

# Connected, Not Stranded

## ACT: Anticipate Communicate Take Action

Suggested items to include in a Basic Emergency Supply Kit:

### ANTICIPATE

Iridium encourages you to have an emergency kit to prepare for and respond to potential emergencies, including natural disasters. For additional information and tips, visit [FEMA](#):

- Iridium satellite phone**
- A list of key phone numbers (family members, local government, roadside assistance, local hotels, etc.)
- Important family documents such as copies of insurance policies, identification and bank account records in a waterproof, portable container
- Water, one gallon of water per person per day for at least three days, for drinking and sanitation
- Canned food and a can opener
- Battery-powered or hand crank radio
- Flashlight and extra batteries
- Portable charger for electronic devices
- First aid kit
- Whistle to signal for help
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Blanket
- Local maps
- Cash, traveler's checks and change
- Prescription medication

### COMMUNICATE

Use this step-by-step guide on how to make a call from an Iridium satellite phone:

- Go outside, Turn on phone & Extend antenna toward sky
- Wait for green LED network indicator
- Dial 00 + country code + phone number
- Press the green button to start the call

### Satellite Phone Tips:

- Test your Iridium satellite phone monthly at 00-1-480-752-5105
- Keep your satellite phone charged and detach the battery before you put it in storage, so the battery doesn't drain
- Place calls in an unobstructed outdoor area with a clear view of the sky
- Refer to the user guide for proper use and additional instructions
- Register Iridium satellite devices with SOS button (*Iridium Extreme*®, *Iridium GO!*®, *Iridium Extreme*® PTT) for emergency services at [geosalliance.net](#)
- Have a solar charger for charging in situations when the electrical grid is damaged (*Example: Solstar*)
- Have your Iridium Service Provider's phone number for assistance

### Key Phone Numbers:

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### TAKE ACTION

If you are in a disaster, it is important that you stay calm. Here are some quick tips on what to do to protect yourself\*.

- Tornado: Stay low & get away from windows or exterior walls
- Hurricane: Hunker down, evacuate when ordered
- Earthquake: Get under something sturdy or find open space
- Flood: Get out of the water and to higher ground
- Fire: Get low, get out
- Listen to a local TV or radio station to stay informed
- Use your Iridium® Satellite Phone to stay connected

### Did You Know?\*\*\*

1. Terrestrial communication links are often disabled & disrupted during the first hours of a disaster.
2. In 2017, due to Hurricanes Irma and Maria, more than 95% of cell sites were out in Puerto Rico and 77% of cell sites were out in the Virgin Islands. Six months later, 4.4% and 13.8% of cell sites were out in Puerto Rico & the Virgin Islands, respectively.
3. In 2012, Hurricane Sandy knocked out 25% of the cell towers in the New York City area.
4. In 2005, Hurricane Katrina, knocked out the terrestrial infrastructure in the coastal areas of Louisiana & Mississippi. The telephone lines of almost 3 million customers were knocked down & more than 25 million calls failed.

\* For additional information and tips read "[The Complete Guide to What to do Before During and After Disasters](#)"

\*\* Sources: 1. [UN News](#) 2. [FCC](#)  
3. [The Hill](#) 4. [Space.com](#)

**Are you prepared for the unexpected? Stay Connected, Not Stranded with Iridium.**

