Office of Technology Services
Telecommunications Trouble Reporting (OTS-15)

If this is a PRIORITY REPAIR – Please CALL 225-219-6900, Option 3. DO NOT EMAIL.

This form may be used to gather information for telecommunications 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 voice circuit ID number in trouble. Include 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	☐ Jack/Inside Wiring Issue	☐ 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

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