

Instructions for Frame Relay Order Form (OTM-23)(Revised 05/2011)

Note: The agencies should work closely with OTM and/or AT&T when filling out this form.

SECTION 1

- OTM Order Number** For OTM use only.
- Agency Cost Center Number** Billing cost center number to which the services are billed. Check with agency's fiscal or accounting department for the appropriate cost center number to be used.
- Due Date Requested** Date service desired.
- Department** Department requesting the service.
- Prepared By** Person filling out this form.
- Office** Office requesting the service.
- Date Prepared** Date the form is prepared
- Primary Technical Contact** Technical person on site to contact.
- Phone** Telephone number of the primary technical contact.
- Email** Email address of the primary technical contact.
- Alternate Technical Contact** Alternate technical person on site to contact.
- Phone** Telephone number of the alternate technical contact.
- Email** Email address of the alternate technical contact.
- TC Approval** Signature of telecommunications coordinator (TC).

SECTION 2

- AT&T Master Billing No.** For OTM use only.

SECTION 3

AT&T SERVICE REQUESTED

- Action Required** Mark the appropriate box for the type of action required. If changing, moving, or disconnecting existing service, indicate the circuit ID, earning number, and DLCI.

Note: If this service will be used for LaNet access, the agency telecommunications coordinator must also fill out the appropriate LaNet order forms. The TC may contact the LaNet Section at 225-219-4860 or visit OTM's website at www.doa.louisiana.gov/otm for more information.

- Host Circuit ID** Circuit ID that PVC will talk to.

SECTION 4

SERVICE REQUIRED

- Access Line** Mark the type of access line. Indicate the NPA and the NNX.
- Port Speed** Indicate the port speed and CIR.

- PVC** Indicate the type and quantities of PVCs.
- Change to Existing Service** If this is a change order on existing service, indicate the changes to port speed, PVC, and/or CIR.
- Reports** If requesting a report, indicate under the Agency column either standard or enhanced. Indicate the customer ID. There is an additional charge for the reports. The form is always marked with Enhanced Reports for OTM. This lets AT&T know that OTM would like to have the usage reports available when needed.

SECTION 5

- OTM NETWORK PVC SPEED** Complete this section only if ordering InterLATA service. Otherwise go to page 3 and complete customer site information.
- New Service** Fill in the OTM network PVC speed, Be, and Bc requested.
(Note: OTM Network PVC Speed/Burst Capability = Be + Bc)
- Change Existing Service** Indicate the circuit ID of existing service.
Indicate existing OTM network PVC speed and new OTM Network PVC speed.
Indicate existing Be and new Be.
Indicate existing Bc and new Bc.
(Note: OTM Network PVC Speed/Burst Capability = Be + Bc)

SECTION 6

CUSTOMER SITE INFORMATION

- Office** Name of the office where the circuit is located.
- Building** Building where the office is located.
- Floor** Floor number in the building where the circuit is located.
- Room** Room number in the building where the circuit is located.
- Street** Physical location of the building. Do not give a post office box.
- City** City where the building is located.
- Zip Code** Zip code for the physical street address given.
- Contact** Contact person at the site where the service is located.
- Telephone Number** Telephone number of contact person at site.
- Local Telephone Number at the Location** Local telephone number at the site (if not the same as the contact person's telephone number).
- Access Hours** Business hours of the office.
- Jack Interface** Type of jack with which the circuit interfaces.
- Additional Wiring Required to Extend Demarc** Mark yes or no.
- Name of Vendor to Extend Demarc** If additional wiring wiring is required to extend demarc, indicate "AT&T." If not, leave blank.

Driving Instructions if Located on a Highway or Rural Route Driving instructions to the site. Give as much detail as possible.

Remarks Remarks that are pertinent to completion of the service.

For assistance in completing this form, call OTM Advanced Services Group at 225-342-7751. The form should be emailed to dataorders@la.gov.