How do I order a new phone and/or data services?

You can call the *ADOA Service Desk* at *602-364-4444* or you can email a request to *AZNETSUPPORTDESK@AZDOA.GOV.* They will create a Move, Add or Change (MAC) ticket in the Remedy ticketing system and provide you a with a ticket number to track your request. You can contact them at any time during normal business hours from 8am-5pm to get a status on your request.

What do I do if I have a billing question on my *AZNet II* invoice?

You can call the *ADOA Service Desk* at *602-364-4444* or you can email a request to *AZNETSUPPORTDESK@AZDOA.GOV.* They will open a Request For Information (RFI) ticket in the Remedy ticketing system and provide you with a ticket number to track your request. The RFI ticket will be sent over to Telesoft who will research your request. You can contact them at any time during normal business hours from 8am-5pm to get a status on your request.

What is Telesoft?

Telesoft is the vendor awarded with the statewide contract for *Telecommunication Expense Management (TEM)*. Their system provides billing for all telecommunication expenditures including *AZNet II* services and Carrier services.

Who do I contact if I have a customer service issue with CenturyLink or Telesoft?

A good place to start is with *EIC* Customer Service. You can either call 602-364-1106 or send an email to *ASET_EIC@azdoa.gov.*

How do I get more information about the *AZNet II* contract and the Telesoft contract?

You can find the contracts on the AZProcure website at *https://procure.az.gov.*

How do I call forward my phone?

You can find telephone user guides based upon the type and model of phone that you have by going to the *EIC* website at *http://aset.azdoa.gov/aznet-ii* and clicking on "User Guides" under the *AZNet II* links.

Will *AZNet II* refresh our Universal Power Supply (UPS) units that are marked with an *AZNet* tag?

No, UPS's are out of scope in the *AZNet II* contract. It is the agency's responsibility to maintain, replace and dispose of their UPS's. *AZNet* tags were assigned to the UPS's during the initial AZNet contract when the devices *were* in scope. *EIC* will void all UPS *AZNet* asset tags at the time of surplus.

What will happen to my existing data and voice devices after they are refreshed?

AZNet II will collect the equipment and return them *EIC*. *EIC* will determine whether the equipment should be sent to surplus or kept in the *State Spares* for future re-use.

Are there any other agency responsibilities?

Agencies are responsible for cabling from the IDF closets (or rooms) to the workstations. The minimum standard to support Voice Over Internet Protocol (VOIP) is Category 5 cabling. This will allow 100meg to the desktop. If agencies want to have 1Gig to the desktop, then Category 5e cabling or better is required.

Agencies can obtain price quotes from the various approved cabling vendors on the Statewide *Cabling Contract* and can be accessed through the State Procurement Website at *https://procure.az.gov.*

Agencies are also responsible for providing the required power for the new network and voice equipment and HVAC to the IDF closet or rooms. The recommended ambient temperature is 80 degrees for the IDF closets (or rooms.)

The specific agency responsibilities and refresh requirements are listed on page 19 of the *AZNet II Refresh Readiness Booklet* and in the *Baseline Power and BTU* document. Both can be found on the EIC website (http://aset.azdoa.gov/aznet-ii) under "Publications."

What are the costs associated with Voice "seats" and Network "seats"?

AZNet II offers variety of fixed, predictable pricing options that depend on the *device type* (IP, analog, virtual, etc.) and the level of *service availability* required by your agency. To view all pricing options, visit *http://aset.azdoa.gov/aznet-ii* and click on "Publications" under the list of *AZNet II* links.

Do agencies have to get quotes from all carriers when ordering a new circuit?

Yes, new circuits or new services require quotes from all carriers by category and by county as approved through the *State Procurement Office.*

If my agency would like to request an increase of bandwidth on our existing circuit are we required to get quotes from all carriers?

No, provided there is no change to the current technology needed to achieve the bandwidth increase. If new technologies and/or devices are required, then quotes must be obtained from all qualified carriers.

For more *AZNet II* program information visit aset.az.gov/.

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Arizona Strategic Enterprise Technology