

Civil Protection Information Transmission Service Through Smartphone Apps, etc.

Information regarding civil protection such as information about ballistic missiles is currently being transmitted through municipal disaster prevention broadcasting systems, subscription mails, etc. Area emails and emergency alerts are also being sent to cellphones and smartphones by the Fire and Disaster Management Agency through major cellular provider companies (NTT DoCoMo, KDDI, Okinawa Cellular, Softbank). Most cellphones and smartphones can receive area emails and emergency alerts, but there is a portion of them that cannot. The Fire and Disaster Management Agency has compiled a way to check if your cellphone/smartphone can receive such messages, and what to do if you cannot (or don't know if you can or not).

1. How to check if your cellphone/smartphone can receive area emails and emergency alerts

First, check if either (1) or (2) apply to your cellular provider.

(1) If you use a major cellular company

Most cellular devices sold by a mobile virtual network operator can receive area emails and emergency alerts.

You can check specific models through the below URLs. (Models not listed cannot receive area emails or emergency alerts.)

NTT Docomo

https://www.nttdocomo.co.jp/service/areamail/compatible_model/index.html

KDDI, Okinawa Cellular

<http://www.au.kddi.com/mobile/anti-disaster/kinkyu-sokuho/enabled-device/>

Softbank

http://www.softbank.jp/mobile/service/urgent_news/models/

Y! Mobile

http://www.ymobile.jp/service/urgent_mail/

(2) If you use a company (mobile virtual network operator, MVNO) that is not a major cellular provider

iPhones are able to receive area emails and alerts. Android phones can also receive them if the following points are applicable.

- If you use a model sold by a major cellular provider with the affiliated MVNO*
- If the MVNO is confirmed to be able to receive area emails and emergency alerts (including J Alerts)

*Not ones the major cellular provider has guaranteed will receive the messages.

Please inquire with the company with which you have a contract for more details.

2. If you cannot receive (or do not know if you can receive) area emails and emergency alerts

(1) Examples of smartphone apps/emails from private companies

Yahoo has an app and email system called “Yahoo!防災速報” which will send you notifications about ballistic missiles, etc., for free. You can install the app or register your email address through the link below.

Yahoo!防災速報

<https://emg.yahoo.co.jp/>

There is also an app called Safety Tips that can provide information in a large range of supported languages.

Safety Tips (iOS)

<https://apps.apple.com/eg/app/safety-tips/id858357174>

Safety Tips (Android)

<https://play.google.com/store/apps/details?id=jp.co.rcsc.safetyTips.android&hl=en>

(2) Subscription email services provided by local public organizations

There are email services in some prefectures and municipalities that send emails to your smartphone or cellphone address with information regarding ballistic missiles, etc., if you subscribe beforehand.

Please check the homepage of the prefecture/municipality in which you reside.