Telstra Business Resumption Services

The smart risk management choice for continuity of communications.

Fires, floods and network outages can disrupt phone calls for businesses. People often don't think about redirecting incoming calls from their main or secondary sites until there's a problem. This oversight can result in anything from a small inconvenience to a significant business disaster.
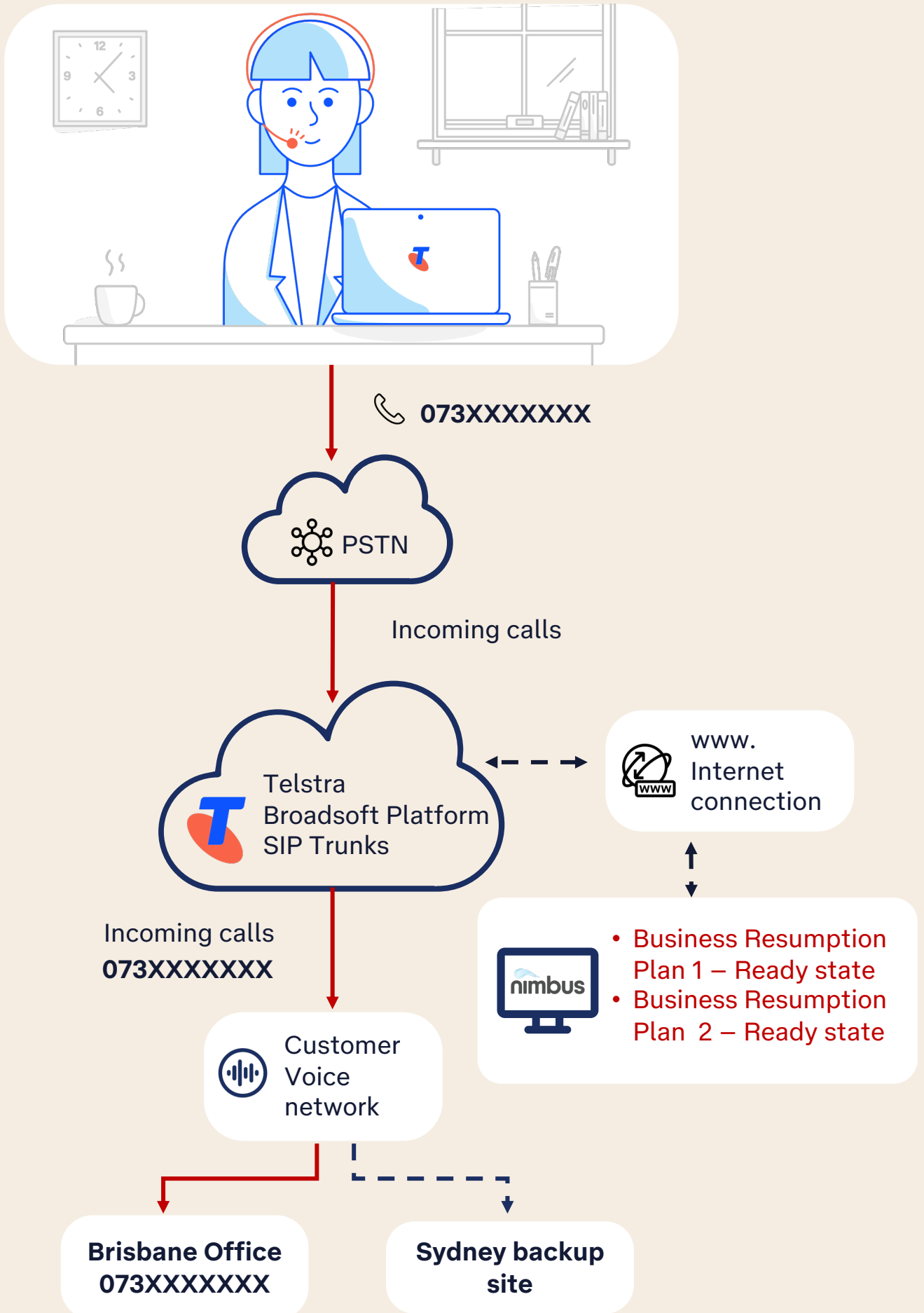
Telstra Business Resumption Service (Telstra BRS) is designed to safeguard your business. It offers a simple method to redirect calls on a single number to number basis, during both planned and unplanned outages. Opting for Telstra Business Resumption Service+ (Telstra BRS+) provides additional advanced features.

With Telstra Business Resumption Service+(Telstra BRS+), authorised users can effortlessly create, change, and implement network-based call diversions for individual numbers or large groups. You can set up and activate multiple plans, and if needed, revert back to previous configurations.

