WORK ORDER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ TSR: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(DIR USE ONLY)

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| --- |
| **State of Texas - Department of Information Resources - Telecommunications Division**  **P.O. Box 13564, Austin, TX 78711-3564** |

MPLS ORDER FORM

AFTER COMPLETING THE FORM, SAVE AS A MS WORD FILE AND SEND THE FORM AS AN EMAIL ATTACHMENT TO: [telecom.solutions@dir.texas.gov](mailto:telecom.solutions@dir.texas.gov)

*PLEASE CALL 877-472-4848 OPTION 4 FOR ASSISTANCE.*

TO VIEW THE TEX-AN NG CONTRACTS AND SERVICE PRICING PLEASE VISIT THE DIR WEBSITE: HTTP://WWW.DIR.TEXAS.GOV

1) SEARCH DIR

2) TYPE IN TEX-AN NG CONTRACTS IN THE SEARCH FIELD

CUSTOMER AGREES TO ABIDE BY THE APPLICABLE TERMS AND CONDITIONS OF THE VENDOR’S COMMUNICATIONS TECHNOLOGY SERVICES AGREEMENT AND THE RELATED CUSTOMER SERVICES AGREEMENT FOR THE SERVICES. (*THIS BOX MUST BE CHECKED FOR ORDER ISSUANCE.)*

1) BILLING ACCOUNT INFORMATION

AGENCY NAME:        AGENCY CODE:

DIVISION NAME:       DIVISION CODE:       *000 IS THE DEFAULT DIVISION CODE.*

ORDER SUBMITTED BY:       PHONE NUMBER:       EXT.

EMAIL:

**DATE OF THIS REQUEST:**      (MM/DD/YYYY)

**REQUESTED DUE DATE:**      (MM/DD/YYYY) **EXPEDITE REQUEST:** YES  NO

***IF AN EXPEDITED DUE DATE IS REQUIRED ADDITIONAL CHARGES WILL APPLY.***

2) TYPE OF REQUEST *(****SELECT ONE)*:**

INSTALL NEW MPLS CIRCUIT **(PLEASE FILL OUT SECTIONS 1, 2, 3, 4, 5, 6 & 10)**

CHANGE CIRCUIT PROVISIONING **(PLEASE FILL OUT SECTIONS 1, 2, 3, 4, 7 & 10)**

DISCONNECT CIRCUIT **(PLEASE FILL OUT SECTIONS 1, 2, 4, 9 &10)**

MOVE CIRCUIT **(PLEASE FILL OUT SECTIONS 1, 2, 3, 4, 8 &10)**

3) PROVIDER AND PRICING

AT&T DIR-TEX-AN-NG-CTSA 005  TW TELECOM/CENTURYLINK DIR-TEX-AN-NG-CTSA-004

LEVEL3/CENTURYLINK DIR-TEX-AN-NG-CTSA-004

4) ACCESS INFORMATION *(INSTALL ONLY)* ***PLEASE NOTE ACCESS IS THE SPEED OF THE CIRCUIT (PIPE) FROM THE CUSTOMER PREMISE TO THE MPLS POP. IT MUST BE EQUAL OR GREATER THAN THE PORT SPEED.***

CIRCUIT TYPE:  56K  T-1  NXT1 *(BONDED T1’S)*  DS-3  OC-3  ETHERNET

DS-0 *1.5 MB 1-8 DS-1’s 45 MBPS 155MBPS*

CIRCUIT SPEED:       **PORT SPEED:**

**CONNECTION TYPE:**  Copper  COAX  ETHERNET over COPPER  ETHERNET over FIBER FAST ETHERNET over COPPER  FAST ETHERNET over FIBER  GIGABIT

**Interface:**  RJ45  10Base-TX  100Base-TX  100Base-FX  1000Base-SX  1000Base-LX  1000Base-ZX

1000Base-TX

**ROUTER TYPE:**

CUSTOMER PROVIDED ROUTER       MANAGED ROUTER (VENDOR PROVIDE ROUTER)

Are you reusing IP’s from another service?  Yes  No

If yes, what is the current service circuit info?

5) **LOCATION INFORMATION *(ALL CONTACTS ARE NECESSARY FOR ALL ACTIONS)***

NAME OF LOCATION:  BUILDING NAME OR NUMBER:

STREET ADDRESS:  SUITE OR ROOM NUMBER AND FLOOR:

CITY:  STATE:  ZIP: -

CROSS STREET – STREET NAMES OF NEAREST INTERSECTION:

NAME OF PRIMARY ON-SITE CONTACT:  PRIMARY’S PHONE NUMBER:  EXT.

