

# 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/oa/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.

---

---