

# AZNet II

## CUSTOMER CARE GUIDE



### Contract Basics

AZNet II is a Statewide Telecommunications Contract with CenturyLink

CenturyLink



Five Year Contract Term, Effective Through June 2018

Monthly, Predictable Pricing Based on “Seats” (Users)

Seat Prices Include Voice & Data Equipment, Services and Support Staff

Optional “Add On” Equipment and Services Available at Negotiated Rates

State Contract Management and Oversight by Enterprise Infrastructure  
& Communications (EIC), a division of ADOA



The Enterprise Infrastructure & Communication (EIC) is a division of ADOA's Arizona Strategic

## about EIC

Enterprise Technology (ASET)

tasked with establishing an outsourced, consolidated telecommunications system to service State agencies, boards and commissions.

After circulating a Request for Proposals and evaluating vendor submissions, State agencies, boards and commissions selected to enter into a five year contract with CenturyLink, effective March 9, 2012. This contract is known as AZNet II - Arizona Network.

The EIC now fills the role of contract management and oversight, ensuring that during the five year AZNet II term, the vendor fulfills contractual obligations and maintains efficient and uniform guidelines and procedures. It's our mission to advocate on behalf of our fellow State workers in receiving first-rate data and voice services from the contractor.

We hope this resource guide will help you navigate through the "Refresh" phase of the contract and beyond. For more extensive information about AZNet II and EIC, visit our website <http://aset.azdoa.gov/aznet-ii>

## our staff

The EIC team's foremost goal is to advocate on behalf of AZNet II customers. It is our duty to ensure that our vendors are performing as promised.

We urge you to contact us in the event of vendor service issues or with questions regarding service expectations. Each member of our team possesses specialized industry knowledge and experience, thus your first point-of-contact will often depend on the nature of your concern. That said, we work together closely and are ultimately here to help in any way we can.



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*Agency Refreshes  
Project Tickets  
Processes & Procedures*

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*Network Migration  
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*Refresh Site Readiness  
Cabling & Power Requirements  
State Contract Leverage*

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*Service Level Requirements  
Ticket & Billing Audits*

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*Inventory System Migration  
Device Surplus & Restaging*

## contact us

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*Carrier Selection Process  
Contract Leverage & Compliance  
Carrier Distribution Data*

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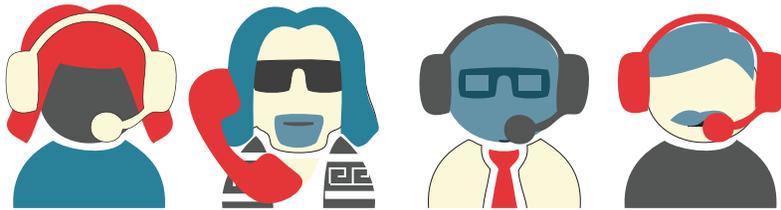
*Oversight of  
Billing Processes & Compliance  
EIC Budget & Finance*

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*Vendor Performance  
Customer Experience  
Issue Resolution & Escalation*





# SERVICE & SUPPORT

The quickest way to access information and technical services from AZNet II begins with contacting the **ADOA Service Desk** to open a ticket. Whether you call in your query or send it via email, your first point of contact will always be our *Level 1* support team. These are the folks that'll be entering your service request into our ticketing system and providing you with a ticket number for

tracking purposes. They're also the ones tasked with engaging the appropriate department/team to assist you--so it goes without saying that the more specific you can be in your initial contact, the quicker they'll come to your rescue. The table below identifies AZNet II ticket "types" along with scenarios on when to request each.

