

**TEX-AN NG SERVICE INFORMATION**

**Services provided through the Texas Agency Network (TEX-AN) for eligible state, non-state and assistance organizations.** To review TEX-AN contracts and pricing go to <http://dir.texas.gov/> and type in TEX-AN contracts in the search DIR field.

**DIR's Communications Technology Services (CTS) offers several different types of TEX-AN voice services.** Since we negotiate pricing with the full volume buying power of the State of Texas, we can offer highly competitive-minute rates on all types of service.

* **Switched Long Distance Service** is ideal for small offices, allowing you to place long distance calls utilizing the TEX-AN network and one of our contracted carriers. Simply provide us with a list of the telephone numbers that will dial long distance calls, and we’ll take care of the rest.
* **Dedicated Long Distance Service** is best for large offices that place a high volume of long distance calls. We order and install a circuit between your office location and one of the TEX-AN carriers.\*
* **Switched Toll-Free Service (800, 844, 855 866, 877, 888)**, best suited for small offices that have a low volume of toll-free calls, allows you to point a TEX-AN toll-free number to one of your local office telephone numbers.
* **Dedicated Toll-Free Service (800, 844, 855, 866, 877, 888)** is designed for large offices that receive a high volume of toll-free calls. We order and install a circuit between your office location and one of the TEX-AN carriers.\*

\*One circuit can be provisioned to originate long distance calls as well as to terminate toll-free calls.

* **Voice Over Internet Protocol (VoIP) and Data Services or Converged Services** are ordered through DIR.
* **Local and VoIP Service**, these services are ordered directly from the carrier and billed directly by the carrier.

**DIR's Communications Technology Services (CTS) provides a variety of data services:**

* **Access and Access Circuits** are dedicated circuit connections from your location to one of the TEX-AN service providers and offer a variety of carrier-provided services such as dedicated long distance and toll-free services, MPLS, wireless broadband, fixed satellite, metro-ethernet, point-to-point data circuits, and Internet.
* **MPLS (Multi-Protocol Label Switching)** is packet-switched technology that provides high performance data delivery. It is designed to carry data from one network node to the next and is protocol indifferent.
* **Wireless Broadband** connections that allow you to deliver data within a network.
* **Fixed Satellite** connections that allow you to deliver data within a network.
* **Point-to-Point Data Circuits** are designed to deliver traffic over varying speeds (DS-1, DS-3, 1M to 10G over Ethernet) from one location to another.
* **Metro Ethernet Circuits** are designed for a customer to deliver traffic to two or more of their service locations to set up a private network
* **Internet Connections** are available in varying speeds of connectivity (DS-1, DS-3, OC-3, OC-12, 1M to 10G over Ethernet).
* **Voice Over Internet Protocol (VoIP) and Data Services or Converged Services** are ordered through DIR

**DIR TEX-AN New Customer Requirements:**

* **New Customer Form** filled out and emailed to: telecom.solutions@dir.texas.gov, which will go to the Service Fulfillment Team to establish your account with DIR
* **Signed DIR Service Agreement**: all higher education, political subdivisions and assistance organization are required to have an executed service agreement on file.
* **Order forms for the requested service** sent to telecom.solutions@dir.texas.gov \*

\*Please note that DIR cannot place orders with a vendor until all of the customer paperwork is submitted and an account code has been assigned to your entity.

**DIR Service Fulfillment Responsibilities:**

* **Assignment of account code** and notification to you of the account code
* Once the customer requirements are fulfilled the **service order(s) is placed with the vendor**
* **DIR will send via email the service order details and installation date** of the service to your authorized ordering representative
* DIR **newtelecombilling@dir.texas.gov** will email information on TEX-AN invoice retrieval from the DIR web portal to the accounts payable representative(s) that you provided on the New Customer Form \*\*

\*\*Please note: If your new service has been installed and your accounts payable representative(s) have not been contacted about invoice retrieval, please have them contact newtelecombilling@dir.texas.gov and your Telecom Service Fulfillment representative or telecom.solutions@dir.texas.gov to obtain the login and password information.

