



## **EMERGENCY COMMUNICATION**

### **Developing an emergency communication plan**

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communication plan

Using telecommunication tools,  
both old and new, ☐☐ ☐  
this section addresses the need  
for keeping in touch and  
assisting families and  
individuals during crisis.

# Fact Sheet AT&T Disaster Preparedness – 2008 Hurricane Season

© 2008 AT&T Intellectual Property. All rights reserved. Page 1 of 3 Millions of residential and business customers depend on AT&T for critical voice, data and video communications as well as entertainment services. AT&T is committed to delivering the highest levels of service quality and reliability for customers under all circumstances.

## Network Preparations

A critical element of AT&T's efforts to maximize network reliability is the company's ability to swiftly respond when disaster strikes. AT&T monitors and maintains its networks 24/7 and conducts readiness drills throughout the year to ensure that the networks and personnel are ready to respond in a moment's notice. Network preparations include:

- Adding capacity to the wireless network to accommodate increased call volume.
- Testing the high-capacity backup batteries located at every cell site.
- Maintaining a robust backup power plan, which includes deploying extended battery life and portable generators, and maintaining existing fixed generators.
- Topping off generators with fuel at cell sites and central and field-level switching facilities.
- Using natural gas in some of the permanent generators to eliminate the need to refuel.
- Staging generators in safe locations for their immediate deployment once a storm has passed.
- Elevating switches critical to network operations above expected flood levels.
- Protecting physical facilities against flooding.
- Preparing the following for deployment in the wake of a storm:
  - Mobile cell sites
  - Mobile command centers
  - Emergency communications vehicles
  - A self-sufficient base camp, complete with sleeping tents, bathrooms, kitchen, laundry facilities, on-site nurse and more than 10,000 meals ready to eat (MREs), plus more
  - Hazmat equipment and supplies
  - Equipment-trailers to provide infrastructure support and mobile heating ventilation and air conditioning
  - Internal and external resources for initial assessment and recovery efforts

## Hurricane Season Preparation Tips for Consumers

**Have a family communications plan in place.** Designate someone out of the area as a central contact, and make certain that all family members know whom to contact if they become separated. Most important, practice your emergency plan in advance.

**Be sure you have a "Hurricane Phone."** It's a good idea to have a wireless phone on hand and at least one corded (landline) telephone that is not dependent on electricity in case of a power outage. Cordless telephones usually have receivers that are electrically charged, so they won't work if you lose your power.

**Program all of your emergency contact numbers and e-mail addresses into your mobile phone.**

Numbers should include the police department, fire station and hospital, as well as your family members.

**Keep your wireless phone batteries charged at all times.** Have an alternative plan to recharge your battery in case of a power outage, such as charging your wireless device by using your car charger or having extra mobile phone batteries or disposable mobile phone batteries on hand.

**Keep your wireless phone dry.** The biggest threat to your device during a hurricane is water, so keep your equipment safe from the elements by storing it in a baggie or some other type of protective covering. **Forward your home number to your wireless number in the event of an evacuation.** Because call forwarding is based out of the telephone central office, you will get incoming calls from your landline phone even if your local telephone service is disrupted at your home. In the unlikely event that the central office is not operational, services such as voice mail, call forwarding, remote access call forwarding and call forwarding busy line/don't answer may be useful.

**Track the storm and access weather information on your wireless device.** Many homes lose power during severe weather. If you have a wireless device that provides access to the Internet, you can watch weather reports through MobiTV® or AT&T Mobile TV or keep updated with local radar and severe weather alerts through My-Cast® Weather, if you subscribe to those services.

**If you have a camera phone, take, store and send photos — even video clips — of damaged property to your insurance company from your device.**

**Take advantage of location-based mapping technology such as AT&T Navigator, available on some wireless devices, to seek evacuation routes or to avoid traffic congestion from downed trees or power lines.**

#### **Hurricane Season Preparation Tips for Small Business Owners**

**Set up a call-forwarding service to a predetermined backup location.** Set up a single or multiple hotline number(s) for employees, employees' families, customers and partners, as appropriate, to call so that all parties know about the business situation and emergency plan. For this to be most effective, maintain an updated contact list, including mobile and home phone numbers and e-mail addresses, for all employees.

**Protect hardware/software/data records/employee records, etc.** Routinely back up these files to an off-site location. Use a generator for supplying backup power to vital computer hardware and other mission-critical equipment. Prearrange the replacement of damaged hardware with vendors to ensure quick business recovery.

**Outline detailed plans for evacuation and shelter-in-place plans.** Practice these plans (employee training, etc.). Establish a backup location for your business and meeting place for all employees.

**Assemble a crisis-management team and coordinate efforts with neighboring businesses and building management.** Be aware that disasters affecting your suppliers also affect your business. Outline a plan for supply chain continuity for business essentials.

#### **Maximizing Service During and After a Hurricane**

During an emergency, more people are trying to use their phones at the same time. The increased calling volume may create network congestion, leading to "fast busy" signals on your wireless phone or a slow dial tone on your landline phone. If this happens, hang up, wait several seconds and then try the call again. This allows your original call data to clear the network before you try again.

