

## Evangelina Garcia

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**From:** Renán Ramirez [renan@co.hidalgo.tx.us]  
**Sent:** Wednesday, January 20, 2010 4:40 PM  
**To:** 'Evangelina Garcia'  
**Attachments:** DIR - TEX-AN 2000 1+ Long Distance Services.pdf

Vangie,

This is the explanation of services...

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"I arise in the morning torn between a desire to improve the world and a desire to enjoy the world. This makes it hard to plan the day." - E. B. White

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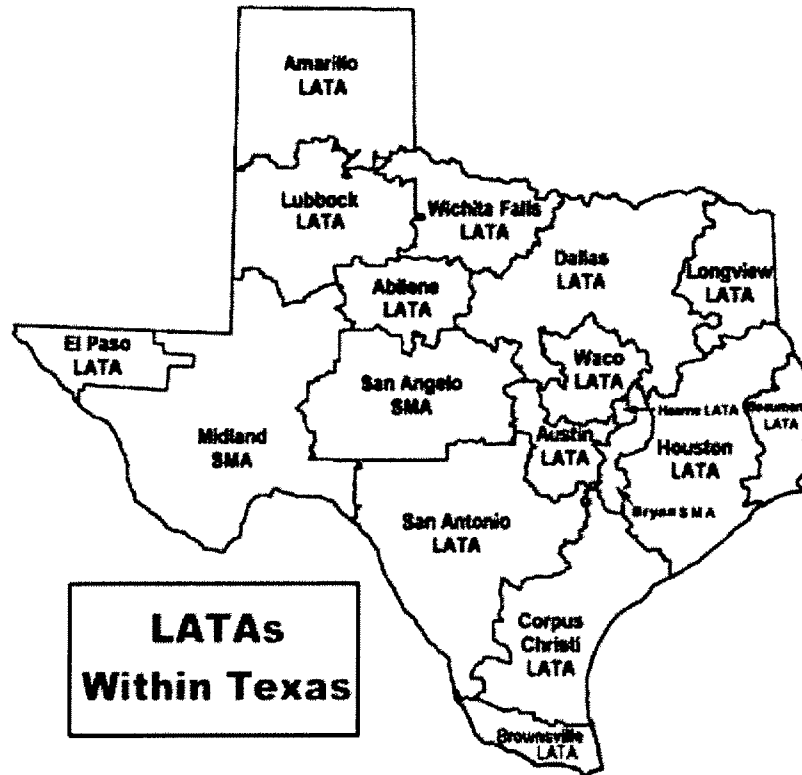
# Long Distance Service

## Overview of Long Distance (LD) Service

Long distance phone calls fall into four categories: international; interstate, inter-lata (between LATAs) or intra-lata (long distance within one LATA). The TEX-AN 2000 network offers long distance (LD) voice service using AT&T's Software Defined Network (SDN). AT&T provides cost effective service solutions for big and small customers alike. Small customers with minimal LD needs may access the network on a **switched basis** (i.e., long distance services provided over your local phone lines), while larger customers may find it more economical to access the network on a **dedicated basis** (i.e., users must install a dedicated line used for LD).

## Interlata vs Intralata

The State of Texas is partitioned into eighteen Local Access and Transport Areas (LATAs) shown in the map below.



## Inter-LATA and Intra-LATA Long Distance Service

All switched long distance phone calls made entirely within the state of Texas are categorized as being either Intra-LATA or Inter-LATA. Customers connecting to the TEX-AN network via switched access will be charged at the switched origination rates. Please see the pricing table for the rates that apply to switched originating calls.

## Switched Long Distance Service

Switched long distance service is accomplished simply by dialing "1" plus the Area Code and the seven digit phone number of the desired party using a local line within the State of Texas.. TEX-AN offers switched long distance service to all eligible customers. Customers connecting to the TEX-AN network via switched access will be charged at the switched origination rates. The price per minute will depend on whether the terminating number is switched or dedicated. Switched LD service for TEX-AN 2000 is provided in two categories: Inter-lata and Intra-lata. Please see the pricing table for the rates that apply to switched originating calls.

A selection of AT&T will be required on all Non-SWB LECS. Regarding SWB LECS, a selection of AT&T or SWB may be chosen.

After placing an order for local telephone service, contact DIR to choose TEX-AN as your long distance service. Requests for conversion to the State of Texas Network as the primary long distance carrier on local lines must be submitted in writing to [telecom.solutions@dir.state.tx.us](mailto:telecom.solutions@dir.state.tx.us). Upon receipt of request, DIR will issue an order to AT&T. The normal installation time frame is 10 working days.  
PIC charges will be waived on all SDN services.

## **Dedicated Long Distance Service**

Dedicated LD service is available using T1 or DS3 access circuits. These dedicated circuits are installed at the customer location and terminate at AT&T's point of presence (POP). DIR has significantly simplified the dedicated access pricing for these circuits by negotiating flat rate pricing for various mileage bands statewide. Please see the rate table located at the end of this section for the mileage bands and corresponding price. The dedicated AT&T rates only apply if a customer is connecting to the AT&T SDN network. Installation charges will be waived on circuits that are installed for twelve (12) months or longer. Once the circuit is in place, customers will take advantage of the dedicated origination pricing. The price per minute will depend on whether the terminating number called is switched or dedicated. Please see the pricing table for the rates that apply to dedicated originating calls. View [current rates](#).

## **Toll-free service**

The TEX-AN network offers dedicated toll-free service via AT&T's Megacom service and switched toll-free service. Please see the pricing table for the toll-free rates.

## **Ordering Services**

To order any of the services listed above, please contact a DIR representative at 512-463-7800.

## **PIC'ing Your Long Distance Carrier**

To verify the INTERLATA PIC change to the State of Texas TEX-AN 2000 network as the one-plus (1+) carrier, the location must dial 1-700-555-4141 from each of the local lines converted. After you dial the number you will hear "thank you for calling AT&T for your long distance carrier". To verify INTRALATA specific PIC in most local

exchange companies, dial 1 + area code + 700-4141. After your dial the number you will hear a message the will say "thank you for choosing (local exchange carrier) for your local toll calling. It is strongly recommended that the verification procedure be followed on every submitted telephone number and every line PIC'd to the State Network. Then you will need to send an e-mail to [telecom solutions](#) for verification that the number has been entered into the AT&T SDN database.

## Form to PIC AT&T via TEX-AN

The form for PIC'ing AT&T through the TEX-AN Network is available for download here. The first form is in Word97 format and the second is in Adobe Acrobat 3 format.

- [AT&T LD PIC Request Form in Word format \(41 KB, DOC, Viewer\)](#)
- [AT&T LD PIC Request Form in .pdf format \(15 KB, PDF, Viewer\)](#)
- [AT&T LD PIC Request Form as a Web document](#)

To ensure the correctness and success of the Switched Access database for TEX-AN 2000, it is imperative all users provide Statewide Telecommunications Solutions with all changes to the local telephone numbers for all offices.

Once a telephone number is PIC'd to TEX-AN, it is the agency's responsibility to notify DIR of any changes or disconnects to ensure correct billing. Send the completed application to [telecom solutions](#).

## Contacts

### **DIR Customer Service**

Phone: 800-464-1215 or 512-305-9713

### **DIR Contract Information**

Joan Scott

Phone: 512-475-3290



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