

**Louisiana Office of Technology Services
Toll Free Services Order (OTS-32)**

General Information

TC Approval _____ Department/Agency _____
Cost Center Number _____ Office _____
Location _____ Requested Due Date _____
Contact Name _____ Contact Telephone 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

New Toll Free Service

List types of toll free calls this number needs to be able to receive

- Local **Note: Local calls to this number will incur the same charges to the agency as long distance calls to this number.**
- IntraLATA Interstate
 Intrastate Canada

Route to (local telephone number) _____

Include directory listing—OTS will contact the agency for more information

Change Existing Toll Free Service

Existing Toll Free Number _____

List types of toll free calls this number needs to be able to receive

- Local **Note: Local calls to this number will incur the same charges to the agency as long distance calls to this number.**
- IntraLATA Interstate
 Intrastate Canada

Route to (local telephone number) _____

Change directory listing—OTS will contact the agency for more information

Change advanced features (network queuing, call routing, announcements, etc.)—OTS will contact the agency for more information

Cancel Existing Toll Free Service

Existing Toll Free Number _____ Route to (local) number _____

Note: A separate form is required to disconnect the associated local telephone number. Refer to Dial Tone/Disconnect in the OTS Catalog of Services for instructions.

For OTS Use Only

Inventory reviewed for duplicate toll free numbers for this cost center

Approval by Director _____ Date _____

Use Acrobat Reader to open and complete the form. If you can access the [OTS Customer Self-Service Ticketing Portal](#), submit this form by attaching it to a general incident. Refer to [Ivanti Self-Service Instructions](#). If the portal is unavailable, email the completed form to otssupport@la.gov, attention OTS-EUC-VoiceOrders.