

From: [Lee Pena](#)
To: [Nora Cruz](#)
Subject: Fwd: Assigned Task TAS000000067621 - ADD - Firm Order Commitment (ATT) STATUS:COM
Date: Wednesday, May 29, 2013 11:05:08 AM

Hello Nora,

Here is what I received from DIR. I thought I had sent it to you yesterday, but when I checked my email it was still sitting there as a draft. What the message basically means is that the request has been received and the the work order with DIR will be completed 5/31/2013. Which is in a few days. I know it seems like it took forever, but the turn around time for them is about 4 weeks from the request. Hope this helps.

Regards,

"Lee" Leonila Pena | Technical Services Manager | Information Technology
County of Hidalgo, Texas | Tel: 956.292.7000 x6031 | lee.pena@co.hidalgo.tx.us

----- Forwarded Message -----

> From: "ROEL SALINAS" <rs8619@att.com>
> To: incoming@texasdir.onbmc.com
> Cc: "Deanna Mickelson" <Deanna.Mickelson@dir.texas.gov>, "LEE PENA"
> <LEE.PENA@CO.HIDALGO.TX.US>
> Sent: Tuesday, May 28, 2013 12:54:50 PM
> Subject: FW: Assigned Task TAS000000067621 - ADD - Firm Order Commitment (ATT) STATUS:COM
>
> Here is your order number to transfer the billing from AT&T to State of TX
> DIR:
> N2040-5162 DUE DATE 05-31-13
> 800 638-8239 Point-to-Number 956 383-1026
> Thanks,
>
> Roel Salinas
> AT&T Texan Communications Consultant
> (512)421-8708
> Email rs8619@att.com
> "This e-mail and any files transmitted with it are the property of AT&T Texas
> and/or its affiliates, are confidential, and are intended solely for the use
> of the individual or entity to whom this e-mail is addressed. If you are
> not one of the named recipient(s) or otherwise have reason or believe that
> you have received this message in error, please notify the sender at
> 512-421-5098 and delete this message immediately from your computer. Any
> other use, retention, dissemination, forwarding, printing or copying of this
> email is strictly prohibited".
>
> "Did you know that ATT offers mobility services for official business use by
> State of Texas employees under DIR-SDD-1777? Contact your State Agency
> Procurement personnel to discuss your business needs & have them submit
> your AT&T Mobility order request to: SoTXATTMobility@att.com. All orders
> received are processed on a first come-first served basis with fulfillment
> typically within 48-72 hours.
>
> State of Texas employees are also eligible for great employee-only discounts!
> Take advantage of these savings and benefits on your personal wireless
> service and monthly service discounts on qualified charges. You can save
> even more with select promotions available in your local area! To find the
> AT&T store closest to you visit www.att.com/find-a-store . Please mention
> FAN 100757.

> You may also visit our employee site for all great offers:

> <http://www.att.com/wireless/stateoftexasemployees>

>

>

>

>

> -----Original Message-----

> From: BERGAMASCO, ANTHONY J

> Sent: Tuesday, May 28, 2013 12:34 PM

> To: SALINAS, ROEL

> Subject: FW: Assigned Task TAS000000067621 - ADD - Firm Order Commitment

> (ATT)

>

>

>

> -----Original Message-----

> From: DIR Customer Care [<mailto:incoming@texasdir.onbmc.com>]

> Sent: Tuesday, May 28, 2013 12:32 PM

> To: TEXAN ORDERS

> Subject: Assigned Task TAS000000067621 - ADD - Firm Order Commitment (ATT)

>

> You have been assigned a Task from DIR Communications Technology Services. To

> update this Task simply reply to this email, and leave the Task ID intact

> (ex: TAS00000000102) in the subject.

>

> The body of your reply will be posted into the Work Log and will be a

> permanent part of DIR's records.

>

> To Update the Status of the Task, add "STATUS:" to the end of the subject and

> then either of the following codes "WIP" for Work In Progress, "COM" for

> Completed, or "REJ" for Rejected.

