

Emergency Alert System

Telecommunications Users and Consumers Advisory Committee
9 December 2020



What is Emergency Alert System

Emergency Alert System (EAS) is one of the measures under the Anti-epidemic Fund

The Government may disseminate urgent public announcements and messages via mobile networks to mobile service users

The Government has engaged four local mobile network operators to establish and operate the EAS, and officially launched the EAS on 26 November 2020.



The Government of
the Hong Kong Special Administrative Region



Why EAS is needed

EAS could promptly disseminate important real-time messages to users of mobile phones connected to mobile networks

During emergency situations that may extensively endanger lives and properties (such as extreme weather that causes extensive infrastructure damage, major public safety incidents or large-scale public health emergency situations, etc.), government departments may disseminate messages via the system to remind members of the public to take contingency measures immediately.



Comparison between EAS and Short Message Services (SMS)

	SMS	EAS
Time required for completing message dissemination	Several hours or more	Generally less than 10 seconds
Users who can receive messages	Users of mobile network operators (post-paid users in general)	All mobile services users using compatible devices with connection to local 3G, 4G or 5G mobile networks (including pre-paid SIM users and visitors to Hong Kong)
Whether message dissemination will be affected by network congestion	Occupies network resources and will be affected by network congestion	Does not occupy network resources and will not be affected by network congestion

Faster

Wider dissemination

More efficient

Economies Deployed with Similar Systems

Canada

EMERGENCY ALERTS

EMERGENCY ALERT / ALERTE D...

All travelers returning from outside of Canada are subject to a mandatory 14 day self isolation order. Violation of the order may result in a fine of 2000 dollars. Information on COVID 19 can be found at [Saskatchewan.ca COVID 19](https://www.saskatchewan.ca/covid-19)

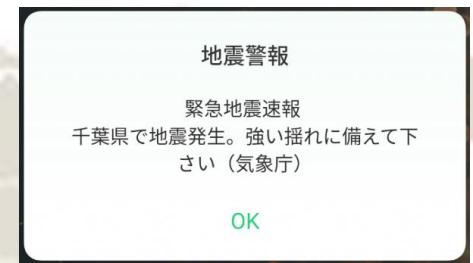
United States



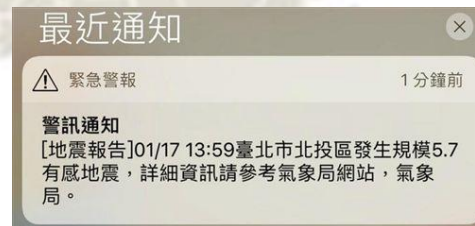
The Netherlands



Japan



Taiwan



New Zealand

Emergency Alert
25 Mar, 18:30

NATIONAL EMERGENCY MANAGEMENT AGENCY ALERT: From 11:59pm tonight, the whole of New Zealand moves to COVID-19 Alert Level 4.

This message is for all of New Zealand. We are depending on you.

Follow the rules and STAY HOME. Act as if you have COVID-19. This will save lives.

Remember:

- * Where you stay tonight is where YOU MUST stay from now on.
- * You must only be in physical contact with those you are living with.

It is likely Level 4 measures will stay in place for a number of weeks.

Two Alert Levels for EAS Messages

**Extreme
Emergency Alert**

Emergency Alert



Government Bureau or Department that disseminates the EAS message will designate the alert level of the message according to the urgency or severity of the circumstances in question.

Test Message

EAS messages marked as “**Test Message**” may be sent from time to time for system testing. For mobile devices supporting EAS, it is a **default setting to disable reception of test messages.**

How to Receive EAS Messages on Mobile Handsets



- ✓ Equipped with function to support cell broadcast service technology
- ✓ Upgraded to a software version which supports EAS
- ✓ Enabled to receive EAS messages
- ✓ Connected to a local 3G, 4G or 5G mobile network

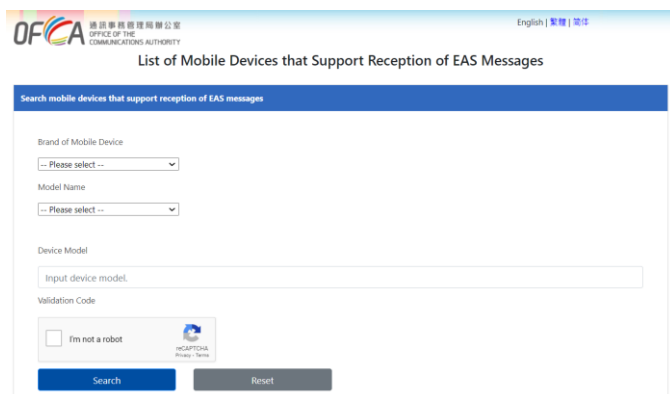
Mobile Devices that Support Reception of EAS Messages

More than 130 models of mobile devices from various brands

The list is available at the webpage of the Office of the Communications Authority (OFCA)
<https://app2.ofca.gov.hk/eas/onlineEnquiry?lang=en>



More models of mobile devices or software updates supporting EAS will be progressively launched. OFCA's webpage will be updated from time to time.



The screenshot shows the OFCA website interface for searching mobile devices. It includes a search bar for the device model, dropdown menus for brand and model name, a validation code field, and a 'Search' button. The page title is 'List of Mobile Devices that Support Reception of EAS Messages'.

alcatel



ASUS

BlackBerry

HUAWEI

LG



NOKIA

oppo

TCL

vivo

OFCA 通訊事務管理局辦公室
OFFICE OF THE
COMMUNICATIONS AUTHORITY

How to know whether EAS Messages have been received

Mobile devices will generate an audio alarm signal with a specific pattern / rhythm together with vibration to alert users of reception of EAS messages

Messages in Chinese and English will pop up on the screen of the mobile device



The Government of
the Hong Kong Special Administrative Region

Samples of EAS messages Received on Handsets



Frequently Asked Questions



Throughout the process of EAS message dissemination, the Government will not ask for mobile phone numbers from operators, or collect and store any information of recipients

No additional charge incurred for the reception of EAS messages.



Frequently Asked Questions

Official

Fake

While making use of the EAS, the Government would continue to use other existing channels (such as radio, television and social media) to disseminate important information to the public



If you receive an EAS message and have any questions about its content, please contact the Government Bureau or Department that disseminates the message, or visit its official website or social media platforms for more information

References



Press Release issued by OFCA on 26 November 2020
https://www.ofca.gov.hk/en/media_focus/press_releases/index_id_2230.html



OFCA's webpage about EAS
https://www.ofca.gov.hk/en/consumer_focus/mobile_telecom/eas/index.html



List of Mobile Devices that Support Reception of EAS Messages
<https://app2.ofca.gov.hk/eas/onlineEnquiry?lang=en>



Frequently Asked Questions
https://www.ofca.gov.hk/en/consumer_focus/mobile_telecom/eas/faq/index.html

Thank you

