Internet Outage Business Binder

A practical guide for keeping essential operations running offline.



In a world where people are preparing for a possible major catastrophe event by stockpiling goods.

In a world where computer systems seem to be more vulnerable with each new internet outrage.

As people are preparing their homes, it may be a good time to prepare your business.





I remember a time when our company had emergency drills – there were procedures in place on what to do if the system went down and how to bring it back up. There were regular (I believe nightly) backups saved to an external stand alone server.

It can be hard to think about the interest going down but as that quote says…

“Hope for the best, prepare for the worst”.



Here are a few items to help you prepare:

Communication & Client Outreach:

- If you don’t still have a landline that would be helpful in times of outages.
- Fax machine will also be helpful.
- SMS & Cellular Calling. Shift urgent internal updates and client check-ins to personal or company cell phones over cellular towers rather than WiFi
- In-Person Meetings

Data, Documents & Admin Work:

- Local Drives & Standalone Databases
- Offline App Modes (like Gmail Offline)
- Paper Forms & Logs

If our systems are down

Follow these steps to keep our business running and minimize disruption.



1. **Confirm what is unavailable.**
   Check which systems, applications and services are not working (e.g. internet, email, phone, cloud tools, payment systems).

   Notes:

2. **Notify the people responsible.**
   Inform your internal team and any external IT support or service providers according to your contact list.

   Notes:

3. **Switch to approved offline procedures.**
   Use your documental offline processes to keep essential operations running.

   Notes:

4. **Record affected work and transactions.**
   Keep a clear log of anything that cannot be completed, including customer requests, payments and internal tasks.

   Notes:

5. **Check for updates and document recovery.**
   Monitor for updates from your provider or IT support, and record when systems are restored and normal operations resume.

   Notes:

Continuity Checklist

Keep essential work moving while systems are offline.

1 Confirm the outage

- [ ] Check with your internet provider for known issues
- [ ] Estimate expected downtime
- [ ] Notify your team

2 Activate backup options

- [ ] Switch to a mobile hotspot (if available)
- [ ] Use alternate internet sources (e.g., secondary provider)
- [ ] Test access to critical systems

3 Keep essential operations running

- [ ] Process time-sensitive tasks using offline tools
- [ ] Use printed resources and local files
- [ ] Prioritize customer communications (phone or in person)

4 Stay informed and communicate

- [ ] Monitor provider updates
- [ ] Share status with staff, customers and key partners
- [ ] Document steps taken and impact on operations

5 Prepare for normal operations

- [ ] Confirm service is restored and test all systems
- [ ] Resync data and catch up on delayed work
- [ ] Review what worked well and update your plan if needed



Notes

Use this space for additional steps, reminders or situation-specific details.

Contact Directory

Keep critical contacts available offline.

Internet Provider

Name:

Organization:

Phone:

Email:

Notes:

IT Support

Name:

Organization:

Phone:

Email:

Notes:

Vendors

Name:

Organization:

Phone:

Email:

Notes:

Emergency Contacts

Name:

Organization:

Phone:

Email:

Notes:



Offline Forms

Record essential activity until systems are restored.



Transaction or Payment Record

Date	Customer Name	Payment Type (Cash/Card/Other)	Amount	Notes

Order Record

Date	Customer Name	Item(s) Ordered	Quantity	Notes

Incident Notes

Date:

Time:

Issue / What Happened:

Actions Taken:

Additional Notes:



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