PRIMARY’S EMAIL ADDRESS: PRIMARY’S CELL PHONE NUMBER:

ALTERNATE’S NAME:  ALTERNATE’S PHONE NUMBER:  ALTERNATE’S CELL PHONE NUMBER:  ALTERNATE EMAIL ADDRESS:

TECHNICAL CONTACT NAME:  TECHNICAL CONTACT’S PHONE NUMBER:  TECHNICAL CONTACT’S CELL PHONE NUMBER:  TECHNICAL EMAIL ADDRESS:

CONTACT NAME FOR MAINTENANCE:  MAINTENANCE CONTACT’S PHONE NUMBER:  MAINTENANCE CONTACT’S CELL PHONE NUMBER:  EMAIL ADDRESS FOR NOTIFICATIONS:  WORKING TELEPHONE ON SITE (LAND LINE - REQUIRED):

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 6) **INSTALL SERVICE REQUESTED**  SINGLE OR MULTIPLE VRF? (MULITPLE ONLY AT&T AT THIS TIME:  MPLS VPN NAME:  CUSTOMER EDGE IP ADDRESS (CER):  PROVIDER EDGE IP ADDRESS (PER):  SUBNET MASK:  POINT OF PRESENCE DIVERSITY (POP)? YES OR NO (EXTRA CHARGES WILL APPLY):  PORT/SWITCH DIVERSITY? YES OR NO (EXTRA CHARGES WILL APPLY):   |  | | --- | | MULTICAST CAPABILITIES (YES OR NO):  ***PLEASE SELECT EITHER STATIC OR BGP ROUTING PROTOCOL:***  **IF STATIC:** | | STATIC ROUTE IP: | | STATIC SUBNET MASK:  IP BLOCKS YOU WILL BE ANNOUNCING:  PLEASE NOTE, IF A STATIC ROUTE NEEDS TO BE CHANGED OR ADDED AT A LATER DATE, AN ORDER WILL NEED TO BE ISSUED AND IT WILL TAKE UP TO 5 CALENDAR DAYS TO COMPLETE.  **IF BGP:** | | AUTONOMOUS SYSTEM NUMBER (ASN): | | ASN OVERRIDE? YES OR NO | | RESTRICTIVE ROUTING (ROUTE FILTERING)? YES OR NO | | WHAT ROUTES YOU EXPECT TO RECEIVE FROM:  DEFAULT  PARTIAL  PARTIAL WITH DEFAULT FULL ROUTES WITH DEFAULT  NO ROUTES |  |  | | --- | | **OPTIONS:**  CLASS OF SERVICE IS DETERMINED BY THE TYPE OF TRAFFIC, YOU AS A CUSTOMER, EXPECTS TO RECEIVE.  CLASS OF SERVICE REQUIRED , YES OR NO:  CLASS OF SERVICE PACKAGE (CHOOSE ONE): MULTIMEDIA HIGH  MULTIMEDIA STANDARD  CRITICAL DATA  BUSINESS DATA  CLASS OF SERVICE PROFILE \*\*(ONLY AT&T) INGRESS:  CLASS OF SERVICE PROFILE \*\*(ONLY AT&T) EGRESS:  DSCP MARKING FOR ALL OTHER PROVIDERS:  CS5, EF PRIORITY/REAL TIME, (HIGHEST PRIORITY) PERCENTAGE:  CS4, AF41 VIDEO CONFERENCING/ INTERACTIVE, (2ND HIGHEST) PERCENTAGE:  CS3, AF31 BURSTABLE DATA/ MISSION CRITICAL, (3RD HIGHEST) PERCENTAGE:  CS2, AF21 BURSTABLE DATA/ PRIORITY, (4TH HIGHEST) PERCENTAGE:  DEFAULT (BEST EFFORT/ SCAVENGER, (ALL OTHER TRAFFIC) PERCENTAGE: | | **PLEASE NOTE THE PERCENTAGES HAVE TO ADD UP TO 100%**  CUSTOMERS CAN HAVE MULTIPLE VPN’S AND VLAN TAGGING ON AN ETHERNET CIRCUIT. MULTIPLE VPN’S WILL INCUR A “UNILINK” CHARGE.  CHOOSE # OF VPN’S SERVICE IS TO CONNECT TO (MAX 12): | |  |   **VLAN TAGGING IS REQUIRED TO ACCOMMODATE MULTIPLE VPN’S. IF YOU DO NOT CHOOSE TAGGING AND A SECOND VPN IS NEEDED AT A LATER DATE, A NEW CIRCUIT WILL HAVE TO BE ORDERED.**  VLAN TAG CONTROL (CHOOSE ONE ETHERNET ONLY) :        SINGLE/802.1Q        NONE/ARPA  IF SINGLE/802.1Q, HOW MANY VLANS ARE BEING ORDERED?  CUSTOMER DESIGNATED VLAN TAGS(S)?  \*AT&T DEFAULT TAG ID IS 50, CUSTOMER DESIGNATED VLAN IS NOT GUARANTEED  CIR VLAN SPEED: |
| SECOND MPLS VPN NAME (ONLY IF MULITPLE IS REQUIRED) |
| CUSTOMER EDGE IP ADDRESS (CER):  PROVIDER EDGE IP ADDRESS (PER):  SUBNET MASK:  CLASS OF SERVICE REQUIRED , YES OR NO:  CLASS OF SERVICE PACKAGE (CHOOSE ONE): MULTIMEDIA HIGH  MULTIMEDIA STANDARD  CRITICAL DATA  BUSINESS DATA  CLASS OF SERVICE PROFILE \*\*(ONLY AT&T) INGRESS:  CLASS OF SERVICE PROFILE \*\*(ONLY AT&T) EGRESS:  MULTICAST CAPABILITIES Second VRF (YES OR NO):  VLAN TAGGING YES OR NO  CUSTOMER DESIGNATED VLAN TAGS(S)?  CIR VLAN SPEED: |
|  |
|  |

7) **ACCESS OR PROVISIONING CHANGE. *PLEASE NOTE ACCESS IS THE SPEED OF THE CIRCUIT (PIPE) FROM THE CUSTOMER PREMISE TO THE MPLS POP. IT MUST BE EQUAL OR GREATER THAN THE PORT SPEED.***

**TO EITHER CHANGE, UPGRADE OR DOWNGRADE\* THE SERVICE:**

CKR:

ACCESS CIRCUIT ID:       Port CIRCUIT ID:

PLEASE DESCRIBE THE CHANGE NEEDED IN THE REMARKS SECTION

EXISTING MPLS CIRCUIT SPEED:      NEW CIRCUIT SPEED:

EXISTING MPLS PORT SPEED:      NEW PORT SPEED:

MPLS VPN NAME:

CUSTOMER EDGE IP ADDRESS (CER):

PROVIDER EDGE IP ADDRESS (PER):

SUBNET MASK:

POINT OF PRESENCE DIVERSITY (POP)? YES OR NO (EXTRA CHARGES WILL APPLY):

PORT/SWITCH DIVERSITY? YES OR NO (EXTRA CHARGES WILL APPLY):

|  |
| --- |
| MULTICAST CAPABILITIES (YES OR NO):  ***PLEASE SELECT EITHER STATIC OR BGP ROUTING PROTOCOL:***  **IF STATIC:** |
| STATIC ROUTE IP: |
| STATIC SUBNET MASK:  IP BLOCKS YOU WILL BE ANNOUNCING:  PLEASE NOTE, IF A STATIC ROUTE NEEDS TO BE CHANGED OR ADDED AT A LATER DATE, AN ORDER WILL NEED TO BE ISSUED AND IT WILL TAKE UP TO 5 CALENDAR DAYS TO COMPLETE.  **IF BGP:** |
| AUTONOMOUS SYSTEM NUMBER (ASN): |
| ASN OVERRIDE? YES OR NO |
| RESTRICTIVE ROUTING (ROUTE FILTERING)? YES OR NO |
| WHAT ROUTES YOU EXPECT TO RECEIVE FROM:  DEFAULT  PARTIAL  PARTIAL WITH DEFAULT FULL ROUTES WITH DEFAULT  NO ROUTES  CLASS OF SERVICE REQUIRED , YES OR NO:  CLASS OF SERVICE PACKAGE (CHOOSE ONE): MULTIMEDIA HIGH  MULTIMEDIA STANDARD  CRITICAL DATA  BUSINESS DATA  CLASS OF SERVICE PROFILE \*\*(ONLY AT&T) INGRESS:  CLASS OF SERVICE PROFILE \*\*(ONLY AT&T) EGRESS: |

CUSTOMERS CAN HAVE MULTIPLE VPN’S AND VLAN TAGGING ON AN ETHERNET CIRCUIT. MULTIPLE VPN’S WILL INCUR A “UNILINK” CHARGE.

CHOOSE # OF VPN’S SERVICE IS TO CONNECT TO (MAX 12):

**VLAN TAGGING IS REQUIRED TO ACCOMMODATE MULTIPLE VPN’S. IF YOU DO NOT CHOOSE TAGGING AND A SECOND VPN IS NEEDED AT A LATER DATE, A NEW CIRCUIT WILL HAVE TO BE ORDERED.**

VLAN TAG CONTROL (CHOOSE ONE ETHERNET ONLY) :        SINGLE/802.1Q        NONE/ARPA

IF SINGLE/802.1Q, HOW MANY VLANS ARE BEING ORDERED?

