BUSINESS COMMUNICATIONS CONTINUITY CHECKLIST

Introduction

In the aftermath of the Optus national outage, the fragility of our interconnected world has never been more evident.

From personal stories of individuals unable to reach loved ones to hospitals facing critical lapses in communication, the consequences have been profound and far-reaching.

Businesses across the spectrum have grappled with transaction failures as payment processing systems went dark, echoing the vulnerability of our digital infrastructure.

As we stand in the shadow of this event, one thing is becoming increasingly clear—the financial ramifications are significant.

While Optus are still piecing together the full economic impact, initial estimates suggest it could soar into the hundreds of millions.

This unprecedented disruption serves as a stark reminder of the need for a solid communications continuity plan.

The following checklist has been meticulously crafted to ensure your business does not become another cautionary tale.

By addressing each point, you can shield your operations from similar vulnerabilities, safeguard your financial stability, and maintain the trust of those who depend on your services and connectivity.

Checklist

Business Communications Continuity Checklist

Business Name _____

Contact Name _____

Contact Number _____

Email _____

Date Completed _____

1. Primary Connectivity Assessment

☐ **Identify your primary internet service provider (ISP).**

☐ **Document the type and speed of your primary internet connection.**

☐ **Verify if your ISP offers redundancy options for business customers.**

related issues?

2. 4G Backup Readiness

☐ **Confirm the presence of a 4G LTE backup device/system.**

☐ **Ensure this 4G backup is activated and integrated with your network.**

☐ **Test the 4G backup connection for functionality at least once every quarter.**

☐ **Review the data cap and speed of your 4G backup service.**

3. Alternative Carrier Options

☐ **List all carriers available in your area besides your primary ISP.**

☐ **Evaluate alternative carriers for backup options and emergency use.**

☐ **Consider the benefits of diversifying carriers to minimize the risk of simultaneous outages.**

4. Virtual Mobile Services Deployment

☐ **Audit the use of virtual mobile services within your organization.**

☐ **Check the reliability and feature set of your virtual mobile services.**

☐ **Train your staff in the effective use of virtual mobile services for business continuity.**

Checklist

5. Unified Communications Solutions

□ **Implement unified communications applications that provide voice, video, and messaging.**

□ **Confirm the compatibility of these applications with various mobile devices and desktop systems.**

□ **Regularly update all communication apps to ensure the latest features and security patches.**

6. Power Redundancy

□ **Inspect the health and capacity of Uninterruptible Power Supplies (UPS) for critical equipment.**

□ **Test the failover to backup power and review the duration of support it offers.**

7. Remote Work capability

□ **Evaluate the infrastructure available for employees to work remotely if needed.**

□ **Provide training for staff to shift to remote work with minimal disruption.**

8. Emergency Communication Plan

□ **Develop an emergency communication plan detailing how to disseminate information internally and externally during an outage.**

□ **Assign roles and responsibilities within your team for managing communications during an incident.**

9. Regular Review & Updates

□ **Schedule regular reviews of your communication continuity plan to incorporate new technologies and lessons learned from recent incidents.**

□ **Keep a log of any incidents and responses to improve future readiness.**

Book your free business continuity audit with our amazing team who will work out a tailored solution specific to your business

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