

# ONE Burbank DIA Customer Questionnaire



1. Physical layer- Customer inside wiring handoff:

Copper (Speed Duplex)

Single Mode Fiber

Multi Mode Fiber

*Note: this is the ONE Burbank handoff to connect to customer switch.*

2. Customer IP Addressing

a) ONE Burbank provided ( /30-1 IP):

Customer Provided

b) If additional IP Addresses are required it will be at an additional cost, customer must submit justification form. Additional IP addresses: Yes

Number of IPs \_\_\_\_\_

3. Committed Internet Rate (CIR): \_\_\_\_\_Mbps

Initial Service Term \_\_\_\_\_Yrs

4. Conduit ready for Fiber cable installation from outside the building to MPOE location Yes No

*Note: Customer is responsible for interior conduit installation. (BWP requirements: Separate EMT or Steel Electrical conduit, conduit cannot have more than three 90-degree bends with 18" Radius minimum, pull rope must be already installed inside the conduit)*

5. Customer may auto renew service for successive one-year terms at the cost of the initial service

Automatic Renewal Option: Yes No

6. BGP required: Yes No

7. Do you require DNS or rDNS: Yes No

- How many domains, zones do you need to setup \_\_\_\_\_

8. Primary Technical Contact: Name \_\_\_\_\_ Title \_\_\_\_\_

• Phone \_\_\_\_\_ Email \_\_\_\_\_

Secondary Technical Contact: Name \_\_\_\_\_ Title \_\_\_\_\_

• Phone \_\_\_\_\_ Email \_\_\_\_\_

9. Primary Billing Contact: Name \_\_\_\_\_ Phone \_\_\_\_\_

• Address \_\_\_\_\_

• Title \_\_\_\_\_ Email \_\_\_\_\_

10. Legal Company Name to appear on the Agreement: \_\_\_\_\_

• Company Address \_\_\_\_\_ Phone \_\_\_\_\_

• Name to appear on the agreement (Printed) \_\_\_\_\_

• Title to appear on the agreement \_\_\_\_\_

11. Service Address \_\_\_\_\_

12. Company Tax ID Number \_\_\_\_\_

13. Requested "In Service" Date \_\_\_\_\_

14. Signature \_\_\_\_\_ Date \_\_\_\_\_