CUSTOMER DESIGNATED VLAN TAGS(S)?

\*AT&T DEFAULT TAG ID IS 50, CUSTOMER DESIGNATED VLAN IS NOT GUARANTEED

CIR OF VLAN SPEED

SECOND MPLS VPN NAME:

CUSTOMER EDGE IP ADDRESS (CER:

PROVIDER EDGE IP ADDRESS (PER):

SUBNET MASK:

CLASS OF SERVICE REQUIRED , YES OR NO:

CLASS OF SERVICE PACKAGE (CHOOSE ONE): MULTIMEDIA HIGH  MULTIMEDIA STANDARD  CRITICAL DATA  BUSINESS DATA

CLASS OF SERVICE PROFILE \*\*(ONLY AT&T) INGRESS:

CLASS OF SERVICE PROFILE \*\*(ONLY AT&T) EGRESS:

MULTICAST CAPABILITIES (YES OR NO):

VLAN TAGGING YES OR NO

CUSTOMER DESIGNATED VLAN TAGS(S)?

\*AT&T DEFAULT TAG ID IS 50, CUSTOMER DESIGNATED VLAN IS NOT GUARANTEED

CIR VLAN SPEED:

DSCP MARKING FOR ALL OTHER PROVIDERS (ADD OR CHANGE PLEASE SPECIFY):       OLD DSCP MARKING

NEW DSCO MARKING

CS5, EF PRIORITY/REAL TIME, (HIGHEST PRIORITY) PERCENTAGE:

CS4, AF41 VIDEO CONFERENCING/INTERACTIVE, (2ND HIGHEST) PERCENTAGE:

CS3 AF31 BURSTABLE DATA/MISSION CRITICAL, (3RD HIGHEST) PERCENTAGE:

CS2, AF21 BURSTABLE DATA/PRIORITY, (4TH HIGHEST) PERCENTAGE

DEFAULT (BEST EFFORT/SCAVENGER, (ALL OTHER TRAFFIC) PERCENTAGE:

**PLEASE NOTE THE PERCENTAGES HAVE TO ADD UP TO 100%**

*DOWNGRADES, CUSTOMER IS LIABLE FOR TERM CHARGES ON THE PORT AND ACCESS IF INSTALLED LESS THAN 24 MONTHS (AT&T)*

8) **MOVE LOCATION INFORMATION *MOVE INFORMATION (CIRCUITS CAN ONLY BE MOVED TO A NEW LOCATION IF THE PORT AND ACCESS REMAIN THE SAME AND IT IS NOT AN ETHERNET CONNECTION). IF BOTH SITES NEED TO BE ACTIVE CONCURRENTLY, A NEW INSTALL AND DISCONNECT IS REQUIRED*.**

CKR:

ACCESS CIRCUIT ID:       PORT CIRCUIT ID:

**OLD LOCATION**

OLD NAME OF LOCATION:  STREET ADDRESS:  SUITE OR ROOM NUMBER AND FLOOR:

CITY:  STATE:  ZIP: -

**NEW LOCATION**

NAME OF LOCATION:  BUILDING NAME OR NUMBER:

STREET ADDRESS:  SUITE OR ROOM NUMBER AND FLOOR:

CITY:  STATE:  ZIP: -

CROSS STREET – STREET NAMES OF NEAREST INTERSECTION:

NAME OF PRIMARY ON-SITE CONTACT:  PRIMARY’S PHONE NUMBER:  EXT.

PRIMARY’S EMAIL ADDRESS: PRIMARY’S CELL PHONE NUMBER:

ALTERNATE’S NAME:  ALTERNATE’S PHONE NUMBER:  ALTERNATE’S CELL PHONE NUMBER:  ALTERNATE EMAIL ADDRESS:

TECHNICAL CONTACT NAME:  TECHNICAL CONTACT’S PHONE NUMBER:  TECHNICAL CONTACT’S CELL PHONE NUMBER:  TECHNICAL EMAIL ADDRESS:

CONTACT NAME FOR MAINTENANCE:  MAINTENANCE CONTACT’S PHONE NUMBER:  MAINTENANCE CONTACT’S CELL PHONE NUMBER:  EMAIL ADDRESS FOR NOTIFICATIONS:

WORKING TELEPHONE ON SITE (LAND LINE):

9) **DISCONNECT MPLS CIRCUIT**

CKR:

ACCESS CIRCUIT ID:       PORT CIRCUIT ID:

10) **REMARKS**: PROVIDE EQUIPMENT INFORMATION AND ANY SPECIAL REQUESTS AND ADDITIONAL INFORMATION: