



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Are your phone and broadband weather ready?

Tips to help you stay
connected during
severe weather

ComReg.ie





Who is ComReg?

ComReg is the Commission for Communications Regulation.

- We are an independent public body with powers under the law
- We protect consumers and provide independent advice and information

At ComReg, we regulate:

- The electronic communications sector which includes phone and broadband
- Postal services like An Post



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Guide to staying connected during severe weather

Severe weather, especially storms with high winds and heavy rain, can disrupt everyday communications like phone and internet services. This guide explains some tips on how to be ready for severe weather, what to do while its happening, and some steps to take afterwards to help you stay connected.

Communications services like your mobile, home phone and broadband, play a vital role during emergencies – for calling for help, checking weather updates and staying in touch with family and friends. This guide highlights actions you can take to minimise disruption if the networks are affected.



How to prepare for severe weather

Prepare your devices

- Fully charge phones, tablets, laptops and mobile phone power banks.
- Keep your devices up to date. Devices that can connect to more than one network type, such as 2G, 3G, 4G and 5G, are likely to regain service more quickly.
- Top up credit on prepaid phones.

Backup connectivity

- Consider a battery backup device to keep important communications devices working in the event of a power cut to the home.
- Have a battery powered or crank radio for listening to updates if your broadband or mobile service fails.
- Solar panels with a battery and changeover switch allows your home to run on solar battery power instead of the main grid.

Plan your contacts

- Write down important numbers (family, carers, neighbours, GP), in case your device runs out of power.
- Set up emergency contacts and Medical ID on your mobile phone. This can include your name, medical needs and who to contact in an emergency.

Special needs register

- Register any additional needs with your provider. They can support customers with disabilities or additional needs, and may offer dedicated services for older customers.





What to do during severe weather

If your mobile network is down

- Use Wi-Fi calling to make calls and texts over your home broadband, if available from your provider.
- Apps like WhatsApp, Messenger or FaceTime can enable you to make calls using your home broadband.

If your home broadband is down

- You may be able to use your mobile phone's data to create a hotspot, or connect a device like a tablet or computer to your phone using a cable to access the internet.

Conserve the battery of your devices

- Use low power mode and low data mode.
- Use airplane mode when you don't need to make or receive calls or use mobile data.
- Turn off bluetooth and Wi-Fi if not in use.
- Lower your screen brightness.
- Turn-off automatic app updates.
- Close any apps you're not using.





Protect devices

- Use a surge protector for routers, modems, landlines, TVs and computers, to reduce the chance of damage if lightning strikes.

Use your vehicle as a power source

- Many cars have USB ports or power outlets. With the right cable, you can charge your phone or other devices if your home has lost power.

Emergency services

- Your phone can use any available network to call 112 or 999, even if your mobile network is down.
- “Emergency Calls Only” on your screen still lets you dial 112 or 999.
- Some newer phones can contact emergency services using satellite when no network is available (outdoors).
- Prepaid mobile customers can call emergency services even with no credit.
- If you’re deaf, have a hearing impairment or experience speech difficulties, you can use the Emergency Text Service or Real Time Text (RTT) to call the emergency services. Contact your service provider for details of how to use.





After severe weather

Check your service status

- Look for updates from your provider on outages and restoration times.

Report issues

- If you still have no service, report the outage to your provider.
- Tell them if you have extra needs or rely on the service due to a disability or vulnerability.
- If the outage lasts a long time, ask about temporary alternatives, like mobile broadband if your fixed broadband is out.
- ComReg's Consumer Care team may be able to help with urgent or unresolved issues.

Refunds and credits

- In some severe weather cases, providers may issue credits or refunds for prolonged service loss. Check your contract terms for any information about loss of service, and contact your provider.



Contact us for advice and support

Consumer Care Team

Phone: (01) 804 9668
Monday to Friday: 8am to 8pm
Saturday: 9am to 1pm

Email: consumerline@comreg.ie

Text: COMREG or ASKCOMREG to 51500 to receive a call or text back (standard SMS rates apply)

By Post: Consumer Care Team, ComReg, One Dockland Central, Guild St., D01 E4X0

Web Chat and Online Form: comreg.ie

Access officer

Phone: (01) 804 9639

Email: access@comreg.ie

By Post: As above addressed to the Access Officer

ITRS (Irish Text Relay Service)

The ITRS ensures that those of us who are deaf, hard-of-hearing and, or speech-impaired, may make and receive calls independently. The service provides the translation of text into voice and voice into text. These calls are relayed through an ITRS agent who performs the relay of the text.

The service is accessible from mobile phones, tablets, and PCs. The ITRS service is operated by Eir serving the customers of Three, Eir, Sky, Tesco Mobile, Virgin Media and Vodafone.

Visit itrs.ie for more information.

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