**MPLS 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

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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 expedite charges. |

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| 2) Type of Request – Select One |
| [ ]  Install New MPLS Circuit - Complete Sections 1, 2, 3, 4, 5, 6 and 9 |
| [ ]  Change Circuit Provisioning - Complete Sections 1, 2, 3, 4, 7 and 9 |
| [ ]  Move Circuit - Complete Sections 1, 2, 3, 4, 8 and 9 |
|  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) Access Information(Install Only) Note: Access is the speed of the circuit (pipe) from the customer premise to the MPLS POP.  Access must be equal or greater than the Port Speed. |
| Circuit Type | [ ]  56K [ ]  T-1 [ ]  NXT1 (Bonded T1s) [ ]  DS-3 [ ]  OC-3 [ ]  EthernetDS-0 1.5 MB 1-8 DS-1’s 45 MBPS 155MBPS |
| Access Speed | Click here | Port Speed | Click here |
| Connection Type | [ ]  Copper [ ]  Coax [ ]  Ethernet Over Copper [ ]  Ethernet Over Fiber [ ]  Fast Ethernet Over Copper [ ]  Fast Ethernet Over Fiber [ ]  Gigabit |
| Interface | [ ]  RJ-45 [ ]  10Base-TX [ ]  100Base-TX [ ]  100Base-FX [ ]  1000Base-SX [ ]  1000Base-LX [ ]  1000Base-ZX [ ]  1000Base-TX  |
| Router Type | Customer Provided Click here Vendor Provided/Managed Click here |
| Are you reusing IP addresses from another service? [ ]  Yes\* [ ]  No |
|  \*If Yes, what is the current circuit information? Click here |

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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, Alternate, Technical and Maintenance contacts for this location. All contacts are necessary. |
| 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 |
| Technical Name | Click here | Maintenance Name | Click here |
| Technical Phone | Click here | Maintenance Phone | Click here |
| Technical Cell | Click here | Maintenance Cell | Click here |
| Technical E-mail | Click here | E-mail for circuit maintenance notifications | Click here |
| Working Telephone Number onsite - Land line required | Click here |

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| 6) Install Service – To change existing service go to Section 7 |
| Single or Multiple VRF [ ]  Yes [ ]  No (Multiple only AT&T currently)MPLS VPN Name Click hereCustomer Edge IP Address (CER) Click hereProvider Edge IP Address (PER) Click hereSubnet Mask Click herePoint of Presence Diversity (POP) [ ]  Yes\* [ ]  No \*Extra charges apply Port/Switch Diversity [ ]  Yes\* [ ]  No \*Extra charges applyMulticast Capabilities [ ]  Yes [ ]  NoSelect ­either Static or BGP Routing Protocol[ ]  Static Static IP Route Click here Static Subnet Mask Click here IP Blocks you will be announcing Click here (Note: If a static route needs to be changed or added later, an order will need to be issued and it will take up to 5 calendar days to complete.)[ ]  BGP Autonomous System Number (ASN) Click here ASN Override [ ]  Yes [ ]  NoRestrictive Routing (Route Filtering) [ ]  Yes [ ]  No What routes you expect to receive from [ ] Default [ ] Partial [ ] Partial w/Default [ ] Full w/Default [ ] NoneOptionsClass Of Service (COS) is determined by the types of traffic, you as the customer, expect to receive.Class Of Service Required [ ]  Yes\* [ ]  No \*If yes, select one Class Of Service Packages below.Class Of Service Package [ ]  Multimedia High [ ]  Multimedia Standard [ ]  Critical Data [ ]  Business DataClass Of Service Profile Ingress Click here (AT&T only)Class Of Service Profile Egress Click here (AT&T only)DSCP Marking for providers other than AT&T CS5, EF Priority/Real Time (Highest Priority) Percentage Click here CS4, AF41 Video Conferencing/Interactive (2nd Highest) Percentage Click here CS3, AF31 Burstable Data/Mission Critical (3rd Highest) Percentage Click here CS2, AF21 Burstable Data/Priority (4th Highest) Percentage Click here Default (Best Effort/Scavenger (All Other Traffic) Percentage Click here Note, the percentages must add up to 100%VLAN Tagging - Customers can have multiple VPNs and VLAN tagging on an ethernet circuit.Multiple VPNs will incur a UNILINK charge. Specify number of VPNs the service is to connect to (12 Maximum) Click hereNote: \*\*VLAN tagging is required to accommodate multiple VPNs. If you do not choose tagging and a second VPN is needed later, a new circuit will have to be ordered.\*\*VLAN Tag Control [ ]  Single/802.1Q\* [ ]  None/ARPA (Choose One Ethernet Only) \*If Single/802.1Q how many VLANs are being ordered? Click hereCustomer Designated VLAN tags(s) Click here (Note: AT&T default tag ID is 50, customer designated VLAN is not guaranteed)CIR VLAN Speed Click hereSecond MPLS VPN Name Click here (Only if multiple is required)Customer Edge Router IP Address (CER) Click hereProvider Edge Router IP Address (PER) Click hereSubnet Mask Click hereClass Of Service Required [ ]  Yes [ ]  No \*If yes, select one Class Of Service Package below.Class Of Service Package [ ]  Multimedia High [ ]  Multimedia Standard [ ]  Critical Data [ ]  Business DataClass Of Service Profile Ingress Click here (AT&T only)Class Of Service Profile Egress Click here (AT&T only)Multicast Capabilities (Second VRF) [ ]  Yes [ ]  No VLAN Tagging [ ]  Yes [ ]  NoCustomer Designated VLAN Tag(s) Click here CIR VLAN Speed Click here |

