

Instructions for Toll Free Services Order Form (OTM-32)(10/2014)

GENERAL INFORMATION

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| TC Approval | Name of the agency authorized agency telecommunications coordinator approving the request |
| Department/Agency Office | Agency requesting the service Office requesting the service |
| Cost Center Number | Cost center to be billed for the service. |
| Location | Location of service. |
| Requested Due Date | Date services are requested to begin. |
| Contact | Person to be contacted for information about the request. |
| Contact Telephone Number | Contact person's telephone number. |
| Describe the Proposed Use of the Toll Free Number | Describe the proposed use of the toll free number |
| A Toll Free Number Is Required By City, Parish, State, Or Federal Regulation Or Law | Select if a toll free number is required by regulation or law |
| NEW TOLL FREE SERVICE | Complete this section for new toll free service. |
| List Types of Toll Free Calls This Number Needs to Be Able To Receive | List types of calls the toll free service should be able to receive—local, intraLATA, intrastate, interstate, Canada. Note: Local calls placed by constituents to this number will incur the same charges to the agency as long distance calls placed to this number. |
| Route to (Local Telephone Number) | The ten-digit local telephone number the toll free calls will be routed to. |
| Include Directory Listing | Select if a directory listing is required. OTM will contact the agency TC for more information. |
| Include Advanced Features | Select if advanced features such as network queuing, call routing, announcements, etc., are required. OTM will contact the agency TC for more information. |
| CHANGE TOLL FREE SERVICE | Complete this section to change existing toll free service. |
| List Types of Toll Free Calls This Number Needs to Be Able To Receive | List types of calls the toll free service should be able to receive—local, intraLATA, intrastate, interstate, Canada. Note: Local calls placed by constituents to this number will incur the same charges to the agency as long distance calls placed to this number. |
| Route to (Local Telephone Number) | The ten-digit local telephone number the toll free calls will be routed to. |
| Change Directory Listing | Select to add, change, or remove a directory listing from existing toll free service. OTM will contact the agency TC for more information. |

Change Advanced Features Select to add, change, or remove advanced features such as network queuing, call routing, announcements, etc., are required. OTM will contact the agency TC for more information.

CANCEL TOLL FREE SERVICE Complete this section to cancel toll free service.

Existing Toll Free Number The toll free number to be cancelled.

Route to (Local Number) The ten-digit local telephone number associated with the toll free number to be cancelled.

Note: A separate form is required to disconnect the associated local telephone number. Refer to [Dial Tone/Disconnect](#) in the [OTM Catalog of Services](#) for instructions.

FOR OTM USE ONLY Leave this section blank.

Submit the form to OTM Customer Service at voiceorders@la.gov.