

# UNIVERSITY OF NEW ORLEANS

## COMMUNICATIONS PLAN

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### COMMUNICATIONS OPTIONS

#### **Internet**

The UNO website has two back-up systems. The primary back-up system is located at LSU in Baton Rouge and the second back -up site housed in Shreveport. Should the sites in New Orleans and Baton Rouge go down, computer communications will be immediately redirected to the Shreveport site.

#### **UNO website:**

If there is an emergency in the area, an Emergency Screen will appear on the UNO website main page. Information about the emergency and the status of the campus will be available by going to [www.uno.edu](http://www.uno.edu).

#### **Phones**

Information on the University's status will be available at the main switchboard number, 504-280-6000, or toll-free, 1-888-514-4275. This number has the capacity to handle multiple calls at one time thus is the best way to provide information by phone. The caller will either get a recorded message or, when possible, an employee who will provide information about the University. Both numbers will be manned at the LSU Systems office by UNO personnel. A representative of the Chancellor's office and the office of University Advancement will be assigned to relocate to the LSU System office in Baton Rouge approximately 48 hours before an evacuation of the campus is ordered. The University Computing and Communications department will also be available through the Help Desk number, 504-280-4357 (HELP), or toll-free, 1-888-280-6347, to provide assistance with computing systems related questions.

#### **Emergency Telephone Communication**

The University will purchase four non-504 area code cell phones. The four units will be assigned to the Chancellor, on-campus UNOPD, the Vice Chancellor for University Advancement and the Vice Chancellor for Campus Services.

#### **Public Radio, WWNO**

The on campus radio station, WWNO, will be transmitting information over the public airwaves. The Vice Chancellor for University Advancement will keep WWNO and other media outlets abreast of official University communications.

#### **On Campus Communications**

On a campus level, the Emergency Personnel and the Essential Personnel will communicate by using two-way radios and phones with a "walkie-talkie" feature.

**TELEPHONE COMMUNICATION AND ITS BACKUP**

Primary	Desk Phone (POTS)
Backup A	Cell Phones
Backup B	Non 504 area code cell phones
Backup C	Text Messaging
Backup D	Digital Radio - Push To Talk

**DATA COMMUNICATION AND ITS BACKUP**

LAN
AD 225 LAN*
Cellular Broadband (Individual)

**EMERGENCY NUMBERS FOR THE UNIVERSITY**

	<u>Local Number</u>
<b>Main UNO phone number</b>	504-280-6000
<b>UCC Help Desk number</b>	504-280-4357 (HELP)
<b>Main UCC phone number</b>	504-280-6347

**ESTABLISH TOLL FREE NUMBERS (800,866,877,888)**

<u>Toll Free Number</u>	<u>Associated UNO Number</u>	<u>Baton Rouge Number</u>
888-514-4275	504-280-6000	LSU System Office
888-280-6347	504-280-6347	Emergency Setup
		225-578-9980

**CONFERENCE CALL NUMBERS (CONFERENCE NUMBERS WILL BE SET UP AS REQUESTED BY THE DEPARTMENTS)**

Special numbers and access codes  
Pre-arranged times established before disaster

*\*Not available at this time*