

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

You can call the *ADOA Service Desk* at 602-364-4444 press option 1 for AZNet Support, or you can email a request to AZNETSUPPORTDESK@AZDOA.GOV. They will create a Move, Add or Change (MAC) ticket in the ServiceNow ticketing system and provide you 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 III TEM invoice? You can call the *ADOA Service Desk* at 602-364-4444 option 1, or you can email a request to AZNETSUPPORTDESK@AZDOA.GOV. They will open a Request For Information (RFI) ticket in the ServiceNow ticketing system and provide you with a ticket number to track your request. The RFI ticket will be sent over to MDSL 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 MDSL Telesoft?

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

Who do I contact if I have a customer service issue with Lumen (Centurylink) or MDSL 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 III contract and the Telesoft contract?

You can find the contracts on the Arizona Procurement Portal website <https://app.az.gov>.

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

No, UPS's are out of scope in the *AZNet III* 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 III will collect the equipment and return them to *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.

Agencies can obtain price quotes from the various approved cabling vendors on the Statewide *Cabling Contract* and can be accessed through the Arizona Procurement Portal website <https://app.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.)

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

AZNet III 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, ***** **NEED LINK*******

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. Please submit an RFI ticket in ServiceNow listing the type and speed of circuit you are looking for. The carrier team will take over that ticket and provide back quote(s) from any participating carriers in that area.

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.