



networkMaryland™
Service Request Form Instructions
(Formerly the WAN Request Form)

Information	Description
Agency Name	Name of the Agency or Organization requesting service or changes.
Service Request Number	Number provided by DoIT after the request is received,
Date	Submission date of the request.
Authorizing Agency Contact	Agency Officer authorized to add, change or remove services.
Technical Agency Contact	Agency contact responsible for the implantation of the request.
Service Request Category	Please choose which action you are requesting: add, modify or decommission.
Service Type	Please choose the service(s) you are requesting.
Address of Service Requested	<ul style="list-style-type: none">• For on-net service, please provide the location of the service.• For off-net service, please provide the locations for both ends the service.
Site Access Information	Please provide the information required to access the site if a visit is necessary. Include any special requirements, such as security procedures or entrance information.
Circuit Termination Information	<ul style="list-style-type: none">• Please provide detailed information for the location you would like your service(s) terminated and/or extended to.• Please provide contact information for the site that the work will be performed at for Telco and networkMaryland engineers to contact during survey and installation.

See next page for Sample Form

Sample Form

Please fill out this form to start services or to modify/decommission services.
Completed forms should be e-mailed to wanrequest.doit@maryland.gov

Agency Name: Maryland Agency	Service Request # (Provided by DoIT): 	Date: June 7, 2012	
Authorizing Agency Contact: Jon Doe			
E-mail: jon.doe@agency.gov	Office Phone: 555-555-5555	Cell Phone: 555-555-5555	
Technical Agency Contact: Jane Doe			
E-mail: jane.doe@agency.gov	Office Phone: 555-555-5555	Cell Phone: 555-555-5555	
Service Request Category			
New Service: <input checked="" type="checkbox"/>	Modify Existing Service: <input type="checkbox"/>	Decommission: <input type="checkbox"/>	
Service Type			
SwGI/OMBN	<input type="checkbox"/>	VPRN	<input type="checkbox"/>
Internet	<input type="checkbox"/>	Managed CPE	<input type="checkbox"/>
Layer 2 Circuit	<input type="checkbox"/>	VPN	<input type="checkbox"/>
Ethernet Everywhere	<input checked="" type="checkbox"/>	Colocation	<input type="checkbox"/>
Bundled SwGI/ISP	<input type="checkbox"/>	Bandwidth	200Mbps
Address of Service Requested (Please use N/A for fields that are not applicable)			
Location 1		Location 2	
Site Name: Agency HQ	Street Address: 123 ABC Street	Site Name: Agency DRC	Street Address: 456 DEF Avenue
Room/Suite #:	City: Annapolis	Room/Suite #: 2nd Floor	City: Frederick
County: Anne Arundel	Zip code: 21401	County: Frederick	Zip code: 21701
Site Access Information (Please use N/A for fields that are not applicable)			
Access Days/Times: M-F, 8am-5pm			
Special Instructions/Requirements for Access: N/A			

Circuit Termination Information
(Please use N/A for fields that are not applicable)

Room Number: 203	Rack Number: A-5
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Location of Verizon Demarc (if location is known):

Basement room 023

Proposed Location of Extended T1 Demarc (Location of Networking Equipment):

Room 203, Rack A-5. Use the open space in the middle of the rack.

Local Agency Contact:

Jack Doe

E-mail: jack.doe@agency.gov	Office Phone: 555-555-5555	Cell Phone: 555-555-5555
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Building Maintenance Contact:

N/A

E-mail:	Office Phone:	Cell Phone: