**Metro Ethernet 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

|  |
| --- |
| 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. |

|  |
| --- |
| 2) Type of Request – Select One |
| [ ]  Install New Metro Ethernet Circuit – Go to Section 3 |
| [ ]  Change Existing Circuit – What are you changing? [ ]  Location [ ]  Division [ ]  Port Speed [ ]  OtherExplain the change you are requestingClick here |
| [ ]  Add New Location Existing network: CKR Click here Circuit ID Click here |
| [ ]  Change Location Existing network: CKR Click here Circuit ID Click here |
| [ ]  Add Multiple Locations Existing network: CKR Click here Circuit ID Click here |
| [ ]  Change Access Speed Current Access Speed Click here New Access Speed Click here |
| [ ]  Change Port Speed Current Port Speed Click here New Port 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> |

|  |
| --- |
| 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 |

|  |
| --- |
| 4) Circuit Information – New Install |
| Access Speed | [ ]  10M [ ]  100M [ ]  1G [ ]  5G [ ]  10G [ ]  20G [ ]  Other Click here |
| Connection Type | [ ]  Point to Point [ ]  Point to Multi-point |
| Service Type-AT&T | [ ]  ADE\* [ ]  ASE\* \*AT&T Technical Questionnaire is required for the order to be placed |
| Port Speed | [ ]  1.5M [ ]  2M [ ]  4M [ ]  5M [ ]  8M [ ]  10M [ ]  20M [ ]  30M [ ] 40M [ ]  50M [ ]  60M [ ]  70M [ ]  80M [ ]  90M [ ]  100M [ ]  200M [ ]  300M [ ]  400M[ ]  500M [ ]  600M [ ]  1G [ ]  5G [ ]  10G [ ]  20G [ ]  Other Click here |

|  |
| --- |
| 5a) Location 1 – 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 for Location 1 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 |
| Connection |  [ ]  Electrical [ ]  Optical |

|  |
| --- |
| 5b) Location 1 – Connection, Handoff, Power, etc.Complete this section for Charter and Lumen. AT&T-Complete a Technical Questionnaire and skip this section. |
| Type of Handoff  | [ ]  Copper [ ]  Fiber If Fiber [ ]  Single-Mode [ ]  Multi-Mode If Fiber [ ]  LC connector [ ]  SC Connector  |
| Type of Power (If new equipment is being installed) |  [ ]  AC Power [ ]  DC Power |
| Duplex Mode  | [ ]  Full [ ]  Half [ ]  Auto |
| Will you need Lumen to extend the dmarc? |  [ ]  No [ ]  Yes |
| If Yes for dmarc extension | Floor Number | Click here | Suite Number | Click here |
| If LOA is needed, who is the Third-Party Provider/Vendor?  | Click here |
| (Lumen orders only) Multiplex or Transparent Mode  |  [ ]  Multiplex [ ]  Transparent |
| Multiplex requires VLAN tag(s). Specify VLAN tag(s) you will send across this circuit | Click here |
| Existing HUB Circuit ID | Click here |

|  |
| --- |
| 6a) Location 2 – 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 for Location 2 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 |
| Connection |  [ ]  Electrical [ ]  Optical |

|  |
| --- |
| 6b) Location 2 – Connection, Handoff, Power, etc.Complete this section for Charter and Lumen. AT&T-complete a Technical Questionnaire and skip this section. |
| Type of Handoff  | [ ]  Copper [ ]  Fiber\* \*If Fiber [ ]  Single-Mode [ ]  Multi-Mode  \*If Fiber [ ]  LC connector [ ]  SC Connector  |
| Type of Power (If new equipment is being installed) |  [ ]  AC Power [ ]  DC Power |
| Duplex Mode  | [ ]  Full [ ]  Half [ ]  Auto |
| Will you need Lumen to extend the dmarc? |  [ ]  No [ ]  Yes |
| If Yes for dmarc extension | Floor Number | Click here | Suite Number | Click here |
| If LOA is needed, who is the Third-Party Provider/Vendor?  | Click here |
| (Lumen orders only) Multiplex or Transparent Mode  |  [ ]  Multiplex [ ]  Transparent |
| Multiplex requires VLAN tag(s). Specify VLAN tag(s) you will send across this circuit | Click here |
| Existing HUB Circuit ID | Click here |

|  |
| --- |
| 7) Remarks –Provide any special requests and additional information. |
| Click here |