

HURRICANE PREPAREDNESS TIPS



Before the Hurricane

- **Charge all electronic devices**

Charge all your devices such as cell phone, laptop, portable chargers and battery backups.

- **Corded Phone**

Have a corded phone on hand as a cordless phone will not work once the electricity has been turned off.

- **Cell phone Sim Cards**

Make sure to purchase a sim card and credit from both providers Telcell & Chippie, in the event that one of the service providers does not work after the hurricane. Always make sure to have sufficient credit

- **Location and contact information for Satel NV**

Make a note of our location and contact information in the event that you need to report an outage for phone and internet service or issues with your cell phone service after the hurricane has passed.

During the Hurricane

- **Stay Safe & Secure**

Keep informed via the local Government information service. **Whatsapp: +599-416-7343**

Fb page: <https://www.facebook.com/PublicEntitySaba/>

After the Hurricane

- **Report an outage**

Once the Hurricane has passed and the local Government has lifted the curfew,

You can report an outage to our office. We are located in The Bottom, next to the Government building

Our contact info: 4163211 / info@satelnv.com

Lightening Storms

Saba can experience some severe lightening storms. Here are some safety tips to secure you and your devices.

- **Stay off the phone!**

Stay off the phone during a lightening storm as you may be electrocuted!

- **Unplug your phone and modem**

Make sure to unplug your modem and phone from the jack and power supply. Failure to do so will result in your devices being damaged. There will be a fee to replace these devices. Please use caution when unplugging these devices during a lightening storm. Don't wait until the last minute. Try to remember to unplug your devices before leaving home.

- **Devices to help secure your modem and phone**

If you are not home when a lightening storm occurs, Satel NV has multiple devices for sale to help secure your Modem & phone. Such as surge protectors, master cubes and battery backups (with surge protection)



• **Be Prepared**

• **Be Safe**

• **Be Informed**



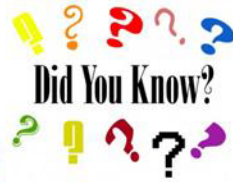
HURRICANE PREPAREDNESS TIPS



. Be Prepared

. Be Safe

. Be Informed



Important facts to remember!

- Note that your phone and internet will continue to function once your modem has power.
- Remember your phone service will continue to work even without power (must be a corded phone)
- If you are in the vicinity of one of the Satel Buildings, you may be able to pick up the "Open WiFi" This is only available during hurricanes. Please do not leave the safety of your home to gain access.



Here are a few measures Satel has taken to keep you connected!

- Over the years Satel has worked hard to place the majority of the network (95%) underground keeping it as secure as possible during any storm.
- Satel maintains multiple connections to the world for redundancy. One connection goes by way of St.Maarten on the Sea Cable and the other through St.Kitt 's on the Sea Cable. If one fails the island 's communication remains up and running.
- Satel now also connects to multiple voice providers in the world making us non reliant on St.Maarten for off island phone calls. (landlines)
- Satel makes the additional investment to have on island spare equipment in case of hardware failure minimizing an outage time to hours instead of days or weeks.
- Satel has also taken additional measures to secure the fiber on the shore line connecting the island to the world.

We continue to come up with new solutions to secure the island's connection to the world as much as possible

Important items to have during a hurricane. Available at Satel NV

- Surge Protectors
- Master cube surge protectors (For phones & modems)
- External chargers (iphone, Samsung and more)
- Two way radios
- Solar led lanterns / Flash lights
- Solar battery chargers
- Solar Emergency waterproof radios
- Battery powered Helmet lights
- Waterproof cell phones case
- Waterproof / Fire proof document bags
- Portable desktop battery fans
- All in one - Jump starter/ Battery charger/ Portable Power Air Compressor

Don 't see what you need? Satel will place any personal order.