Try wireless text/short messaging service (SMS). During an emergency situation, text messages will often go through quicker than voice calls because they require less network resources. All of AT&T's wireless devices are text messaging capable. Also, if you have a wireless data device such as an Apple iPhone or a BlackBerry® smartphone, you can use its messaging capabilities to communicate. Depending on the call plan, additional charges may apply.

Keep non-emergency calls to a minimum, and limit your calls to the most important ones. If there is severe weather, chances are many people will be attempting to place calls to loved ones, friends and business associates.

Additional information and tips for disaster preparedness can be found at [www.att.com/vitalconnections](http://www.att.com/vitalconnections).  
*SOURCE: The December Seasonal Forecast issued by Dr. Bill Gray and Phil Klotzbach of Colorado State University (CSU).*

# Using SMS Text Messaging

Most digital cell phones have the ability to receive short text messages. This is usually called short message service (SMS) or text paging.

What follows is a brief overview. For more detailed information on using SMS, check out our sister site, [SMS 411](#).

To receive email on your cell phone, you first need to make sure your phone is capable of receiving text messages, and that your cellular service provider offers text messaging. In the U.S., you may have to pay a small extra charge for this service.

Once you know you can receive text messages, you need to find out what your cell phone's email address is. Yes, your phone has an email address! When someone sends a message to this address, it will get turned into an SMS message and it will appear on your phone, often within seconds after it was sent.

For a table that shows you how to figure out your phone's email address, scroll down or [click here](#).

If the email is longer than your cellular carrier permits, it will get cut off or broken into multiple SMS messages.

Want to know how to get SMS on your phone? Don't know your address? Check the following table for details on some common US cell phone carriers and their SMS services. Or use the "web form" links to go to a web page where you can send your message.

<b>Provider</b>	<b>Maximum message length *</b>	<b>What's my address?</b>	<b>For more information</b>
Alltel	300 characters	[10-digit phone number]@message.alltel.com Example: <b>2125551212@message.alltel.com</b>	<a href="#">more info</a> <a href="#">web form</a>
AT&T Wireless (now part of Cingular)	160 characters	[10-digit phone number]@mmode.com Example: <b>2125551212@mmode.com</b>	<a href="#">web form</a>
Boost Mobile	500 characters	[10-digit phone number]@myboostmobile.com Example: <b>2125551212@myboostmobile.com</b>	<a href="#">more info</a>
Cingular	150 characters	[10-digit phone number]@mobile.mycingular.com OR [10-digit number] @cingularme.com Example: <b>4152221212@cingularme.com</b>	<a href="#">web form</a> <a href="#">more info</a>
Metrocall	80 to 200 characters, depending on subscription plan	[10-digit pager number]@page.metrocall.com Example: <b>2125551212@page.metrocall.com</b>	<a href="#">more info</a>
Nextel (now part of Sprint Nextel)	140 characters	[10-digit telephone number]@messaging.nextel.com Example: <b>7035551234@messaging.nextel.com</b>	<a href="#">more info</a>
Sprint PCS (now Sprint)	160 characters	[10-digit phone number]@messaging.sprintpcs.com	<a href="#">web form</a> <a href="#">more info</a>

Nextel)		Example: <b>2125551234@messaging.sprintpcs.com</b>	
T-Mobile	140 characters	[10-digit phone number]@tmomail.net Example: <b>4251234567@tmomail.net</b>	<a href="#">more info</a> <a href="#">web form</a>
Verizon	160 characters	[10-digit phone number]@vtext.com Example: <b>5552223333@vtext.com</b>	<a href="#">web form</a>
Virgin Mobile USA	160 characters	[10-digit phone number]@vmobl.com Example: <b>5551234567@vmobl.com</b>	<a href="#">more info</a>

\*maximum message length usually includes headers (to:, from:, and subject: lines) in addition to the message body.

### **How to create an SMS message.**

Creating an SMS text message on your phone isn't hard. The details will vary somewhat depending on your phone and your carrier, however. We'll have detailed info for each carrier later, but for now, here's the general drill:

1. Find the "text messaging" or "SMS" option on your phone's menu, and select it.
2. You might have to make a second selection, such as "create text message" or "send a message."
3. Enter the text of your message using the buttons on your phone's keypad. The simplest but most time-consuming way to do this is **standard text entry**, also known as **multi-tap**: You press each button several times until the letter you want appears.

For instance, the "2" key has the letters A, B, and C on it. If you want to enter an A, you'd press the "2" button once. For C, you'd press it three times (2-2-2). *(Corrected 8/1/06 -- thanks, anonymous commenter!)*

For a space, press \* (the asterisk or star button) and for other punctuation, you'll usually press the 1 or 0 key.

4. Once you've finished entering your message, press the phone's menu button (softkey) labeled "save" or "send."
5. Enter the phone number or email address of the person you want to send the message to.
6. Press the button labeled "send" and off it goes!

Note: If multi-tap text entry sounds like a time-consuming drag, check out [T9 text entry](#) -- it's much easier and faster!

### **How to send email to a phone**

SMS isn't just for sending text messages from one phone to another -- it's also a great way to get email messages on your phone.

