

Telephone Trouble Form

Phone #: _____

Building: _____

Room#: _____

Description of
problem: _____

*Please check to insure the following below & answer each question below before submitting this form. If each question is not answered the form will be sent back to you and not submitted:

1. Does the phone have a dial tone?
2. Does the phone line receive incoming call?
3. What happens when you call the phone line? Does it ring like normal and then go to voicemail?
4. Is the phone plugged in properly?
5. Have you tried replaced the batteries?
6. Is the line forwarded?
7. Is the volume/ringer turned off?
8. Have you tried another known working phone in this jack? (This needs to be done before submitting this form)
9. What brand/type of phone is experiencing trouble?
10. Is it a single line, 2-line or 4-line handset?

Submitted & Approved
by: _____

Date: _____