

TELEPHONE OUTAGE PROCEDURES - HAUPPAUGE

FOLLOW THESE PROCEDURES FOR PROLONGED OUTAGES,
WITH THE ADVICE OF BROADVIEW NETWORKS.

PROCEDURES:

1. Call Broadview at **(800) 276-2384** (account number is **6312731375**) and report the problem. If they confirm that the outage will be prolonged, ask them to:
 - a) Forward main number **(631) 582-3663 to (631) 617-5106**. This activates backup Cablevision lines, allowing four **INBOUND** calls to ring the switchboard at once.
 - b) Forward **(631) 435-0460 to (631) 617-6566** and **(631) 435-0478 to (631) 617-6567**. The agency order lines will now ring two cordless telephones, also on backup Cablevision lines, in the Computer Room (see the warehouse manager or foreman for a key), located in the equipment cabinet. Use these for taking agency orders. When not in use, replace them on their cradles to keep them charged.
2. Keep **OUTBOUND** calls to a minimum and as short as possible during this time.
3. Managers who have organization-provided cell phones should use them to make calls rather than using the telephone system in order to allow in-coming calls to be received.
4. Staff members should ask managers if organization cell phones can be available for important business calls.

WHEN NORMAL TELEPHONE SERVICE IS FULLY RESTORED, ASK BROADVIEW TO REVERSE ALL CALL FORWARDING. TEST ALL LINES FOR NORMAL FUNCTIONING.