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| 7) Change, Upgrade or Downgrade Service Note: Access is the speed of the circuit (pipe) from the customer premise to the MPLS POP. Access must be equal or greater than the port speed. |
| CKR Click hereAccess Circuit ID Click here Port Circuit ID Click hereDescribe the change(s) needed Click hereExisting MPLS Circuit Speed Click here New Circuit Speed Click hereExisting MPLS Port Speed Click here New Port Speed Click hereMPLS VPN Name Click hereCustomer Edge Router IP Address (CER) Click hereProvider Edge Router IP Address (PER) Click hereSubnet Mask Click herePoint of Presence Diversity (POP) [ ]  Yes\* [ ]  No \*Extra charges apply Port/Switch Diversity [ ]  Yes\* [ ]  No \*Extra charges applyMulticast Capabilities [ ]  Yes [ ]  NoSelect ­either Static or BGP Routing Protocol[ ]  Static Static IP Route Click here Static Subnet Mask Click hereIP Blocks you will be announcing Click here (Note: If a static route needs to be changed or added later, an order will need to be issued and it will take up to 5 calendar days to complete.)[ ]  BGP Autonomous System Number (ASN) Click here ASN Override [ ]  Yes [ ]  NoRestrictive Routing (Route Filtering) [ ]  Yes [ ]  No What routes you expect to receive from [ ]  Default [ ]  Partial [ ]  Partial w/Default [ ]  Full w/Default [ ]  NoneOptionsClass Of Service (COS) is determined by the types of traffic, you as the customer, expect to receive.Class Of Service Required [ ]  Yes [ ]  No \*If yes, select one Class Of Service Package below.Class Of Service Package [ ]  Multimedia High [ ]  Multimedia Standard [ ]  Critical Data [ ]  Business DataClass Of Service Profile Ingress Click here (AT&T only)Class Of Service Profile Egress Click here (AT&T only)DSCP Marking for all other providers CS5, EF Priority/Real Time (Highest Priority) Percentage Click here CS4, AF41 Video Conferencing/Interactive (2nd Highest) Percentage Click here CS3, AF31 Burstable Data/Mission Critical (3rd Highest) Percentage Click here CS2, AF21 Burstable Data/Priority (4th Highest) Percentage Click here Default (Best Effort/Scavenger (All Other Traffic) Percentage Click here Note, the percentages must add up to 100%Customers can have multiple VPNs and VLAN tagging on an ethernet circuit. Multiple VPNs will incur a UNILINK charge. Specify number of VPN services to connect to (Maximum of 12) Click hereVLAN tagging is required to accommodate multiple VPNs. If you do not choose tagging and a second VPN is needed later, 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? Click hereCustomer Designated VLAN tags(s) Click here (Note: AT&T default tag ID is 50, customer designated VLAN is not guaranteed.)CIR VLAN Speed Click hereSecond MPLS VPN Name (Only if multiple is required) Click hereCustomer Edge Router IP Address (CER) Click hereProvider Edge Router IP Address (PER) Click hereSubnet Mask Click hereClass Of Service Required [ ]  Yes [ ]  No \*If yes, select one Class Of Service Package below.Class Of Service Package [ ]  Multimedia High [ ]  Multimedia Standard [ ]  Critical Data [ ]  Business DataClass Of Service Profile Ingress Click here (AT&T only)Class Of Service Profile Egress Click here (AT&T only)Multicast Capabilities (Second VRF) [ ]  Yes [ ]  No VLAN Tagging [ ]  Yes [ ]  NoCustomer Designated VLAN Tag(s) Click here CIR VLAN Speed Click here |

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| 8) Move circuit location 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. |
| Current Location |
| Location Name | Click here | Building Name/Number | Click here |
| Street Address | Click here | City, State, ZIP | Click here |
| Floor and/or Room Number | Click here |
| Cross Street – Street names of nearest intersection | Click here |
| New Location – Where are you moving the service? All contacts are necessary. |
| Location Name | Click here | Building Name/Number | Click here |
| Street Address | Click here | City, State, ZIP | Click here |
| Floor and/or Room Number | Click here |
| Cross Street – Street names of nearest intersection | Click here |
| 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 |
| Technical Name | Click here | Maintenance Name | Click here |
| Technical Phone | Click here | Maintenance Phone | Click here |
| Technical Cell | Click here | Maintenance Cell | Click here |
| Technical E-mail | Click here | E-mail for circuit maintenance notifications | Click here |
| Working Telephone Number onsite - Land line required | Click here |

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| 9) Remarks –Provide equipment information and any special requests and additional information. |
| Click here |