

One Point Advice

Earthquake Message Service

さいがいじ でんごんさーびす
災害時の伝言サービスについて

After a strong earthquake, many people will try to call their friends and loved ones to find out if they are all right. This ends up clogging the phone networks, which can hamper emergency response efforts. To cope with this problem, NTT Docomo, au, and Softbank have put together a kind of message board service. By using this, people you know can use the internet to hear a message from you that tells where you are and what your condition is.

If you dial 171, you will receive voice instructions on how to leave a recording. You can also re-check your recorded message.

You can also visit the website via computer or cell phone that the phone companies have set up and record a message or check others that have been placed there. The web address is <https://www.web171.jp> (Japanese only).

When trying to check for a message, you need to know the phone number of the person you are looking for, so it is best if your family and friends have your number written down.

On the first of every month you can test this service, so it might be a good idea to give it a try. You can also test it on the 1st-3rd and 15th-21st of January, and from August 30th to September 5th.