



 **EMERGENCY MOBILE ALERT**
NATIONWIDE TEST

Is your phone emergency ready?
Visit getready.govt.nz to find out.

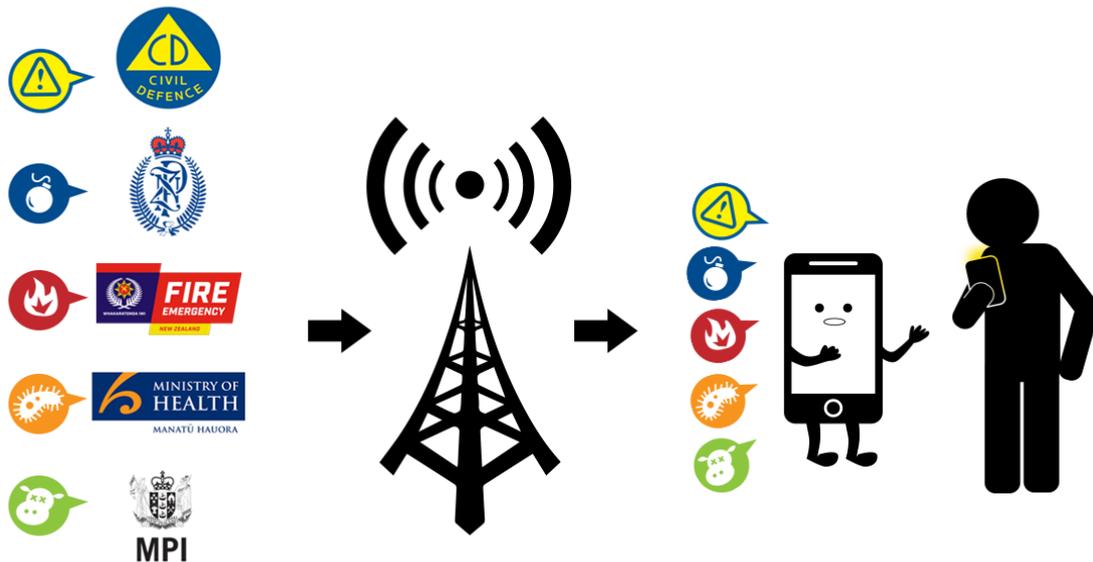
Notification: National Emergency Mobile Alert test

This **Sunday May 22** there will be a nationwide test of the Emergency Mobile Alert (EMA) at some time between **6 and 7pm**.

The EMA is used to alert people of a significant immediate risk.

When your phone receives an EMA it makes a loud klaxon-like noise and shows a warning message.

Some phones can't get the EMA. People who have recently updated their phone may get the alert for the first time during Sunday's test, but others will be most familiar with it from Covid lockdown alerts.



Who sends Emergency Mobile Alerts?

FAQ's

- **Why did I get this alert?**

All phones in the country were sent the Emergency Mobile Alert as part of a nationwide test of the system. Emergency managers need to know the system is working properly and they can't afford to wait for an emergency to see if there are any issues.

- **I don't want this on my phone. How do I remove it?**

You can't. The alerts go directly from cell sites to all phones in the area. All the cell phone companies send them out in co-operation with the relevant authorities. No one has your phone number and there is no way to unsubscribe from the alerts. Aside from tests like this, the alert will only be used when there is a significant message regarding public safety.

- **Why did other people get the alert and not me?**

It could be that your phone is one of a relatively small number that cannot receive the alert. You probably know someone else- a friend or family member- who did receive the alert. Make a plan with them to tell you whenever they receive one so that you can stay informed.

- **Why did mine and my partner's alert come at different times?**

It could be that you are with different service providers or there was a slight transmission delay from the cell tower.

- **I turned my phone to silent and I still got the alert!**

The alert is designed to notify as many people as possible when there is an emergency event. However, you won't receive the alert if you are out of cell coverage or your phone is turned off.

- **Why did council send this out?**

It wasn't council. This alert was sent nationally as part of a test by the National Emergency Management Agency. Individual councils can't send these alerts out.

- **I unsubscribed from text alerts - why did I still get this?**

Because the EMA is not a text alert - it uses different technology, and you can't opt in or out. It is designed to alert as many people as possible in an emergency. Please be assured that civil defence doesn't have a record of your name or phone number.

- **Why did nobody warn us? I got a fright!**

There was quite a bit of publicity: there have been ads, media coverage in local papers and radio and social media updates. Community groups have also been informed.

Fortunately, they only need to test the alert once a year.

If you would like to stay informed with what is happening with emergency management – including when to expect tests like this- follow BOPCivilDefence on facebook and keep across the www.cdemtaranaki.govt.nz website.

For more:

<https://www.civildefence.govt.nz/get-ready/civil-defence-emergency-management-alerts-and-warnings/emergency-mobile-alert/>