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| **State of Texas - Department of Information Resources - Telecommunications Division**  PON \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ TSR \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **DIR USE ONLY**  **P.O. Box 13564, Austin, TX 78711-3564** |

DEDICATED VOICE ORDER FORM

After completing the form, save as a MS Word file and send the form as an e-mail attachment to: [telecom.solutions@dir.texas.gov](mailto:telecom.solutions@dir.texas.gov)

Please call 877-472-4848 option 4 for assistance.

BEFORE Ordering Service please go to:

<http://www.dir.texas.gov>

1) Search products and Services

2) Type in Tex-AN NG in the search field in contract number field to pull up all of our current contracts

**I accept the terms and conditions represented in one of the Customer Service Agreements sited above. Please note, we cannot place or process orders with any vendor unless this box is checked.**

1) AGENCY INFORMATION

Agency Name:

Agency Code:

Division Name:

Division Code:       *000 is the default Division Code.*

Order Submitted By:

Phone Number:       ext.

E-mail:

**Date of this Request:**       (mm/dd/yyyy)

**Requested Due Date:**       (mm/dd/yyyy)

**Expedite Request:**  YES  NO *If yes, customer agrees to pay expedite charges*

2) TYPE OF REQUEST *select one*:  Install New Voice circuit  Change*– explain in Remarks (5)*   Disconnect

Other *– explain in Remarks (5) below.*

3) PROVIDER AND PRICING

**Provider** *(select one)*:  Qwest DIR-TEX-AN-CTSA-004 (12 month term)  AT&T DIR-TEX-AN-NG-CTSA-005 (30 month term)

TW Telecom DIR-TEX-AN-NG-CTSA-006

**Pricing** *(select one)*:  TEX-AN NG  HB 2128

4) LOCATION INFORMATION

Name of Location:

Street Address:

City: , State:   , Zip: -

Building Name or Number:

Room where circuit will terminate:

Location (or wall) in room where circuit will terminate:

Cross Street – street names of nearest intersection

Name of On-Site Contact:  On-Site Contact’s Phone Number:      , ext.

On-Site Contact’s Cell Number:

On-Site Contact’s Organization:  On-Site Contact e-Mail Address:

Name of Alternate On-Site Contact: Alternate’s Phone Number:      , ext.

Alternate’s Cell Number:

5) **CIRCUIT INFORMATION**

**ACTION**

**PRODUCT TYPE**  **TYPE ACCESS**

**FRAMING**  **START SIGNAL**

**DIAL TONE**  **TRUNK DIRECTION**

**ROUTING BY**  **TELCO WIRE**

**GLARE YIELD**  **DTFS CHANNEL RANGE**

**800 NUMBER** **CPE TYPE**

**ANI**  **RESPORG**

**AREA OF SERVICE**  **DIGITS OUTPULSED**

**TRUNK TYPE**  **MAIN TELEPHONE NUMBER**

**TRUNK SIGNAL** **NO. OF CHANNELS ACTIVATED**

**LINE CODING**  **INTL ALLOWED**

**HUNT SEQUENCE**  **VPN DIRECTION**

**SIGNAL PROTOCOL**  **DOVS CHANNEL RANGE**      

**CONNECTION POINT**  **EQUIPMENT**

**LISTING INFORMATION: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ PROTOCOL VARIANT**

**(Trunk Group (Channelization) Information: (SDN Information)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| TG No. | No. of Channels | LDN (1 LDN per TG) Main Telephone No. | DID Station Ranges | No. of Digits Outpulsed | Auth Code Prompting |
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*If Authorization Code Prompting is being ordered, please attach a list of the authorization codes with this order.*

**Toll FreeTrunk Group (Channelization) Information: (Toll-Free Information)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Channel  Assignment | # of Channels | Toll-Free # | DNIS | # of Digits Outpulsed | Advanced  Features |
|  |  |  |  |  |  |
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6) REMARKS *Provide any special requests and additional information.*

**GLOSSARY OF FEATURES:**

**ANI-** A service that provides the receiver of a telephone call with the number of the calling phone. Available to ISDN customers.

**DNIS**- Dialed Number Identification Services is a feature of 800 and 900 numbers that provides the number the caller dialed to reach the Agency or Business.

**SID**- Delivery of customers Station ID.

**Call-by-Call Service**- Offers ISDN customers the ability to allocate their B channels to meet their specific needs and needed and when needed (basically, channelization).

**NFAS**- Non-Facility Associated Signaling allows ISDN PRI customers to provide signaling for up to 20 other ISDN T-1 with one D-Channel. D-channel Backup is strongly recommended.

**II (ii) Digits**- Information indicator digits (provide additional information about caller’s location such as Payphone, business, prison, etc.)