



HOW TO KEEP CONTACT IN AN EMERGENCY

During the recent floods, many residents lost mobile service when Spark's towers went down. For some, this also meant no internet to check emergency updates. Disasters like this prove we can't depend on just one method so here are some more options to help us prepare for the next one.

DUAL SIM PHONES:



A dual SIM phone (Spark + One NZ) lets you switch networks if one fails:

- How it works: You have 2 SIM cards, each SIM with its own service provider. Switch between them in Settings > Network & Internet > SIM cards.
- Emergency teams used a \$5 One NZ prepaid SIM in a dual-SIM phone to maintain contact.

SATELLITE TEXTING: FOR REMOTE AREAS

- One NZ's new Satellite-to-Mobile service provides basic texting in areas with zero coverage — critical for rural emergencies.



WI-FI CALLING: WHEN MOBILE NETWORKS FAIL

- Even if cell towers fail, fibre internet may stay up (as it did in Wakefield). Enable Wi-Fi Calling in your phone settings to make calls over broadband. you could also use chat apps like Signal, Whatsapp, or Messenger

BLUETOOTH MESH CHAT (NEARBY COMMUNICATION)

- If all networks are down, apps like AirChat, Bluetooth Chat, or BlueTalk allow short-range messaging of around 100m via Bluetooth (useful for neighbors or close-range groups).

RADIO

- Every emergency kit should have a basic radio. during an emergency, RNZ will share important information and emergency updates

