

Instructions for Help Desk Information Form (OTM-15) (Revised 7/95)

This form is designed to aid the user in gathering the necessary information before reporting problems to the OTM Help Desk.

- Telephone Number or Circuit ID in Trouble** Area code and the telephone number reported as having trouble.
Example: (225) 771-2011.
Telephone number and/or circuit number reported as having trouble.
Example: (225) 925-7000/60CLNC7611
(318) 491-2500/600SPA2577
- Person Reporting the Trouble** Name of the person making the report.
- Telephone Number of Person Reporting the Trouble** Area code and telephone number of the person making the report.
- Contact Person at Site** Name of the person that can be contacted for additional information and who should be notified when problem is resolved.
- Contact Person's Telephone Number** Area code and telephone number of contact person at site.
- Department/Agency** Education, Public Safety, Administration, etc.
- Location of Trouble** City, agency, and street address where problems are located.
Example: Baton Rouge, Office of Telecommunications Management,
150 Third Street
- Access Hours** Days and hours the office is open.
Example:
Monday - Friday, 8:00 a.m. to 5:30 p.m.
- Type of Problem and Description of Problem** Line problem, feature problem, equipment, etc.
Example: Line problem—trouble on local calls (dial 9) such as no dial tone (dead), can't call out, can't be called, noisy line, etc., should be reported as trouble on local calls.
Example: Feature problem—trouble with a feature not working such as call pick-up, call forward busy, call forward variable, call transfer, etc., should be reported as trouble with a feature and the feature which is not working should be identified.
Example: Equipment problems—switches (PBXs), and key systems, which experience problems should be

reported as such along with the type of PBX (e.g., Definity, Dimension) or key system (e.g., 1A2 Key, Toshiba, Northern Tel).

Example: Data circuits—There are three vendors (at publication time) for data circuits: BellSouth, AT&T data, and WTG. The vendor name should be reported, the type of trouble being experienced and the data circuits identification number.

Can't transmit—

BellSouth data circuit #63D7747

Can't receive—

AT&T data circuit #60FD8878

Circuit down—

OTM/WTG data circuit #WXX01234