**A picture containing logo

Description automatically generatedDisconnect Circuit Order Form (TEX-AN)**

Before ordering service go to: <https://dir.texas.gov/communications-technology-services/tex-voice-and-data-vendor-contracts> and review the contracts and pricing. Call 877-472-4848 Option 4 for assistance.

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.)

Send completed order form with the vendor price quote to: [telecom.solutions@dir.texas.gov](mailto:telecom.solutions@dir.texas.gov)

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| 1) Customer Account Information | | | |
| Account Code | Click here | Division Code | Click here |
| Account Name | Click here | Division Name | Click here |
| Order Submitted By | Click here | Phone Number | Click here |
| Email Address | Click here | | |
| Date of this Request | Click here | Requested Due Date | Click here |
| Termination Charges\* | \*Some vendors have early termination charges.  If the circuit you are requesting to have disconnected has not been in service for a set number of months (term of original order), an early termination fee may apply. | | |

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| 2) Provider | |
| AT&T DIR-TELE-CTSA-002 | Charter DIR-TELE-CTSA-009 |
| CenturyLink (Lumen) DIR-TELE-CTSA-004 | Comcast DIR-TELE-CTSA-010 |
| Granite DIR-TELE-CTSA-012  NGA 911 DIR-TELE-CTSA-013 | Hughes DIR-TELE-CTSA-007  NWN DIR-TELE-CTSA-014 |
| Verizon DIR-TELE-CTSA-015 | Windstream DIR-TELE-CTSA-016 |

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| 3) Information for Circuit Being Disconnected | | | | | | |
| Circuit ID | Click here | | CKR | | Click here |
| Street Address | Click here | | City, State, ZIP | | Click here |
| Provide Primary and Alternate Contacts | | | | | | |
| Primary Name | Click here | Alternate Name | | Click here | |
| Primary Phone | Click here | Alternate Phone | | Click here | |
| Primary Cell | Click here | Alternate Cell | | Click here | |
| Primary E-mail | Click here | Alternate E-mail | | Click here | |

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| 4) Remarks –Provide equipment information and any special requests and additional information. |
| Click here |