>

> Work Order ID: WO000000020158

> Service Request ID: REQ000000025681

> CKR#: H56000.STF.020158.ATT

> TSR#: 13050491

> Order Form: SWITCHED TOLL FREE

>

> DIR Contact: Deanna Mickelson

> DIR Contact Phone Number: 1 512 463-6861

> DIR Contact Email: deanna.mickelson@dir.texas.gov

> DIR Main Phone Number: 877-472-4848, Option 4

> Customer Name: LEE PENA

> Customer Phone Number: 1 956 272-7010

> Customer Email: LEE.PENA@CO.HIDALGO.TX.US

>

> Please provide the following information if applicable:

>

> Tex-AN Vendor Contact:

> Tex-AN Vendor Email:

> Tex-AN Vendor Telephone:

>

>

> Upon receipt of this Task, the Service Provider will Reply with a Status of

> "WIP" to indicate Work In Progress and receipt of the Service Request Task.

>

> Once the Service Request Task has been processed, an Effective Installation

> Date has been assigned, and, if applicable, the Circuit Identifier has been

> assigned, the Service Provider will Reply with a Status of "COM" and

> provide the minimum required data elements for the service.

> -----
>
> I have issued your order for WO#20158.
>
> Roel Salinas
> AT&T Texan Communications Consultant
> (512)421-8708
> Email rs8619@att.com
> "This e-mail and any files transmitted with it are the property of AT&T Texas
> and/or its affiliates, are confidential, and are intended solely for the use
> of the individual or entity to whom this e-mail is addressed. If you are
> not one of the named recipient(s) or otherwise have reason or believe that
> you have received this message in error, please notify the sender at
> 512-421-5098 and delete this message immediately from your computer. Any
> other use, retention, dissemination, forwarding, printing or copying of this
> email is strictly prohibited".
>
> "Did you know that ATT offers mobility services for official business use by
> State of Texas employees under DIR-SDD-1777? Contact your State Agency
> Procurement personnel to discuss your business needs & have them submit
> your AT&T Mobility order request to: SoTXATTMobility@att.com. All orders
> received are processed on a first come-first served basis with fulfillment
> typically within 48-72 hours.
>
> State of Texas employees are also eligible for great employee-only discounts!
> Take advantage of these savings and benefits on your personal wireless
> service and monthly service discounts on qualified charges. You can save
> even more with select promotions available in your local area! To find the
> AT&T store closest to you visit www.att.com/find-a-store . Please mention
> FAN 100757.
> You may also visit our employee site for all great offers:
> <http://www.att.com/wireless/stateoftexasemployees>
>
>
>
>
> -----Original Message-----
> From: SALINAS, ROEL
> Sent: Wednesday, May 15, 2013 3:47 PM
> To: incoming@texasdir.onbmc.com
> Cc: Mickelson, Deanna
> Subject: FW: Assigned Task TAS000000065818 - ADD - Svc. Order Confirmation
> (ATT) STATUS:REJ
>
> Hi Deanna,
> I rejected this WO#20156 & related WO#20158 due to need to attach RESPOG
> form signed by customer to transfer billing to DIR.
> Thanks,
>
> Roel Salinas
> AT&T Texan Communications Consultant
> (512)421-8708
> Email rs8619@att.com
> "This e-mail and any files transmitted with it are the property of AT&T Texas
> and/or its affiliates, are confidential, and are intended solely for the use
> of the individual or entity to whom this e-mail is addressed. If you are
> not one of the named recipient(s) or otherwise have reason or believe that
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> 512-421-5098 and delete this message immediately from your computer. Any
> other use, retention, dissemination, forwarding, printing or copying of this

- > email is strictly prohibited".
- >
- > "Did you know that ATT offers mobility services for official business use by
- > State of Texas employees under DIR-SDD-1777? Contact your State Agency
- > Procurement personnel to discuss your business needs & have them submit
- > your AT&T Mobility order request to: SoTXATTMobility@att.com. All orders
- > received are processed on a first come-first served basis with fulfillment
- > typically within 48-72 hours.
- >
- > State of Texas employees are also eligible for great employee-only discounts!
- > Take advantage of these savings and benefits on your personal wireless
- > service and monthly service discounts on qualified charges. You can save
- > even more with select promotions available in your local area! To find the
- > AT&T store closest to you visit www.att.com/find-a-store . Please mention
- > FAN 100757.
- > You may also visit our employee site for all great offers:
- > <http://www.att.com/wireless/stateoftexasemployees>
- >
- >
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- >
- > -----Original Message-----
- > From: MANOR, ANDREW
- > Sent: Wednesday, May 15, 2013 11:37 AM
- > To: SALINAS, ROEL
- > Subject: FW: Assigned Task TAS000000065818 - ADD - Svc. Order Confirmation
- > (ATT)
- >
- >
- >
- > -----Original Message-----
- > From: DIR Customer Care [<mailto:incoming@texasdir.onbmc.com>]
- > Sent: Wednesday, May 15, 2013 11:36 AM
- > To: TEXAN ORDERS
- > Subject: Assigned Task TAS000000065818 - ADD - Svc. Order Confirmation (ATT)
- >
- > You have been assigned a Task from DIR Communications Technology Services. To
- > update this Task simply reply to this email, and leave the Task ID intact
- > (ex: TAS00000000102) in the subject.
- >
- > The body of your reply will be posted into the Work Log and will be a
- > permanent part of DIR's records.
- >
- > To Update the Status of the Task, add "STATUS:" to the end of the subject and
- > then either of the following codes "WIP" for Work In Progress, "COM" for
- > Completed, or "REJ" for Rejected.
- >
- > Work Order ID: WO000000020158
- > Service Request ID: REQ00000025681
- > CKR#: H56000.STF.020158.ATT
- > TSR#: 13050491
- > Order Form: SWITCHED TOLL FREE
- >
- > DIR Contact: Deanna Mickelson
- > DIR Contact Phone Number: 1 512 463-6861
- > DIR Contact Email: deanna.mickelson@dir.texas.gov
- > DIR Main Phone Number: 877-472-4848, Option 4
- > Customer Name: LEE PENA
- > Customer Phone Number: 1 956 272-7010
- > Customer Email: LEE.PENA@CO.HIDALGO.TX.US

>
> Please provide the following information if applicable:
>
> Tex-AN Vendor Contact:
> Tex-AN Vendor Email:
> Tex-AN Vendor Telephone:
>
>
> SALINAS, ROEL
>
>
> -----Original Message-----
> From: DIR Customer Care [<mailto:incoming@texasdir.onbmc.com>]
> Sent: Wednesday, May 15, 2013 9:04 AM
> To: TEXAN ORDERS
> Subject: Assigned Task TAS000000065817 - ADD - Work Order Acknowledgment
> (ATT)
>
> You have been assigned a Task from DIR Communications Technology Services. To
> update this Task simply reply to this email, and leave the Task ID intact
> (ex: TAS00000000102) in the subject.
>
> The body of your reply will be posted into the Work Log and will be a
> permanent part of DIR's records.
>
> To Update the Status of the Task, add "STATUS:" to the end of the subject and
> then either of the following codes "WIP" for Work In Progress, "COM" for
> Completed, or "REJ" for Rejected.
>
> Work Order ID: WO000000020158
> Service Request ID: REQ00000025681
> CKR#: H56000.STF.020158.ATT
> TSR#: 13050491
> Order Form: SWITCHED TOLL FREE
>
> DIR Contact: Deanna Mickelson
> DIR Contact Phone Number: 1 512 463-6861
> DIR Contact Email: deanna.mickelson@dir.texas.gov
> DIR Main Phone Number: 877-472-4848, Option 4
> Customer Name: LEE PENA
> Customer Phone Number: 1 956 272-7010
> Customer Email: LEE.PENA@CO.HIDALGO.TX.US
>
> Please provide the following information if applicable:
>
> Tex-AN Vendor Contact:
> Tex-AN Vendor Email:
> Tex-AN Vendor Telephone:
>
>
> For this task, only use the code "COM" in your Reply, indicating your
> official receipt of this Service Request.
> -----
>
> Agency Name: PH56000 - COUNTY OF HIDALGO TEXAS
> Division Code: H56000 - COUNTY OF HIDALGO TEXAS
> Customer Type: S - State Government
> Requested Due Date: 5/31/2013
> Type: Order
> Project: No

- > Project Name:
- > Previous Quote:
- > Provider: AT&T (ATT) - DIR-TEX-AN-NG-CTSA-005
- > Expedite Request: No
- > Service Type: Add
- > -----
- > Service Address: 100 N CLOSNER BLVD
- > EDINBURG, TX 78539
- > Capital Complex #?: No
- > Point-To Number: 956-383-1026
- > Group Size: 5
- > Toll Number Reserved: 800-638-8239
- > Directory Assistance: Non-Publish
- > Listing to Read: N/A
- > Remarks: CUSTOMER WOULD LIKE TO TRANSFER BILLING FROM AT&T TO DIR.
- >
- > INTERSTATE (MAINLAND US).
- >