

# WHAT TO DO IF YOU LOSE PHONE SERVICE DURING AN EMERGENCY

*Emergencies can turn off cell service. Stay calm.*

## You still have choices:



### 1. Try Texting


- Text instead of calling.
- Keep messages short.
- If your apps aren't working, try sending a normal text message instead.



Texts often go through when calls do not.



### 2. Find a place with a stronger reception

- Go outside if it is safe.
  - Move to higher ground.
  - Step away from large buildings.
-  Even moving a little can improve the signal.



### 3. Use Wi-Fi

- Connect to home Wi-Fi (wireless internet) if it is working.
- Turn on Wi-Fi calling in your phone settings.
- Go to a library, shelter, or community center.



### 4. Use a Battery-Powered Radio

Listen for updates from:

- National Weather Service
- Local emergency officials



Keep extra batteries in your emergency kit.

## 5. Go to a Safe Community Location

If you cannot communicate using your phone or internet:

- Go to a local shelter.
- Go to a fire station (if safe).
- Follow instructions from emergency workers.

Emergency response may be coordinated by:

- Federal Emergency Management Agency (FEMA)
- South Carolina Emergency Management Division (SCEMD)

## 6. Have a Meeting Plan

Before an emergency:

- Choose 1 meeting place near home.
- Choose 1 meeting place outside your neighborhood.
- Make sure everyone in your home—and anyone who supports you—knows the plan.

## 7. Keep Important Information on Paper

Do not rely only on your phone.

Write down:

- Emergency contacts
- Medications
- Medical needs
- Support people & their contact information

**Keep this list in your emergency kit/go-bag.**

## 8. Save Your Phone Battery

- Turn on low power mode.
- Lower screen brightness.
- Close unused apps.
- Use texting instead of video calls.
- Keep a portable charger.

## **Remember: Be Confident!**

You are not alone.

Planning ahead keeps you safer.

Stay calm. Use your backup plan.