

WHAT TO DO IF PHONES AND THE INTERNET ARE DOWN

OFFICIAL UPDATES LU-Alert · RTL, 100.7 · 112

DO THIS NOW

- 1** Check whether only your connection is affected: restart the phone or router and ask a neighbour. If the outage is wide, switch on a battery or car radio and tune to **RTL, 100.7**.
- 2** Keep one phone switched on, charged and in power-saving mode, so LU-Alert warnings still reach you. Switch the other phones off to save their batteries.
- 3** Send short text messages rather than calling. Overloaded networks often pass a text when a call fails, and mobile data may be cut first to keep calls working.
- 4** In an emergency, still try **112**, even if your phone shows no signal or "emergency calls only": it can use another operator's network. Never call it just to test the line.
- 5** If no call gets through, go in person to the nearest fire and rescue station, police station or hospital.
- 6** Follow your household plan. If you cannot reach each other, go to the meeting point you agreed.
- 7** Pass official news on to neighbours, especially those who are older or alone, and do not spread rumours.

BEFORE

PLAN FOR A DAY WITHOUT PHONES

- Write the important numbers on paper: family, school, work, your doctor, your bank and your energy supplier. Keep one copy in your wallet and one with the kit.
- Agree **3** meeting points (near home, outside your neighbourhood, and a place out of town) and when to go there if you cannot reach each other.
- Pick **1** contact person who lives out of town, whom everyone texts or calls to say they are safe.

- Agree who collects the children from school if you cannot call each other, and tell the school who may collect them.
- Know the way to the nearest fire and rescue station, police station and hospital. Put it all in your **household plan**.

STOCK THE BASICS

- A battery or wind-up radio, FM or DAB+, with spare batteries. The car radio works too.
- A charged power bank and cables for every phone.

- Some cash, because card payments often stop with the network: **€70** per adult and **€30** per child. See **Cards and cash machines down**.
- A paper map of your area, and offline maps saved on your phone.

SET UP YOUR PHONE

- Check that emergency alerts are switched on in the phone settings, so Cell Broadcast messages reach you even in silent mode. See **Alerts and sirens**.

AFTER

- Tell your family and your out-of-town contact that you are safe.
- Recharge phones and power banks, and replace the batteries you used.
- Check that your alarms and any medical devices that use the phone line or internet are working again.
- Before you share what you heard during the outage, check it against official sources. See **False information**.
- Add any number you missed to the paper list.

IF YOU ARE...

LOOKING AFTER CHILDREN

- Make sure children know the meeting point and carry a card with the key numbers on it.
- Explain in plain words that phones may not work for a while, and that the family has a plan to find each other.

OLDER, ILL, OR LIVING WITH A

DISABILITY

- If you use a personal alarm, a care phone or medical equipment that needs the phone network or the internet, ask the provider now what happens in an outage, and agree a backup with a neighbour.
- If you are deaf or hard of hearing, agree with a neighbour how they will pass warnings on to you in person.

AT WORK OR AWAY FROM HOME

- Know how you would get home without phones or transport. See **Stuck away from home**.

LIVING NEAR THE BORDER

- Your phone may connect to a mast in France, Belgium or Germany and then miss Luxembourg alerts. Keep the radio on as well.

EASY-READ SUMMARY



Send a text message instead of calling.



Keep one phone switched on and charged.



Listen to the radio for news.



Go to the meeting place you agreed.



In an emergency, go to a fire station or police station.

Last reviewed: 25/10/2026 Sources for this page