**Internet Service 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 |
| Expedite Request | No  Yes**\* \***If yes is checked, customer agrees to pay any expedite charges. | | |

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| 2) Type of Request – Select One |
| Install New Circuit |
| Change Existing Circuit – What are you changing?  Location  Division  Port Speed  Other  Explain the change you are requestingClick here |
| Change to existing Circuit CKR Click here Circuit ID Click here |
| Current Port Speed Click here New Port Speed Click here |
| Current Access Speed Click here New Access Speed Click here |
| To disconnect a circuit, use the Disconnect Circuit Order Form found here:  <https://dir.texas.gov/resource-library-item/disconnect-circuit-order-form> |

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| 3) 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 | | NWN DIR-TELE-CTSA-014 |
| Verizon DIR-TELE-CTSA-015 | | Windstream DIR-TELE-CTSA-016 |
| Term Agreement | No Term  12 months  24 months  36 months  Other Click here | |

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| 4) Circuit Information | | | | | | | | |
| Circuit Type | T-1  NXT1 (Bonded T1s)  DS-3  OC-3  Ethernet  1.5 MB 1-8 DS-1’s 45 MBPS 155MBPS | | | | | | | |
| Circuit Speed | Click here Indicate the bandwidth required if less than 1.5M, bonding T1s or Ethernet | | | | | | | |
| Port Speed | Click here | | | | | | | |
| AT&T Only | Will SIP trunking be added to this circuit?  No  Yes\*  \*If yes, provide the DIR SIP Work Order# Click here | | | | | | | |
| T1 Framing Format | B8ZS/ESF (Extended Super Frame)  D4/AMI | | | | | | | |
| Connection Type | Copper  Fast Ethernet  Fiber Ethernet  Gigabit  Other Click here | | | | | | | |
| Billing Type | Flat  Tiered  Burstable, provide required bandwidth Click here | | | | | | | |
| Lumen Only - Protocol | | HDLC  MLPPP (NxT1) | | | | | | |
| Router Type | Customer Provided  Vendor Provided | | | | | | | |
| Routing Protocol | Static  BGP | | | | | | | |
| IPv6 Addressing Required | | | | | Yes  No | | | |
| Lumen Only – Is customer VLAN tagging needed | | | | | | | | Yes  No |
| VPN Alias Name | Click here | | | | | | | |
| Do you have a private AS? | | | Yes  No | | | | | |
| Router Type | Cisco  non-Cisco | | | | | | | |
| Routing Type | None  Default  Partial  Partial with Default  Full with Default | | | | | | | |
| IP Block(s) you will be announcing | | | | | | Click here | | |
| Lumen only–Ethernet Local Access Connect/ Port | | | | | | | iQ Internet  iQ Private  iQ Enhanced | |
| Lumen only–Ethernet Local Access | | | | | | Leased, N-net  iQ Private Port  Customer Provided | | |
| Lumen only–Circuit Handoff | | | | FastEthernet/100M Copper  GigEthernet/Single-mode Fiber  GigE/Multi-mode Fiber (50 OM or 62.5 OM) | | | | |

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| 5) Location – Address and Contact Information | | | | | | | | |
| Location Name | Click here | | | Building Name/Number | | | Click here |
| Street Address | Click here | | | City, State, ZIP | | Click here | |
| Cross Street – Street names of nearest intersection | | | Click here | | | | | |
| Floor and/or Room Number | | | Click here | | | | | |
| Provide Primary and Alternate Contacts at Location where the service is being installed or changed. | | | | | | | | |
| 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 | | |
| Access Speed | Click here | Port Speed | | | Click here | | |
| Is this end of the circuit to terminate on a customer-owned facility such as a DS-3? | | Yes  No | | | | | |

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| 6) Remarks –Provide equipment information and any special requests and additional information. |
| Click here |