Using Telstra's business resumption services is a straightforward measure for organisations to ensure they stay connected with their customers and communities
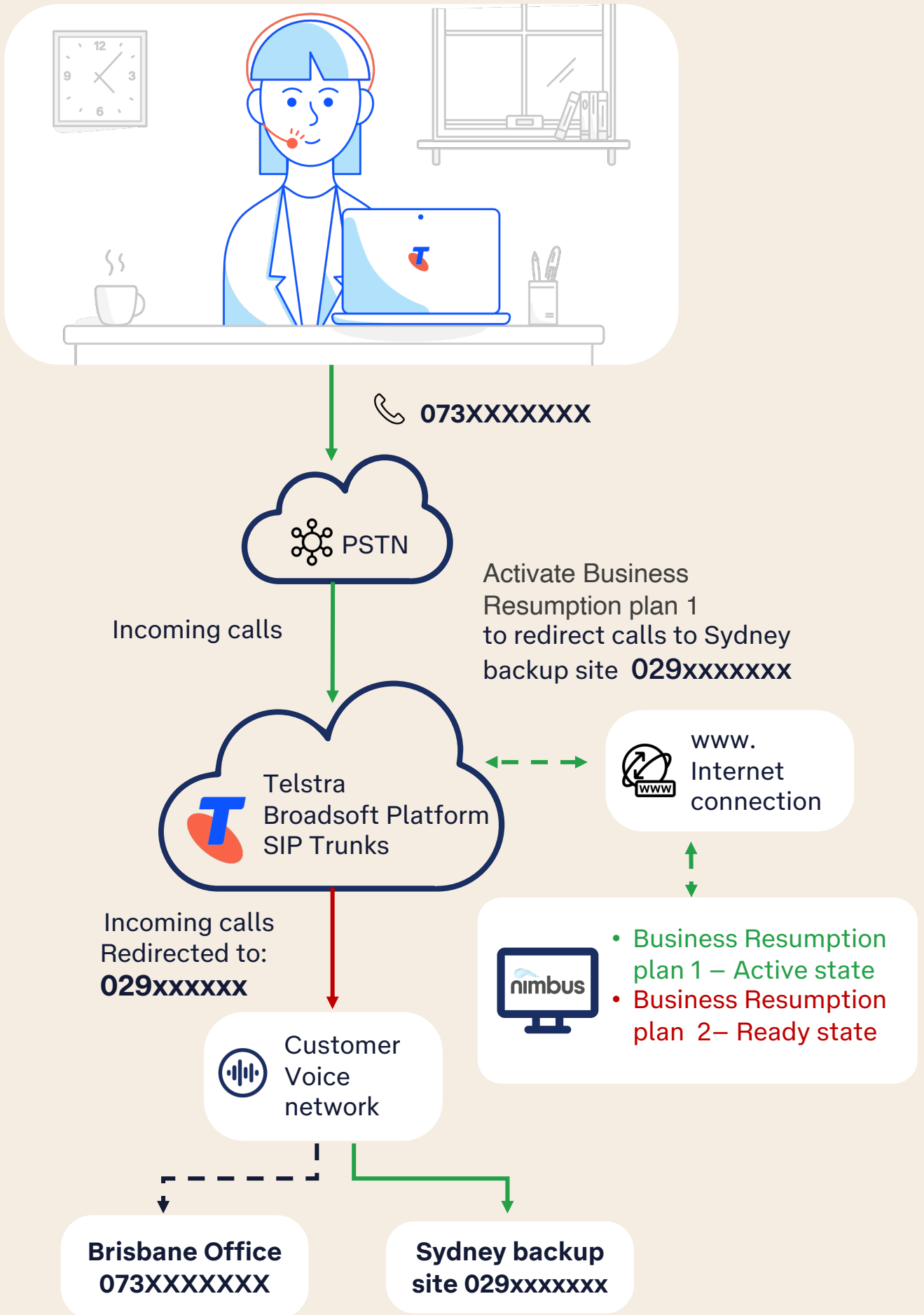
How it all works

Normal mode: Business Resumption plans to redirect calls available but not activated.

