



Phone and internet outage

Mobile networks, landlines and broadband can fail during storms, power cuts or technical faults, cutting you off from family, news and emergency help. This page helps you plan backup ways to stay informed and in touch.

CHECKLIST

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| ☐ Battery, solar or wind-up radio | ☐ Paper list of important phone numbers |
| ☐ Spare batteries | ☐ Printed local maps |
| ☐ Charged power bank | ☐ Written family meeting point |
| ☐ Car phone charger | |

BEFORE

- Write important numbers on paper: family, school, utilities, doctor. Keep the list in your kit.
- Keep a battery, solar or wind-up radio with spare batteries for official updates.
- Download or print maps of your area so you are not relying on internet navigation.
- Agree a family meeting point in case you cannot reach each other.
- Make sure everyone in the family, including older relatives, knows how to send a text.
- Check how personal alarms or medical sensors behave when the network is down.

DURING

- If your landline fails, try a mobile. Emergency calls can use any available network.
- If mobile signal is gone but Wi-Fi works, turn on Wi-Fi Calling.
- Send texts instead of calling. Texts often get through when calls fail.
- Keep calls short and wait 10 seconds before redialling a failed call.
- Lower screen use and switch on battery saving to stretch your phone charge.
- Try moving a short distance or using public Wi-Fi if calls will not connect.
- Listen to the radio, including a car radio, for local news and instructions.
- Check on neighbours who live alone or may need help.

AFTER

- Report lasting faults to your provider and check its service status page.
- Replace used batteries and recharge power banks so your kit is ready again.
- Install pending phone software updates once you are back online.
- If your local coverage is worse than your provider claims, report it to the regulator.

IN THE UAE

The UAE National Early Warning System sends public alerts to mobile phones. When one arrives, acknowledge it and follow its instructions.

MY NOTES

Sources: Swedish Civil Contingencies Agency (MCF), Access to communication during a crisis (<https://www.mcf.se/en/advice-for-individuals/home-preparedness--prepping-for-at-least-a-week/access-to-communication-during-a-crisis/>); UK Government (Prepare), Phone and broadband outages (<https://prepare.campaign.gov.uk/be-informed-about-hazards/phone-broadband-outages/>); FCC / FEMA, Emergency Communications Tips (<https://www.fcc.gov/emergency>); FCC, Tips for Communicating in an Emergency (<https://www.fcc.gov/reports-research/guides/tips-communicating-emergency>); UAE National Emergency Crisis and Disaster Management Authority (NCEMA), The National Early Warning System (<https://www.ncema.gov.ae/en/e-participation/blog/the-national-early-warning-system.aspx>); Public Safety Canada (GetPrepared.ca), Power Outages: What to do? (<https://getprepared.gc.ca/cnt/rsrcls/pblctns/pwrtgs-wtd/index-en.aspx>)
General guidance in our own words. Always follow your local authorities.