



# FedPhone<sup>®</sup> Customer Planning for FedACH<sup>®</sup> Contingency Options Guide

## Overview

The Federal Reserve Banks advise financial institutions to have contingency plans in place to help minimize the effects of service disruptions to your FedACH business. All financial institutions conducting critical payment transactions should have contingency plans in place and test them regularly to ensure resilience in the event of a service disruption.

## About this Guide

This guide provides an overview of some of the situations that might result in a service disruption and contingency options to help minimize the impact of a service disruption on your FedACH business. A service disruption may originate either at the Federal Reserve Banks or your institution. This guide addresses some of the most common contingency scenarios; however, it is not intended to be a complete guide. You should work with your internal technology and risk management teams to develop a detailed contingency plan that best meets your institution's needs.

This guide should be used as a supplement to your institution's business continuity and disaster recovery plans. For more information about how to plan for business continuity review the National Business Continuity Guide found on FRBservices.com at: <http://FRBservices.org/businesscontinuity/index.html>.

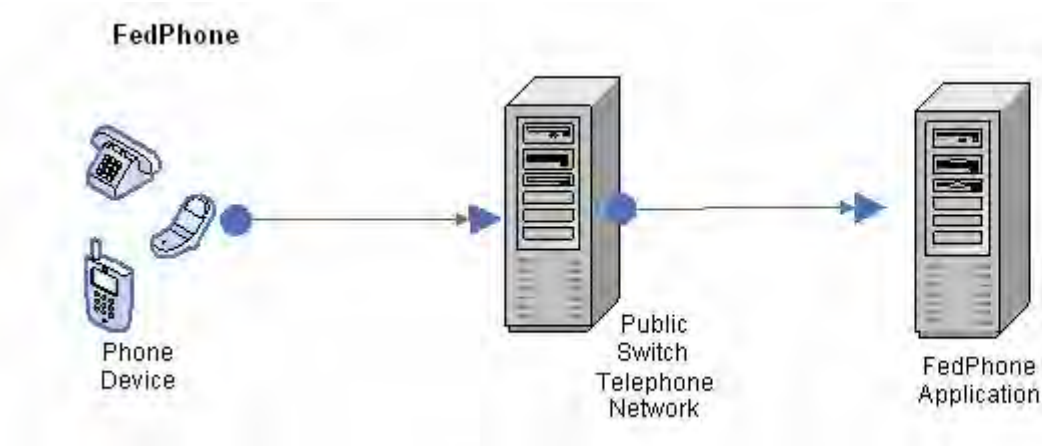
This guide will help demonstrate how to:



- Prepare for a service disruption
- Obtain the FedACH activity information you need during a contingency situation


## Troubleshooting

This guide was created under the assumption that your organization has finished troubleshooting and has identified the cause of the service disruption.

## Network Diagram



	I have come to the conclusion that...	Steps to help you prepare for this scenario...	Other options available in case of an emergency...
	The Subscriber that uses FedPhone is out of the office	<ul style="list-style-type: none"> <li>• Set up multiple Subscribers</li> </ul>	<p>Call the designated Customer Contact Center (CCC) for instructions.</p> <p>Customers in the Atlanta, Boston, Chicago, Kansas City, New York or Philadelphia districts should contact 800-333-2690, option 1.</p> <p>Customers in the Cleveland, Dallas, Minneapolis, Richmond, San Francisco or St. Louis districts should contact 888-333-7010, option 1.</p>
	My phone service is down	<ul style="list-style-type: none"> <li>• Set up a cell phone service</li> <li>• Establish a correspondent/processor relationship</li> </ul>	<ul style="list-style-type: none"> <li>• Use another available phone connection</li> </ul>

	<p>FedPhone is inaccessible</p>	<ul style="list-style-type: none"> <li>• Establish a correspondent/processor relationship</li> </ul>	<ul style="list-style-type: none"> <li>• Wait 15 minutes and retry</li> <li>• Call the designated FedACH Central Operations Support (COS) site:</li> </ul> <p>Customers in the Boston, New York, Philadelphia, Cleveland, Richmond, Atlanta or Chicago districts should contact: 866-234-5681.</p> <p>Customers in the St. Louis, Minneapolis, Kansas City, Dallas or San Francisco districts should contact: 888-883-2180.</p> <ul style="list-style-type: none"> <li>• To process Returns and NOCs, fax an ACH Return Item Exception form to the designated Central Operations Support site.<sup>1</sup></li> </ul> <p>COS fax number for customers in the Boston, New York, Philadelphia, Cleveland, Richmond, Atlanta or Chicago districts: 404-498-7907</p> <p>COS fax number for customers in the St. Louis, Minneapolis, Kansas City, Dallas or San Francisco districts: 612-629-4150</p>
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In case of a service disruption, please continue to report any problems to the designated Customer Contact Center (CCC). The CCC is equipped to support institutions in case of a contingency situation, the extent to which support can be provided depends highly on the institution's level of preparation for such events. The CCC is committed to providing the utmost level of service during contingency situations and will take all reasonable measures to help customers regain control of their operations; however, immediate resolution may not be possible. Customers of the Atlanta, Boston, Chicago, Kansas City, New York and Philadelphia districts should contact 800-333-2690, option 1. Customers of the Cleveland, Dallas, Minneapolis, Richmond, San Francisco and St. Louis districts should contact 888-333-7010, option 1.

<sup>1</sup> Form available at [http://www.frb services.org/forms/fedach\\_services.html](http://www.frb services.org/forms/fedach_services.html).

## Glossary

<b>Term</b>	<b>Definition and considerations</b>
<b>COS Direct Customer Support</b>	Central Operations Support – a team of trained specialists providing direct support on FedACH matters
<b>Customer Contact Center</b>	A team of trained specialists providing customer technical support for electronic access channel information; financial services specific questions can then be routed to the appropriate support resources.
<b>Subscriber</b>	An individual who has access to a FedLine® service.

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