**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](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 Metro Ethernet Circuit – Go to Section 3 |
| Change Existing Circuit – What are you changing?  Location  Division  Port Speed  Other  Explain 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> |

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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 – 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 |

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| 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 | | | | | | |

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| 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 | | | | |

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| 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 | | | | | | |

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| 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 | | | | |

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