📞 **073XXXXXXX**

PSTN

Incoming calls

Telstra Broadsoft Platform SIP Trunks

www. Internet connection

Incoming calls
073XXXXXXX

nimbus

- Business Resumption Plan 1 – Ready state
- Business Resumption Plan 2 – Ready state

Customer Voice network

Brisbane Office 073XXXXXXX

Sydney backup site

How it all works

Telstra BRS+ Active mode: Business Resumption plans activated to redirect calls

📞 **073XXXXXXX**

PSTN

Incoming calls

Activate Business
Resumption plan 1
to redirect calls to Sydney
backup site **029xxxxxxx**

**Telstra
Broadsoft Platform
SIP Trunks**

www.
Internet
connection

Incoming calls
Redirected to:
029xxxxxx

nimbus

- Business Resumption
  plan 1 — Active state
- Business Resumption
  plan 2— Ready state

**Customer
Voice
network**

**Brisbane Office
073XXXXXXX**

**Sydney backup
site 029xxxxxxx**

Telstra BRS

Telstra BRS is a basic business resumption service for customers requiring simple redirection plans for a limited number of numbers or answering points. Plans can be set up based on a single number to number redirection and activated when needed.

Telstra BRS+

Telstra BRS+ is the tool to create, implement, and roll back bulk call-forwarding plans for critical services. You may activate redirections during planned and unplanned outages to minimise business disruption, using a simple, self-managed portal.

Changes can be made in near real-time to keep services running and mitigating the risk of human error in an unforeseen technology outage.

Who can benefit from Telstra's Business Resumption services?

✓ Any organisation that cannot risk their communications going down to ensure customer calls are not missed and business is not interrupted.

✓ Customers with services where a high level of availability is required, such as emergency service organisations, contact centre operations, and government departments.

✓ Customers needing to adhere to Service Level Agreements (SLAs) and external audit requirements to report on customer accessibility guidelines, particularly government agencies needing to report on uptime and network performance as part of a Governor General Audit.

Which Business Resumption service is for you?

Feature	Details & Benefits	Telstra BRS	Telstra BRS+
Phone-line redirection	Number to number, multi to one, or number to multiple number redirection. Recommended 100-200 numbers if using multiple number plans.	Single number ✔	Multi number ✔
Easy Bulk Call-forwarding	Allows you to set call forwarding features to individual phone numbers in bulk according to your pre-defined plans		✔
Business Resumption Plans (deploy & rollback)	Set up any number of plans to redirect calls to alternative answering points, which you can activate in near real time. Roll-back the disaster plan to the original answering points when you wish.		✔
Redirection history	Easily identify when and where calls have been redirected and by who. Identify where changes may need to be made due to success/fail rates. *Failed = failed to set turn call forward on. For example, the redirection number had changed since the original plan was built		✔
Self-managed online portal	Manage your business resumption plans via a simple to use and secure web-based portal.		✔
Dashboards and reporting	Provides data on what calls are answered on each answering point to comply with regulatory requirements		✔

Additional Telstra BRS+ features

Feature	Benefits
Solution	
24/7 platform access	Access anytime and from anywhere with an internet connection and self-manage all Telstra BRS+ features and services. Configuration, visibility, and certain functionality is dependent on the security profile assigned to the user.
Call forwarding to multiple numbers	Easily redirect critical communications lines to multiple numbers (using pre-prepared plans or on an ad hoc basis). Numbers are configured in blocks of 25 numbers. Functionality is limited to authorised Admin and Hub user profiles.
Pre-configured call redirection plans	Unlimited redirection plans can be built and deployed within your Telstra BRS+ environment. This feature is limited to authorised Admin and Hub user profiles.
Redirection history	View call redirection status including previous plan deployment (success/fail). History views are restricted to Admin user profiles.
Compliance and data dashboards	Provides details on plan deployment (success/fail), users, and performance metrics. Dashboard views are restricted to Admin users and the relevant profile that created plans and call-forward actions.
Services	
Onboarding	Professional services - tenant onboarding and platform training session.
Establishment of number blocks	Onboarding and configuration of number blocks into the client environment.
Optional Professional Services	Provide consultation on best practice and configuration of bulk diversion plans on the customers behalf. Includes: Build, test and delivering of redirection plans.
Knowledge documentation	Onboarding pack - Detailed guides on how to use the solution, plan configuration, deployment, and roll-back.
Support	Support is provided via web (customer portal), phone, and email to nominated support users. The support desk is open during the hours of 8:30am to 5:00pm Monday to Friday AES/DT. Emergency support can be provided outside of these times for incidents that have been assessed as 'critical'.
Multi-factor authentication	Configured with Multifactor Authentication via Google Authenticator as standard.
Single sign-on	Optional uplift at an additional cost.
Product release updates	Relevant new features are updated as standard within the client environment.

Things you need to know

Telstra BRS+ is supported by underlying technology from nimbus. Once you have purchased the solution, you will work with nimbus to administer your Telstra BRS+ service.

Contact your Telstra account representative for more details.

📞 1300 telstra (1300 835 787)   👆 telstra.com.au