 : 602-364-4444

 : [aznetsupportdesk@azdoa.gov](mailto:aznetsupportdesk@azdoa.gov)

definition

details

*open this ticket type...*

	definition	details	<i>open this ticket type...</i>
<b>MAC ticket</b>	"Move, Add or Change" existing configuration	This is a ticket request that will require some technical service, whether in the form of a site visit ("hard MAC") or through remote programming ("soft MAC").	<p><i>...to set up a phone for a new employee</i></p> <p><i>...to set up a Virtual Office Employee's off-site phone and router</i></p> <p><i>...to cancel existing phone number &amp; return device</i></p>
<b>Repair ticket</b>	"In-Scope equipment or software repair" ticket	Open a Repair Ticket when you have an AZNet II device or service that is in need of repair or routine maintenance. Often this will require the dispatch of a technician to your site, but sometimes these can be handled remotely.	<p><i>...if you experience an interruption in services</i></p> <p><i>... if a device fails or underperforms</i></p>
<b>RFI ticket</b>	"Request for Information"	RFIs are inquiries. They can be speculative (i.e. "Would our agency save money if we changed carriers?") or definitive (i.e. "What's the difference between PONs and SubPONs?")	<p><i>...with questions about your AZNet II bill</i></p> <p><i>...to request quotes from carrier vendors</i></p> <p><i>...to inquire about Optional Services available to your agency</i></p>
<b>Project ticket</b>	Ticket requiring "considerable scheduling & activities," i.e. site "refreshes"	Projects are the most substantial ticket type, typically involving many individual tasks related a large-scale endeavor. Most Project Tickets under the AZNet II contract will be site refreshes, but more extensive MACs may qualify as well.	<i>AZNet II will create and/or designate Project Tickets based on a review of the magnitude of activity required to complete.</i>

**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](mailto:AZNETSUPPORTDESK@AZDOA.GOV). They will create a Move, Add or Change (MAC) ticket in the Remedy 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 II bill?**

You can call the *ADOA Service Desk* at 602-364-4444 or you can email a request to [AZNETSUPPORTDESK@AZDOA.GOV](mailto: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](mailto: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.

**Is it necessary for agencies to obtain quotes from all carriers if their requested bandwidth increase requires that an additional circuit bond to an existing circuit?**

It depends. In this event, the AZNet II engineering team would perform a review to determine the best solution. It is possible that upgrading the current technology could actually result in *cost savings*. If this is determined to be the case, quotes from all qualified carriers would be required.

**Do agencies have to obtain carrier quotes if they wish to order a new conference card and/or conferencing services?**

If a new account is needed, quotes must be obtained. But if the request is simply for a new card, quotes are not necessary.

**What if the agency wants to use a specific carrier without going out for quotes on new services?**

Quotes must always be procured from *all* eligible carriers. Eligibility is determined by county (certain carriers are only contracted in certain AZ counties) and on carrier's ability to provide services requested by agency.

**How long before a carrier quote expires?**

Any quote greater than 90 days old is no longer valid and new quotes must be procured from all eligible carriers.

**What if my agency needs to request a new business line?**

If the request is for a new 1FB line and is NOT part of a hunt group (e.g. fax, modem, postage machine, burglar alarm, credit card line, fire alarm) then quotes are required from all eligible carriers.

**Where can I find more information about the AZNet II contract and the TEM contract?**

All Statewide contracts can be found at <https://procure.az.gov>.

## online resources

**Want more information?**

For the fine print, user guides, optional services & more, visit the online resources

 [aset.azdoa.gov/aznet-ii](https://aset.azdoa.gov/aznet-ii)

- Handy User Guides*
- In-Depth Device Tutorials*
- Optional Services Available*
- Steering Committee Schedule & Minutes*
- Scope of Contract*
- Carrier Services Circuit Awards*
- Network Architecture*
- Scope of Work*
- Pricing Information*
- Direct Access to Telesoft Billing System*
- Contract Overview & Glossary of Terms*
- Side-by-Side Comparisons of AZNet I & II*

 [procure.az.gov](https://procure.az.gov)

- AZNet II - Voice & Network Communication Services*
- AZNet - Telecommunications Expense Management*
- Cabling Communication Systems*
- Telecommunication Carrier Services*
- Uninterruptible Power Supply: New Equipment, Service & Maintenance*

 [aznetsupportdesk@azdoa.gov](mailto:aznetsupportdesk@azdoa.gov)

- To request login information for the following agency-specific resources:
- Bandwidth Utilization*
  - Quality-of-Service Reporting*
  - Project Refresh Architecture & Diagrams*