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

*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 GUARANTEEDCIR 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 ROUTESCLASS 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: