 **800 Switched Toll-Free 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 any expedite charges. | | |

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| 2) 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 |

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| 3) New Service | | | | | | |
| Service Address | Click here | | | City, State, ZIP | Click here |
| Is this a Capitol Complex Number? | | | Yes  No | | | |
| Point-to Number | | Click here | | | | |
| Group Size | | Click here This is the number of calls that can be received at the same time. | | | |
| Toll Number Reserved | | Click here | | | |
| Directory Assistance | | | Do Not Publish  Publish | | |
| How Should Directory Listing Read? | | | Click here | | |
| Interstate (Mainland US including Texas)  Intrastate (Texas Only) | | | | | |

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| 4) Change Service | | | | | | | |
| Toll-Free Number | Click here | | | | | |
| Old Service Address | Click here | | | | City, State, ZIP | Click here |
| Current Point-to Number | | | | Click here | | | |
| New Service Address | | Click here | | | City, State, ZIP | Click here |
| New Point-to Number\* | | | Click here \*Required | | | |

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| 5) Move Service from Another Vendor | | | | | | |
| Important:  The “Responsible Organization” Designation (RESPORG) form must accompany this form if changing from another vendor.  In addition, please fax the front page of the toll bill if it is not currently with TEX-AN to 512-463-3304.  Please allow 8 business days for DIR to process your request.  If you have several numbers, you may provide a spreadsheet, but it must include all of the information below for each toll-free number. | | | | | | |
| Current Vendor | | Click here | | | | |
| Current Vendor Telephone Number | | | Click here | | | |
| Toll-Free Number | | Click here | | | | |
| Point-To Number\* | | Click here \*Required | | | |
| Group Size | | Click here This is the number of calls that can be received at the same time. | | | |
| Service Address | Click here | | | City, State, ZIP | Click here |
| Directory Assistance | | | Do Not Publish  Publish | | |
| How Should Directory Listing Read? | | | Click here | | |
| Interstate (Mainland US including Texas)  Intrastate (Texas Only) | | | | | |

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| 5) Disconnect Service | | | |
| Toll-Free Number | Click here | |
| Is this a Capitol Complex Number? | | Yes  No |

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| 6) Remarks –Provide any special requests and additional information. |
| Click here |