



ANYTHING AND EVERYTHING ON THE NETWORK

One Barnes Park South Wallingford, CT. 06492
Phone: 877-312-5560 Fax: 877-312-5544

Voice - Local & LD
Service Order

1. Customer Information

Customer Name _____
(Must match the name on the Dedicated Service Master Agreement)
Address _____ City _____ State _____ Zip _____
Customer Name at Service Location _____
Service Address _____ City _____ State _____ Zip _____
Billing Address if different than Customer Address: _____
City _____ State _____ Zip _____
Contact Name _____
Contact Number _____ Alternate Number _____
E-mail Address _____ @ _____
Technical Contact Name _____ Contact Number _____

2. Voice- Local and Long Distance (LD) Service

Order Activity: New Add Change Disconnect Move

Term Commitment: 12 Months 24 Months 36 Months 60 Months

Request Underlying Carrier:

Type: IVAD T1 PRI

Quantity Monthly Recurring charge: (MRC)

Non Recurring Charge: (NRC) Expedite Fee: Yes (additional fees will apply)

Local Rate: Measured Included DID #'s Required
Outbound: Interstate Intrastate DID MRC
Inbound: Interstate Intrastate DID NRC
Account Codes: MRC NRC

Note: No minimum LD usage Requirements.

3. Equipment

Customer Provided	Yes	No		
Equipment Needed	Yes	No	MRC	NRC
Managed Services Needed	Yes	No	MRC	NRC
Access Kit Needed	Yes	No	MRC	NRC

4. Summary of Order or Additional Comments

5. Customer Authorization

This Voice Local and LD Service Order is subject to the Terms and Conditions within the Dedicated Service Master Agreement. By executing below you acknowledge acceptance of such terms and conditions.

The person(s) signing this agreement is authorized to sign on behalf of the customer.

Authorized Signature _____ Date _____

Printed Name _____

6. Agent Information

Agent Name: _____ Agent ID: _____ (Rev 06/08)

Dedicated Questionnaire (Required for each Location)	
1	Customer Name:
2	Service Address:
3	Floor/Suite:
4	City:
5	State:
6	ZIP Code:
7	Billing Telephone Number:
7a	Working Telephone Number at Service Location:
8	Does the Demarc need to be extended? (Y/N) - (Additional Charges Apply)
8a	If Yes, Extend Demarc to what Floor & Room/Suite # ?
9	Local Contact Name (For Access)
10	Local Contact Telephone Numbers: (Ofc & Cell #)
11	T1 Type: Digital, PRI or IVAD (Integrated Voice & Data)
11a	If IVAD, How many Voice and Data Channels? :
11b	Voice & Data Channel Arrangement on T1: (e.g. Voice Channels 1-12, Data Channels 12-24)
12	Carrier Name providing service: (Paetec, Qwest, Verizon Business, etc.)
13	T1 Termination : (Type of Jack, e.g. RJ48x, RJ45x)
14	New DID Numbers Required ? (Y/N)
14a	Quantity of New DID's Required:
16	LNP (Porting) Required ? (Yes or No)
16a	If LNP is Yes, Number(s) to be ported :
16b	If Yes, (CSR from the losing carrier must be provided to us) - Check Yes or No if attached
19	Is the PBX generating Calling Party Number(s) for Outbound ANI? (Y/N) (carrier will pass it thru)
19a	If Not, what TN should be sent on Outbound calls?
20	Should Name be sent on Outbound Calls? (Y/N)
20a	If Yes, what Name is to be sent? (Max of 15 characters including spaces)
21	Inbound ANI Required ? (Y/N) (usually available on PRI)
22	Is DNIS Required for routing ? - (Y/N)
22a	If DNIS is Yes, How many digits should be outpulsed to the PBX ? (3, 4, or other)
23	Trunk Group Direction: (2 Way, Outb, Inbound Only)
24	CPE Manufacturer
24a	CPE Model
24b	CPE Vendor Company Name:
24c	CPE Contact Name:
24d	CPE Contact Numbers: (Both Ofc and Cell #'s - Please !)

25	Hunting Arrangement: (Most Idle, Asc Seq, Desc Seq)	
26	Signaling Pulse: (DTMF, DP, ISDN)	
27	Trunk Start Signaling: (Wink, Ground, Loop, Immediate)	
28	DS1 Framing & Coding Format : (e.g ESF/B8ZS, etc.)	
29	ISDN Protocol: (NI2, NI1, Custom 5E, NTSL1 or other)	
30	Supervision: (E&M, Not applicable for PRI)	
31	If DOD, what is call back TN for 911 operator?	
32	Block Collect calls? (Y/N)	
33	Block third party calls ? (Y/N)	
34	Block International Access ? (Y/N)	
35	Block Local Dir Asst? (411 & 555-1212) (Y/N)	
36	Block Operator? (0)- (Y/N)	
37	Block LD Operator?(0+) (Y/N)	
38	Block 900/976 Calls? (Y/N)	
39	Allow Casual Dialing? (1010+carrier code+ TN) (Y/N)	
40	Account Codes Required? (Y/N)	
40a	If Account Codes are required, How many Digits?	
40b	If YES, Type of Acct Codes? (Validated/Verified or Unvalidated/Unverified)	
FOR INTERNET SERVICES ONLY		
41	Number of Public IP Addresses required:	
42	BGP Required? (Yes or No)	
43	If Yes, BGP Questionnaire & LOA must be completed	Acknowledged:
44	Reverse DNS Required (Yes or No)	
45	NAT to be enabled? (Yes or No)	
46	DHCP Needed? (Yes or No)	
47	Type of Router or Equipment provided:	
48	Router Encapsulation ? (PPP, Frame Relay, HDLC)	