Office of Technology Services Network Services
Tech Support/Trouble Reporting (NS-15)

If this is a PRIORITY REPAIR – Please CALL 225-219-6900 to report. Please do not email to the Tech Support Box.

If you are having an issue with your telephone, please troubleshoot before reporting to OTS:

- Swap out the phone and cords with another phone and cords that you know work.
- If the phone requires batteries, replace the batteries with new ones.

Refer to https://www.doa.la.gov/doa/ots/services-we-provide/various/trouble-reporting/ for more information about troubleshooting.

Please advise if there have been any recent power outages, storms, construction, etc. that may have caused the issue.

Telephone number or circuit ID number in trouble. Include data circuit vendor name if known.

Person reporting the trouble

First Name	Last Name

Phone Number	Email Address

Site contact

First Name	Last Name

Phone Number	Email Address

Location of trouble

Department/agency

Street Address	City	Zip Code

Building Name or Number	Room Number

Site/Contact access hours

Type of problem

☐ Telephone Line Issue   ☐ Telephone Feature Issue   ☐ Equipment Issue   ☐ Data Network Issue   ☐ Other

Select One   Select One   Select One   Select One

Detailed description of problem.