

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

If this is a **PRIORITY REPAIR** – Please **CALL 225-342-7777** 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/Pages/ots/Telecommunications/catalog/helpdesk.aspx> 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

Select One

☐

Telephone Feature Issue

Select One

☐

Equipment Issue

Select One

☐

Data Network Issue

Select One

☐

Other

Detailed description of problem.