



Factsheet NL-Alert

Immediate information in an emergency situation



If a disaster occurs in your vicinity, you need to know what to do. For this purpose, NL-Alert is used. When disaster strikes in your vicinity, the government sends a message in Dutch to your mobile phone telling you what is happening and what you should do. The emergency message is also displayed on a growing number of digital arrival signs at bus and tram stops and metro stations. NL-Alert. Immediate information in an emergency situation.

Know what to do

NL-Alert is used in harmful and life-threatening situations, like a big fire, a terrorist attack, or heavy weather. If you receive or see an NL-Alert, please inform and help the people in your direct vicinity. That way, they also know what they should do. To reach as many people as possible, NL-Alert is expanding into additional channels, such as digital departure signs for bus, tram and metro.

How NL-Alert works

The government sends a text message to mobile phones and digital departure signs for bus, tram, and metro in the immediate vicinity of an emergency. NL-Alert on your mobile phone is based on cell broadcast technology. This technology is used to send text messages via the phone masts of all providers. It works in a similar way to a radio signal.

You also receive NL-Alert if the network is overloaded. NL-Alert is free and anonymous. Your name and telephone number are not required and thus remain unknown.

Set up your mobile phone

Many telephones sold in the Netherlands are already set up for NL-Alert. On some devices, like the iPhone, you have to set this up yourself. Go to www.nl-alert.nl and adjust the settings on your mobile. On Monday 3 December at 12:00 hours, the government will send an NL-Alert verification message. If you receive the verification message, your mobile is correctly set up for NL-Alert and will receive a message in case of a future disaster in your vicinity. If you receive the verification message, your mobile is correctly set up for NL-Alert. You will then also be informed if you are in the vicinity of an emergency.

Questions? Go to www.nl-alert.nl

