

RECEIVING TELEPHONE-BASED EMERGENCY WARNINGS



Australia's telephone-based emergency warning system, Emergency Alert (**more information from www.emergencyalert.gov.au**) issues warnings to **landline** and **mobile** telephones.

Whether emergency service organisations decide to issue telephone-based warnings in response to an incident will depend on the nature of the emergency.

Emergency Alert issues warnings to telephones linked to the addresses (properties and houses) within a geographical area affected by an emergency. Warnings can also be sent to mobile telephones based on the last known location of the handset at the time of an emergency.

What information is used to send an emergency warning message?

Location-based warnings are sent using mobile telephone network data that locates the active mobile handsets in a geographical area defined by an emergency service organisation. Mobile telephone carriers issue the warning provided to them through Emergency Alert.

The emergency service organisations do not have access to telephone numbers when sending a warning message through the Emergency Alert system. In addition, information on telephone locations is not retained.



EMERGENCY ALERT.
BE WARNED. BE INFORMED.



Warnings to landline and mobile telephones based on the registered service/customer address are sent using the address details supplied to your telephone provider when your service was activated.

This address information for both landline and mobile services is drawn from the IPND (Integrated Public Number Database). The IPND is a telecommunications industry-wide database of all listed and unlisted public telephone numbers. For more information about the IPND, and its privacy provisions, go to:

www.acma.gov.au/ipnd

Because address data stored in the IPND can be used to help inform emergency service organisations of your location in the event of an emergency (e.g. for emergency warning and Triple Zero (000) purposes) it is very important that your service address data is accurate and up-to-date and reflects your usual physical address.

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Do I need to update my registered service address details with my telephone provider?

1. I have a **landline** telephone

No - Details regarding the service address are usually current and correct for landlines as these are used for service maintenance reasons and will be changed when you change address.

2. I have a **personal mobile** telephone

Perhaps - If you believe your service or customer address details may need to be updated or changed so that they reflect your usual physical address, please contact your mobile telephone provider. If you move and your billing address stays the same, (e.g. your bill goes to a P.O. box or e-mail address) you still need to update your service address in order to receive targeted telephone-based warnings.

It is important to update these details with your provider whether you have a pre-paid mobile or a mobile phone plan.

Even if authorities are able to send you location-based warnings, it is still important to ensure your registered service address details are up to date, in case emergency services need to send a warning to your mobile phone based on its registered service address.

3. Someone else **bought my mobile for me** and they don't live at my address

Yes - If somebody else bought your mobile phone and they do not live at the same address, the phone will not be registered to your address.

4. My mobile phone is a **work phone** and the recorded address is my place of employment

Perhaps - If your mobile is a work phone, only the legal lessee or owner of the mobile telephone service is able to update the service or customer address information. Any options that might be available to amend customer address details need to be discussed with your employer or legal owner of the mobile phone.

5. I use a **Voice over Internet Protocol (VoIP)** service

Perhaps - VoIP services that have a registered service address and are able to receive calls may be capable of receiving Emergency Alert messages. You should check with your VoIP provider for further information.

If you think your registered service address is inaccurate, you should contact your telephone provider to confirm and update your address details as required.