**DIR Service Fulfillment contact list:**

* **Service Fulfillment**: **877-472-4848, option 4**
* **DIR Orders Mailbox** **telecom.solutions@dir.texas.gov**
* **DIR Manager:** Kimberly Tanke **512-936-2249**

kimberly.tanke@dir.texas.gov

**DIR Billing Team contact list:**

* **DIR Billing questions 877-472-4848, option 3**
* **DIR Billing mailbox** **telebilling@dir.texas.gov**
* **DIR Invoice Retrieval web portal** [**http://texasnp2.dir.texas.gov/webnp**](http://texasnp2.dir.texas.gov/webnp)

**DIR Service Issues and Maintenance contact list:**

* **DIR Network Operations Center Help Desk 877-472-4848, option 2**
* **DIR Quality Assurance (Maintenance) 877-472-4848, option 5**

**DIR.QATeam@dir.texas.gov**

**Frequently Asked Questions:**

* **Why should I purchase communications technology services from DIR?**

Purchasing communications technology services from DIR saves you time and resources because we take care of the competitive procurement process and we’re able to offer deeply discounted prices. Plus, you’ll have access to our reliable customer service, solution development and ordering assistance, and consolidated billing.

* **Do I have to go through a competitive procurement when I purchase communications technology services from DIR?**

No. Per [Texas Government Code, Section 791.025](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.791.htm), we have already met the competitive bid requirements for you.

* **Are the prices on DIR's contracts competitive?**

Yes. Our vendors offer significant discounts off list prices because they anticipate a high volume of purchases made through our contracts. Contracted prices apply to all DIR customers, regardless of size or type of organization. Organizations purchasing large quantities may be able to negotiate even steeper discounts**.**

* **What is the account code?** This is a unique three digit alpha numeric number assigned by DIR that you will use on every order that you place and will be the account code on your invoice.
* **What is a division code?** This is a three digit number that can be assigned by your entity to help you identify different functional or financial groups. The default is 000 and all charges for services ordered could be placed under that division. If you choose to set up division codes we will need to have a name associated with the three digit number and a contact name and phone number. For example if your account code is XX3 you would have 000 as your primary division and 100 as Administration. So, you could track the communication costs for your Administrative Department under XX3100 on your TEX-AN invoice.
* **Why do customers need to check the box on every order form that they agree to the terms and conditions of the Vendor’s contracts?** Each order represents a TEX-AN NG Customer Service Agreement that is required in our TEX-AN NG contracts. By checking the terms and conditions box you are agreeing to the terms and conditions set forth in the DIR vendor contract that the service is being purchased under.  Terms and Conditions of each contract are posted on the DIR website.
* **When do we retrieve our TEX-AN invoice from the web portal?** Your accounts payable representative(s) will go to <http://texasnp2.dir.texas.gov/webnp> with the DIR assigned login and password on or about the 20th day after the billing month. For example; if your service was installed in the month of October, you will be able to retrieve your first invoice on November 20th.
* **How do we disconnect the existing communication services after we become a TEX-AN customer?**  Since your existing services were ordered directly by you from a vendor, you will have to contact your vendor to disconnect the services. You are the customer of record and DIR cannot act on your behalf. It is your choice when you schedule the disconnection of the existing services.
* **How will I know when the new services will be installed?** A DIR service order representative will send your authorized order representative an email with the service details after the order is placed with the vendor and the vendor provides the installation date and all pertinent details.
* **After I submit the original order with my entities telephone numbers for long distance switched service to DIR TEX-AN, what do I do when I get new telephone numbers?** To take advantage of the TEX-AN rates and to not receive a local long distance bill from your carrier, please be sure to place a new order to telecom.solutions@dir.texas.gov providing the new telephone number(s).
* **Do my TEX-AN services qualify for e-rate reimbursement?** Yes. The TEX-AN vendors have SPIN numbers that you will use when filling out your forms.
* **How do I contact my service delivery representative or my order service representative?** DIR now has a toll free number in an ACD group that is associated with both groups for assistance. The number is **877-472-4848 option 4**. Once your call is answered the call can be transferred to your service representative.