

PHONE RECOVERY

Communication is crucial to your business and has a great impact on the public perception of your organization. This template is focused on your telecommunications and will help you define and document your phone redirection strategy. Contact your phone vendor(s) now, during the planning process, in order to discuss their available methods of emergency redirection.

The following chart will help you document what numbers you will need rerouted at time of interruption and the procedure for each.

Phone Number	Type	Related Function	Telephone Provider	Contact Information	Destination Instructions / Special Instructions
Ex: 800-555-6666	Toll Free	All Public Inbound	Qwest	Prim: Adam Smith (D) 737-555-8888 Alt: Sheila Jones (D) 737-555-8877	Redirect to
Ex: 901-555-6666	Dedicated Call Center	Sales	Qwest	Prim: Adam Smith (D) 737-555-8888 Alt: Sheila Jones (D) 737-555-8877	Redirect to
Ex: 901-888-4445	Fax	Communications	AT&T	Prim: Adam Smith (O) 737-555-3000 Alt: Sheila Jones (C) 737-555-1234	Redirect to