

Office of Technology Services

Trouble Reporting (OTS-15)

If this is a **PRIORITY REPAIR** – Please **CALL 225-219-6900**. Do not email.

This form may be used to gather information for telecommunications and network services trouble reporting.

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/network-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

- | | | | | |
|-----------------------------------------------|--------------------------------------------------|------------------------------------------|---------------------------------------------|--------------------------------|
| <input type="checkbox"/> Telephone Line Issue | <input type="checkbox"/> Telephone Feature Issue | <input type="checkbox"/> Equipment Issue | <input type="checkbox"/> Data Network Issue | <input type="checkbox"/> Other |
| Select One | Select One | Select One | Select One | |

Detailed description of problem.

Use Acrobat Reader to open and complete the form, then email a copy of the saved form to: otssupport@la.gov

For Priority Repairs, call 225-219-6900.