

SERVICE SPECIFICATION / PHYSICAL INFRASTRUCTURE

Moves, adds, changes, audits and remediation

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Moves, additions, repairs, tracing, testing, abandoned-cable review, network-room cleanup, and records updates for existing cabling.

Intended outcome

A verified before-and-after record, tested affected links, corrected labels, and an exception list for work that remains.

Service scope

A MAC request is small only when dependencies are known. Port capacity, VLAN or voice assignment, cable route, furniture, work hours and endpoint readiness can turn a simple move into a service-risk event.

An audit records observed state and evidence. It does not certify concealed conditions or convert assumptions into as-builts. Remediation priorities should separate immediate defects, operational risks and orderly cleanup.

How the system fits together

01 Observed state	What can be traced and evidenced before change
02 Disposition	Retain, repair, relocate, remove or investigate
03 Controlled change	Sequenced work with impact and rollback notes
04 Updated record	Final labels, tests, photos and remaining exceptions

Typical project triggers

- Ports, outlets or patching cannot be traced
- A move or refresh depends on undocumented services
- Abandoned cable or failed links obstruct active infrastructure
- Multiple sites need the same audit and closeout format



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Delivery and acceptance

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The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Establish current state

Trace affected endpoints, ports, pathways, services and visible condition.

Acceptance evidence: Before photos, trace table and unknowns list

02 Classify change

Separate retain, relocate, add, repair, remove and owner-decision items.

Acceptance evidence: Disposition schedule and impact notes

03 Execute controls

Stage labels, patching, testing and rollback around the approved work window.

Acceptance evidence: Change log and tested affected-link results

04 Reconcile record

Confirm service, close exceptions and update schedules and photos.

Acceptance evidence: After-state schedule, photos and signed exception list

Handover deliverables

- Current-state audit table
- Before-and-after photo set
- Disposition and exception register
- Affected-link test results
- Updated port, cable and asset schedule

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



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Planning and scope boundaries

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Customer and site inputs

- Affected users, devices and business window
- Known port, circuit and application dependencies
- Available drawings, schedules and prior test files
- Definition of defect and acceptance criteria
- Removal, disposal and restoration responsibilities

Constraints and coordination

- Incomplete records and concealed routes
- Live-service impact during tracing
- Unverified ownership of abandoned material
- Ceiling, furniture, tenant and security access

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Telecommunications Industry Association — TR-42 Telecommunications Cabling Systems | Source review: 2026-08-20

Telecommunications Industry Association — TIA-568: Commercial Building Telecommunications Cabling Standards | Source review: 2026-08-20

BICSI — Telecommunications Distribution Methods Manual | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06