Yes, you can get email on your phone! All you need to know is your cell phone's email address.

Most carriers have "SMS gateways" which take email messages from the Internet and deliver them to their customers' cell phones as SMS text messages. The trick is that you need to know what carrier the recipient's phone is on -- it's not enough to know their phone number. That's because the carrier determines what the email address of the receiving phone is going to be. For example, Cingular phones' address are all "something@cingularme.com" while Verizon phones are "something@vtext.com."

Sound complicated? It's not. All you really need to do is find your carrier in the list below, and then use the pattern shown there to figure out your email address. If you want to send email to a friend's phone, just ask them which carrier they use, and off you go!(Note: For each carrier, I'll include a link to a page with more detailed information on how SMS works with that carrier, how much it costs, and where you can find more information. In the list below, just click any carrier's highlighted name to find out more.)

### Alltel

[10-digit phone number]@message.alltel.com  
Example: 2125551212@message.alltel.com

### AT&T (formerly Cingular)

[10-digit phone number]@txt.att.net  
Example: 2125551212@txt.att.net

### Boost Mobile

[10-digit phone number]@myboostmobile.com  
Example: 2125551212@myboostmobile.com

### Nextel (now part of Sprint Nextel)

[10-digit telephone number]@messaging.nextel.com  
Example: 7035551234@messaging.nextel.com

### Sprint PCS (now Sprint Nextel)

[10-digit phone number]@messaging.sprintpcs.com  
Example: 2125551234@messaging.sprintpcs.com

### T-Mobile

[10-digit phone number]@tmomail.net  
Example: 4251234567@tmomail.net

### Verizon

[10-digit phone number]@vtext.com  
Example: 5552223333@vtext.com

### Virgin Mobile USA

[10-digit phone number]@vmobl.com  
Example: 5551234567@vmobl.com

**Note:** If all this seems complicated, there's an easier way to send email to any phone, no matter what its carrier. Just address it to [10-digit phone number]@teleflip.com

Example: 2125551212@teleflip.com

[More information on Teleflip](#)

# Amateur Radio Emergency Service (ARES)

## Amateur Radio Emergency Service (ARES) & Radio Amateur Civil Emergency Service (RACES)

In the event of a disaster, ARES Emergency Responders perform a number of tasks to assist local fire, law enforcement, and other public service agencies:

- **Back-Up Emergency Communications:** Most public service communications today are heavily reliant upon land-line telephone, cellular telephone, and fax systems to conduct routine operations. In disasters such as earthquakes (or even power-outages), these systems fail. Subsequently, police, fire, and other public service radio channels become rapidly saturated. ARES Emergency Responders are capable of providing such agencies with a complete back-up radio communications system with many additional channels. Furthermore, ARES is capable of using radio frequencies instead of phone lines to transmit computer data (through radio modems, a.k.a. "packet radio").
- **Inter-Agency Communications:** Most agencies have dedicated frequencies and radios that operate only on those frequencies. ARES members can be assigned to "shadow" key people at different agencies' operations centers and in the field to allow interagency communication when the agencies are not able to communicate through normal channels. Furthermore, because of the special frequency and power-output privileges Amateur Radio Operators have, direct links can be established to locations out of range of normal public safety radios (such as California State OES in Sacramento or FEMA in Washington, D.C.).
- **Health and Welfare Information:** ARES members can collect and transmit health and welfare messages to the Red Cross and outof-area family members on behalf of emergency workers and people in the community, freeing personnel to concentrate on priority matters.
- **Simulated Emergency Tests:** To maintain operator skill and to develop working relationships with the agencies they serve, ARES Emergency Responders participate in various disaster drills, exercises, and related activities. Such activities include weekly local "nets" (on the air meetings), county communications exercises, and the famous June Field Day.
- **Community Events:** In non-emergencies, ARES volunteers may assist local authorities by providing supplemental communications for various local events such as parades. ARES Emergency Responders also volunteer for special duty to supplement local agency operations. For example, the Redwood City Police Department uses ARES personnel every New Year's Eve as a part of their "Operation Silent Night" program.

## ARES Operations

### The Three Rs:

- **Receive** information from direct and indirect sources
- **Record** messages in proper format
- **Relay** messages to target recipient ("radio traffic")



*BREVITY* is of key importance in all cases. Communicate as succinctly as possible, but do be sure to relay the important details. NOTE: When relaying messages NEVER edit. Pass the message VERBATIM (typos and all, etc.). If you feel the message is incorrect (factually), then pass on your comments separately.

### Message Handling:

(in priority order)

1. Life Safety
2. Property/Status
3. Health & Welfare
4. Routine

Χομμυνηχατιονσ Τυπεσ:

- City EOC to County EOC
- City to City
- City Tactical
- Interagency/Mutual Aid

# **EMERGENCY COMMUNICATION**

Diocesan Emergency Plan  
Episcopal Diocese of West Texas

Emergency communication plan

Organization:	
Address:	
City:	
State:	
Zip:	
Phone:	
Fax:	
Web:	
Contact person:	
Description of Services:	