

Title	<b>MAJOR TELEPHONE SYSTEM FAILURE</b>			Number	<b>T11</b>
Effective From:	09.01.12	Duration:	No end date	Review:	01.05.24
Author:	Scott Barnes			Version:	1.9
Other Ref:					
Contacts:	Andrew Savage				

## Version Control

(Only last 3 versions, earlier versions can be found in the appropriate Archive directory for the document)

<b>DATE</b>	<b>CHANGE</b>	<b>CHANGED BY</b>
09.01.20	Reviewed, no change	SB
06.07.21	Reviewed, update to include Aston Bourne Road and new contact numbers for flow chart.	AB
17.05.22	Reviewed, updated fault reporting number and account number.	AS

## Introduction

In the event of a telephone system failure the following procedure should be carried out **IMMEDIATELY**. This will give a limited period of downtime to the service and bridge any gap in service until either a manager on call, one of the technical team or a BT engineer is able to come to site to rectify this issue.

Please note that all the mobiles that are to be issued to the call handlers, are located by the OOH Team Leader desk on the call centre floor. They are attached to chargers so are always full charged. The phones should have capacity to stay charged for several hours but in the event of a mobile running low on battery please unplug the chargers from the communications room and plug in on the call centre floor.

The mobiles have been numbered and work on divert if busy basis. This just means if phone one is busy, the call will then divert onto phone 2, and if this is busy then onto phone 3 and so on.

There are also three 'emergency doctor' phones also located within the call centre at Aston Bourne Road; near the duty Team Leader's workstation, which are not linked to the incoming lines but are just standard mobile phones. These are to be issued to the GPs on shift at Aston Bourne Road to enable them to make outgoing calls to patients. To record calls the DISA procedure will need to be followed.

There is also an emergency 'Admin' mobile phone (07375 068 732) which all Aston Bourne Road and Glover Street office phones will automatically be diverted to in the event of a telephone system failure. This mobile is located on the Badger cars' cabinet behind the duty Team Leader's workstation and is clearly labelled 'Emergency Admin Phone'.

In the event of a major telephone system failure where incoming calls are affected, the following procedure should be followed.

