

Disaster Preparedness

Here Are a Few Examples of How Boost Mobile Helps During Disasters

1. **Boost Mobile will make banks of mobile phones available for temporary use at designated emergency shelters, both directly and through response organizations and partners like ITDRC.**
2. **Boost Mobile will work in good faith to assist in billing issues for any self-declared customer impacted by a disaster.**
3. **Boost Mobile partners with organizations such as the Information Technology Disaster Research Center ("ITDRC") to assist in deployments to emergency areas and shelters.**
4. **Boost Mobile monitors state offices of emergency services to achieve optimal awareness. Consumers can also sign up for notices, such as those provided by the California Office of Emergency Services, or CALOES.**

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Boost Mobile wants our customers to be prepared for anything, so we have the following suggestions to help you and your family:

- **Keep your devices charged.** Have an alternative plan to recharge your battery in case of a power outage, such as using your car charger to charge your device or having fully charged power banks ready.
 - You never know when disaster may strike, so use alternative charging sources regularly not just in the event of disaster. This will ensure that you know how they are used and you can be sure things like portable power banks are fully functional, charged, and ready when needed.
- **Keep your devices safe.** Be sure to have a waterproof case for your phone and keep all your devices, external batteries, car chargers, etc. in a clean, dry, safe location. While many disasters are unpredictable, in cases where a disaster is headed your way (i.e. a hurricane), make device safety part of your preparation plan.
 - **Supplies.** Keep a ready supply of batteries, water, snacks, first aid kit, flashlight, and extra device chargers in a safe place that everyone in your family knows about.
- **Have a plan.** Establish a phone tree within your family. You may also consider establishing a meeting place that everyone knows how to get to. Make sure everyone in your family has important phone numbers saved to their phones and you may even want to have an emoji or symbol that means “send help” that your family knows to use in the event

of an emergency. Practice your emergency plan at least once a year, revising as needed. If evacuation is part of your plan, make sure all of your emergency contacts know where you will go if you evacuate.

- **Save your emergency contacts.** Be sure to save and note which contacts are your emergency contacts in all of your devices. Some devices have the ability to designate certain contacts as emergency contacts, which can be accessed by emergency personnel. You should have at least two emergency contacts, one person that lives locally and one person that lives in another area.
- **Opt Into Wireless Emergency Alerts.** Opting in to Wireless Emergency Alerts will ensure that you receive important information from local public safety officials in your area.
- **Download Emergency Apps.** Download emergency apps such as FEMA, AccuWeather, and Red Cross Emergency to keep you updated in an emergency.
- **During a disaster.** Use your batteries sparingly. If the power goes out and you can't charge your devices, you don't want to lose your means of communication.
 - Certain services may not function correctly due to the high volume of network usage, so if you can't make a phone call during or after a disaster, try text messaging or other means that may use less network resources and may be more successful.
 - If you don't have cellular service but can connect to a Wi-Fi connection, try Wi-Fi calling but if you call 911, be sure to give the operator your address and location immediately.
 - Keep non-emergency calls, texts, and battery usage at a minimum during and immediately after any disaster.

For additional resources, check out the websites below:

- [The Red Cross Emergency Preparedness](#)
 - [Red Cross Tornado Safety Tips](#)
 - [Red Cross Flood Safety Tips](#)
 - [Red Cross Hurricane Safety Tips](#)
- [Ready.gov Preparedness Guide](#)