Invoice 137925

Invoice

137925 – As-Needed IT Service PATD

March 15, 2023 Date 137925 Invoice Number

March 21, 2023 Invoice Due

\$0.00 Balance



Explore Digital From

> Darci Daneshvari 1223 Cleveland Ave Suite 200-100 San Diego, CA 92103 US

Canopy Space, Inc.

Task Rate Qty Amount

IT Services Tasks Included - 2/15-3/14:

\$165 4.25

\$701.25

FiDi – 3/8-3/9 – Troubleshoot 5th Floor Wifi – 0.5 Hours – \$82.50

- Received a slack from Lauren that some users on the 2nd floor have been experiencing Wifi drops. Checked network and don't see any interfearence or errors that would cause drops. Pushed a provisioning command to both AP's and asked the tenants to reboot. All online at this time.
- Checked network the next day to be sure wifi was solid. No interference seen at this time.

Jackson Square – 2/16-2/17 – Troubleshoot Wifi Issues 2 Hours – \$330

- Ran firmware updates and restarted entire network.
- Reviewed each AP's RF noise levels, checked airstats for best frequency at the time and adjusted channels accordingly. Updated onsite staff with what was done once completed.
- Worked with Jessica to troubleshoot her devices not connecting.
- Worked with Brandon over Slack to troubleshoot a couple more Wifi connectivity issues reported. Will be doing a full system restart tonight and an RF scan to optimize the Wifi channels.

Jackson Square – 3/6 – Re: Membership Cancellation Ticket – 0.5 Hours – \$82.50

Reviewed ticket from Brandon about Sixtine
Lapeyre's connectivity issues. Looked up the MAC
addresses this member has used to connect to the
network, checked the historical data about the
devices connections and responded to email
updating the member of what was going on with
Apple devices during the time they specified they
were having connectivity issues. This was an Apple
software issue.

Jackson Square – 3/14 – Troubleshoot Slow Printers – 0.75 Hours – \$123.75

 Worked with Brandon and Isabelle on both printers running slow. 4th FL is out of toner so it won't print.
 5th floor is just moving slow. The logs show a printed document but the printer kicks it out a few min later. Isabelle is on the phone with KBA and will update IT once she has more info.

Menlo Park – 3/3 – Tenant Getting Dropped from Wifi – 0.5 Hours – \$82.50

 Worked with Angela to diagnose a wifi connectivity issue for one tenant device. Appears to be local device issue as other devices connected to the same access point didn't drop. Restarted access point and pushed the config to be sure there wasn't an issue with the local network device.

 15 Minute IT Incidents – 2/15-3/14: This includes any phone calls or emails on new issues or open tickets that were 15 minutes or less. 	\$45	5	\$225
Credit for First Four Free 15 Minute IT Incidents	-\$45	4	-\$180

 Subtotal
 \$746.25

 Total 2
 \$746.25

 Payments
 \$746.25

 Balance
 \$0.00

Notes

Feel free to let us know if you would like us to run this payment with the card on file. We appreciate your business.

Terms

Payments are due upon receipt. There will be a 5% fee assessed for every week that it is late. For a full list of terms please see your statement of work.

