



PGE WIRELESS SITE REPAIR REQUEST

Please complete the request form in its entirety, and return via email to UAMWireless@pgn.com. Please put the following in the subject line of the email: REPAIR REQUEST – Site Name – Carrier – Date Submitted.

**** PLEASE NOTE:** If this repair constitutes a true emergency and is considered dangerous (i.e. can cause imminent danger to persons or property), please contact the Wireless PM immediately prior to submitting this form.

CARRIER:

DATE:

SITE NAME/ID:

MAP GRID/POLE #:

PRIMARY REPAIR CONTACT NAME/PHONE/EMAIL:

IS THE ISSUE CUSTOMER-IMPACTING? Yes No

CLOSEST PHYSICAL ADDRESS TO THE SITE:

CAN THIS REPAIR BE COMBINED WITH THE NEXT MODIFICATION? Yes No

PLEASE DESCRIBE THE NEEDED REPAIR(S) AND ADVISE IF THERE WILL BE ANY EQUIPMENT MODEL CHANGES THAT MAY AFFECT THE CURRENT FLA:

EXPECTED # OF DAYS REQUIRED TO COMPLETE THE NEEDED REPAIR:

STEPS REQUIRED BY PGE TO COMPLETE REPAIR PROCESS:

- Receipt of completed Wireless Site Repair Request form via email (please include any pictures of the broken or malfunctioning equipment if available)
- Confirmation from PGE the request has been received.
- Issuance of a repair CX RFP by PGE **OR** payment preapproval request issued via AdobeSign (PGE Wireless PM will give instructions for payment method)
- Payment of CX RFP received by PGE via ACH **OR** signed/returned preapproval to schedule work and bill after completion. (Prepayment vs. Actuals billing)
- Creation and approval of repair work order by PGE
- Request/approval of any required transmission shutdowns to complete repair (this can range from 30-90 days advance notice required)
- Scheduling of the repair
- Notification/calendar invite for crews to be onsite to complete repair