

Phone System Outage notification process

In the event of a phone system outage or issues affecting inbound calls to the PRC, the following distribution list should be notified immediately.

A notice should be sent to the following distribution lists to Inform of any PRC phone system outage or issue occurring,

DL_ITRANSPLANT_USERS DL_ITRANSPLANT_USERS@GiftofLife.on.ca

DL_TOTAL_USERS DL_TOTAL_USERS@GiftofLife.on.ca

In addition the following local & toll-free lines should be called directly to verify if any other inbound calls to the PRC are functional or working as a contingency measure,

PRC Phone lines

PRC Main phone line Local: 416-363-4438 Toll-Free 1-877-343-8456

PRC Backdoor line Local: 416-214-7808 Toll-Free 1-888-603-1399

PRC Tissue Family line Local: 647-790-2928 Toll-Free 1-888-467-2926

Service desk will send out a communication that will contain any alternate inbound routes to the PRC or any pertinent information pertaining to the outage.

If internal office staff are also experiencing an outage, the notification will also need to include a third distribution list as follows,

_TGLNStaff _TGLNStaff@GiftofLife.on.ca

Please find a template to get an idea of what to send for the following,



Attention Everyone,

The phone system is currently experiencing some technical issues. We are working with the carrier/service provider to get the issue resolved. We will send a status update.
