

# Critical Telephone Numbers



Institute for Catastrophic  
Loss Reduction  
Building resilient communities

Use this form to list telephone and/or fax lines that are critical to the survival of your business. Enter what each is used for and think about whether it is essential that this number be continuously available. Then, select a solution for how to keep the number operational or an alternative to meet the need.

You may want to have a plan in place to communicate any contact information changes to your employees, vendors and key contacts.

*Save a blank version of this form so you can make additional copies as needed.*

Phone Number	Type (enter code – L, LD, 800, F, M, or O)	Status (enter code – C or E)	Description (e.g. hotline, main line, toll free customer service line, dial-in to network)	Solution (enter code – R, N, M or O)	Related Business Function(s)

- |                         |   |                                       |
|-------------------------|---|---------------------------------------|
| <b>Type Codes:</b>      | <b>Status Codes:</b>                    | <b>Solution Codes:</b>                |
| <b>L</b> Local          | <b>C</b> Currently in use               | <b>R</b> Reroute to recovery location |
| <b>LD</b> Long Distance | <b>E</b> Will establish during recovery | <b>N</b> New number                   |
| <b>800</b> Toll Free    |   | <b>M</b> Recorded Msg                 |
| <b>F</b> Fax            |   | <b>O</b> Other                        |
| <b>M</b> Mobile         |   |                                       |
| <b>O</b> Other          |   |                                       |



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