**A picture containing logo

Description automatically generatedMPLS 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 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  Ethernet  DS-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 here  Customer Edge IP Address (CER) Click here  Provider Edge IP Address (PER) Click here  Subnet Mask Click here  Point of Presence Diversity (POP)  Yes\*  No \*Extra charges apply  Port/Switch Diversity  Yes\*  No \*Extra charges apply  Multicast Capabilities  Yes  No  Select ­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  No  Restrictive Routing (Route Filtering)  Yes  No  What routes you expect to receive from Default Partial Partial w/Default Full w/Default None  Options  Class 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 Data  Class 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 here  Note: \*\*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 here  Customer Designated VLAN tags(s) Click here  (Note: AT&T default tag ID is 50, customer designated VLAN is not guaranteed)  CIR VLAN Speed Click here  Second MPLS VPN Name Click here (Only if multiple is required)  Customer Edge Router IP Address (CER) Click here  Provider Edge Router IP Address (PER) Click here  Subnet Mask Click here  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 Data  Class 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  No  Customer 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 here  Access Circuit ID Click here Port Circuit ID Click here  Describe the change(s) needed Click here  Existing MPLS Circuit Speed Click here New Circuit Speed Click here  Existing MPLS Port Speed Click here New Port Speed Click here  MPLS VPN Name Click here  Customer Edge Router IP Address (CER) Click here  Provider Edge Router IP Address (PER) Click here  Subnet Mask Click here  Point of Presence Diversity (POP)  Yes\*  No \*Extra charges apply  Port/Switch Diversity  Yes\*  No \*Extra charges apply  Multicast Capabilities  Yes  No  Select ­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  No  Restrictive Routing (Route Filtering)  Yes  No  What routes you expect to receive from  Default  Partial  Partial w/Default  Full w/Default  None  Options  Class 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 Data  Class 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 here  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 (Choose One Ethernet Only)  Single/802.1Q\*  None/ARPA  \*If Single/802.1Q how many VLANs are being ordered? Click here  Customer Designated VLAN tags(s) Click here  (Note: AT&T default tag ID is 50, customer designated VLAN is not guaranteed.)  CIR VLAN Speed Click here  Second MPLS VPN Name (Only if multiple is required) Click here  Customer Edge Router IP Address (CER) Click here  Provider Edge Router IP Address (PER) Click here  Subnet Mask Click here  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 Data  Class 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  No  Customer 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 |