralta.edu>; Jason Busby <jbusby@peralta.edu>

Subject: Re: Peralta - Laney parking lot blue phones

Thank you, Michelle. Tuesday morning at 8:00 is fine. The address of Laney is 900 Fallon St. but the parking lot with the 4 phones is on 7th St. across from the campus. The onsite contacts are:

Amy Marshall, Facilities Director, 510-502-0847

Jason Busby, Engineer, 209-601-2142

Thanks, and have a great weekend!

Sandi Daniel

District Telecom Admin

Information Technology Department

Peralta Community College District

333 East 8th Street Oakland CA 94606

sddaniel@peralta.edu | 510.587.7850



**Peralta Community
College District**

From: helpdesk <helpdesk@ojotech.com>
Sent: Thursday, March 18, 2021 8:31 AM
To: helpdesk <helpdesk@ojotech.com>; Sandi D. Daniel <sddaniel@peralta.edu>
Cc: Antoine Mehouelley <amehouelley@peralta.edu>
Subject: RE: Peralta - Laney parking lot blue phones

Sandi,
I have a technician available on Tues 3/23 at 8a if that works with your team.
Please confirm the address is 900 Fallon Street. I believe last we spoke that our technician can park in any of the parking lots that are unchained.
Would you please provide 2 points of contact to provide access?

Thank you!

Regards,
Michelle

Service Desk | Ojo Technology, Inc. |
 helpdesk@ojotech.com |  (W) 510.249.9540
103 Hammond Avenue, Fremont, CA 94539

From: helpdesk
Sent: Wednesday, March 17, 2021 4:28 PM
To: Sandi D. Daniel <sddaniel@peralta.edu>; helpdesk <helpdesk@ojotech.com>
Cc: Antoine Mehouelley <amehouelley@peralta.edu>
Subject: RE: Peralta - Laney parking lot blue phones

Hi Sandi,
CW #932 was created for this request. Let me check on availability and get back to you.

Thanks!
Regards,

Michelle

Service Desk | Ojo Technology, Inc. |
 helpdesk@ojotech.com |  (W) 510.249.9540
103 Hammond Avenue, Fremont, CA 94539

From: Sandi D. Daniel [<mailto:sddaniel@peralta.edu>]
Sent: Wednesday, March 17, 2021 2:48 PM
To: helpdesk <helpdesk@ojotech.com>
Cc: Antoine Mehouelley <amehouelley@peralta.edu>
Subject: [EXTERNAL] Peralta - Laney parking lot blue phones

Good afternoon,

The 4 parking lot phones at Laney are not working. The engineer confirmed that the breakers are on and there is power to the units. Can you please open a ticket for someone to check on these?

16	116	L16	10.30.235.116	DIP free MAC	Not Registered	8121	4.7.3.2	1	26/8-2020 18:15:48	1711	--
17	117	L17	10.30.235.117	DIP free MAC	Not Registered	8121	4.7.3.2	1	28/5-2020 06:47:07	57	--
18	118	L18	10.30.235.118	DIP free MAC	Not Registered	8121	4.7.3.2	1	6/6-2020 05:32:19	61	--
19	119	L19	10.30.235.119	DIP free MAC	Not Registered	8121	5.1.3.0	1	22/7-2020 06:43:36	8765	--

Thank you!
Sandi Daniel
PCCD District Telecom
510-587-7850

