



## Preventive SMS Warning - Fire Risk

### ANPC warns population by SMS

#### SMS NOTICES

The [Decree-Law No. 2/2019](#) of 11 January, established the National System for Monitoring and Risk Communication, Special Alert and warning the population. The decision to issue civil protection notices falls, at the national level, to the National Operational Coordination Center (CCON), being addressed to the population potentially affected by the imminence or occurrence of a serious accident or catastrophe, in order to provide information related to the event concerned and the self-protection measures to be taken.

Among the set of means for disseminating notices to the population, SMS communication is included. Thus, for example, if, following a CCON decision, the special alert status for the Special Rural Fire Fighting Device (which represents the maximum level of readiness and mobilization of structures, forces and units) is raised to the red level protection and relief), the National Authority for Emergency and Civil Protection (ANEPC) issues a warning to the population by SMS, in order to inform citizens about the situation of extreme risk of rural fires.

The warning message is issued with the sender Notice PROCIV and includes the reference to an ANEPC service number, through which citizens can clarify their doubts, should they need it. The SMS has no costs for the user, and does not require any subscription by the user.

#### QUESTIONS AND ANSWERS

##### WHY IS THE NOTICE SENT?

- The issuing of warnings to the population by SMS is an exceptional procedure, so as not to fade the impact of a given message on the citizen. Thus, ANEPC normally favours the use of other channels for notifying the population (examples of which are its own communication channels, the MAI Mobile app and the dissemination of press releases), always complemented with the local warning networks constituted in each municipality and which operate under the coordination of the respective Municipal Civil Protection Services.
- In some situations, however, an SMS notification is made to provide the citizen with information regarding a situation of extreme risk and the self-protection measures to be adopted. For example, in the event of declaring a red alert status for Rural Fire Fighting (highest level of readiness and mobilization of operational forces), an SMS will be sent to the areas concerned.

##### WHERE IS IT SENT?

- The SMS notification is sent to the districts affected by the risk situation. In the case of rural fires, these districts correspond to those covered by the red alert state for the Special Rural Fire Fighting Device, in mainland Portugal.

##### WHY IS IT SENT?

- The notice is sent by the mobile telecommunications operators, at the request of the ANEPC.
- The sender of the messages ALWAYS appears with the designation Notice PROCIV, and any SMS from senders derived from the indicated must be ignored.
- The message content is entirely produced by ANEPC and is not altered or modified by the communications operators.

#### **WHO RECEIVES SMS?**

- The SMS receives those who, at the time the ANEPC requested the operators to request the dissemination of the notice, are in the districts covered or nearby.
- Whoever, when issuing the request for the dissemination of the notice is not in the covered districts or in their vicinity will not receive the SMS.
- The clients of foreign operators (citizens in roaming) are included in the delivery, for which an SMS is sent in Portuguese and English.

#### **HOW IS DONE?**

- The SMS is sent simultaneously to all recipients, so it will be normal to have a time gap between the first and the last contacted customers.
- The message will include reference to a contact number that citizens can use to clarify any doubts.

#### **HOW MUCH?**

- The system has no costs for users.
- The system does not require users to sign up.

#### **IS IT POSSIBLE TO DISABLE SMS RECEIPT?**

- The issuance of warning SMS is absolutely exceptional, so its deactivation, although foreseen, is not recommended for security reasons.
- The deactivation of SMS reception must be requested to ANEPC, sending the [form](#) available for this purpose to the address [geral@prociv.pt](mailto:geral@prociv.pt) .

*Translated by Safe Communities Portugal*



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