

Telecommunications Survival Plan Business



Many of us have plans in place in case of fire, extreme weather or other emergencies, however it is important to ensure that the communications systems we rely on are included as well.

A telecommunications survival plan can help your business maintain contact with vital services: so prepare one, keep it handy and update it regularly to protect your business and employees from the unexpected loss of telecommunication services due to fire, flood or some other disaster.

Remember that telecommunications do fail and this could affect your business for up to one month.

Things to consider are:

1. Who do you contact if the telephone, internet, mobile and ATMs all fail at the same time?
2. How will you contact your bank, suppliers, customers and employees?
3. What is the nearest suburb or town outside the boundary of your telecommunications region if you need to find a working phone?
4. How do you contact emergency services?
5. If the telecommunications system is out for up to 30 days how much cash and supplies should you keep on hand?
6. How will your business function without telecommunications?
7. Who should you tell if you can't pay bills and employees using the Internet?
8. How do you get a satellite phone if needed?
9. What should you do if customers cannot pay?
10. How will you reach and use any offsite backup?

ACCAN has also prepared guides for creating a business continuity plan. These can be reached at accan.org.au/smb

If there is a telecommunications failure, remember to help others in the community – this will help minimise the impact of the failure.