**SMS checklist – Emergency**

**The process for sending emergency SMS**

* The decision or request to send an emergency SMS comes from ONS, MOHS or the SLRCS.
* MOHS or ONS must approve all emergency SMS before they are sent.
* Communications have 4 hours to prepare emergency SMS after receiving the request.
* Phone Airtel, Comium and SierraTel as soon as you know you will be sending an emergency SMS and share it with them at least 3 hours before you send the message.
* Comium & SierraTel have committed to sending emergency SMS within 3 hours of receiving them.
* DM and CBHP have 2 hours to approve emergency SMS.
* MOHS or ONS have 6-12 hours to sign off emergency SMS.
* Emergency SMS should be sent no longer than 24 hours of the initial request.

**When sending an emergency SMS – the rules**

* Do not send more than 3 emergency SMS in a 24-hour period
* Only send emergency SMS to the relevant areas
* Emergency SMS replace any pre-planned campaigns taking place at the time
* If you have time send to the test groups first
* Emergency SMS can be sent at any time of the day/night but try not to send between 11pm and 6am.
* Always send a final SMS to let people know the emergency has passed.

**After an emergency SMS**

* Get delivery statistics from each of the phone companies and add these statistics into your monitoring sheet. This lets you see how many of the SMS sent through TERA are successfully delivered and allows you to see how many SMS Comium and SierraTel are delivering.
* Produce a monthly report with the number of SMS successfully delivered and the number of people reached. Number of people reached is calculated by dividing the total number of SMS sent by the number of days you sent messages. Do this for each operator and add together to get the total number of people reached. E.g. if 1,550,000 SMS are sent over 5 days it would be 1,550,000 / 5 = 310,000 people reached.
* Write a short report with this information and share it with the same contacts as for pre-planned campaigns.