



16 September 2025



Reference: OIA-2025/26-0086

Tēnā koe ,

Official Information Act request relating to configuration of Emergency Mobile Alerts

Thank you for your Official Information Act 1982 (the Act) request received on 2 August 2025. You requested:

“Under the OIA please provide the following in relation to the emergency alerts sent on 30 and 31 July this year.

- 1. The full Common Alerting Protocol (CAP) objects (in machine-readable form) for both EMAs, including all fields (e.g., msgType, references, effective/sent/expires, urgency, severity, certainty, polygons/areas, language) and the message IDs referenced by any “Update”/“Alert” relationships.*
- 2. The geographic polygons (e.g., GeoJSON/WKT) used for each EMA and any iteration history, along with NEMA’s targeting brief (e.g., “all coastal areas”).*
- 3. NEMA’s post-incident investigation plan and any preliminary findings about repeated deliveries and non-receipt on 30–31 July.*
- 4. Correspondence with Everbridge/one2many and Spark, One NZ, and 2degrees about duplicated delivery, handover between cell towers, device behaviours, or other causes, and any workarounds or remediations agreed.”*

Further to my letter dated 8 September, we have now finalised the preparation of the documents relevant to part four of your request. Please find these documents enclosed, subject to some information being withheld under the following sections of the Act:

- 9(2)(a), to protect the privacy of individuals
- 9(2)(ba)(i), to protect the supply of similar information in the future
- 9(2)(g)(i), to maintain the effective conduct of public affairs through the free and frank expression of opinion
- 9(2)(g)(ii), to prevent improper pressure or harassment
- 9(2)(k), to prevent disclosure or use for improper gain or advantage.

In making my decision, I have considered the public interest considerations in section 9(1) of the Act. No public interest has been identified that would be sufficient to override the reasons for withholding that information.

You have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the Act.

This response will be published on the Department of the Prime Minister and Cabinet's website during our regular publication cycle. Typically, information is released monthly, or as otherwise determined. Your personal information including name and contact details will be removed for publication.

Nāku noa, nā



Sarah Holland
**Chief Advisor to the Chief Executive
National Emergency Management Agency**

From: §9(2)(g)(ii) [NEMA]
To: §9(2)(a) §9(2)(a) §9(2)(a) §9(2)(a) §9(2)(a) §9(2)(a)
Cc: §9(2)(g)(ii) [NEMA]; §9(2)(g)(ii) [NEMA]
Subject: EMA Issues Overnight

[UNCLASSIFIED]

Afternoon all!

My apologies for scheduling this abruptly, but the scrutiny and coverage warrants it.

I'd like to get an idea from you if you've been able to uncover anything, have any theories, how do we pin this down further & have a response that we can hang our hats on.


At this stage the working theory is that the alert appears to have coincided with an IOS update. <https://support.apple.com/en-us/100100#:~:text=Get%20the%20latest%20software%20updates%20from%20Apple&text=The%20latest%20of%20iOS,version%20of%20macOS%20is%2015.6.>
It would be great if we could come up with an official stance.

Cheers

§9(2)(g)(ii)

Microsoft Teams Need help? <<https://aka.ms/JoinTeamsMeeting?omkt=en-US>>

§9(2)(g)(ii)



Released under the Official Information Act 1982

From: s9(2)(a)
To: s9(2)(g)(ii) [NEMA]
Cc: s 9(2)(a) s 9(2)(a) s9(2)(a)
Subject: REQUEST: Broadcast issues for Tsunami Alerts
Date: Thursday, 31 July 2025 8:05:47 am
Attachments: [image001.png](#)
[created message on Public Warning Portal.msg](#)
[created message on Public Warning Portal.msg](#)
[created message on Public Warning Portal.msg](#)
[created message on Public Warning Portal.msg](#)

Hi s9(2)(g)(ii)

I can see that there is an article on stuff re the extra alerts (<https://www.stuff.co.nz/nz-news/360775987/glitch-sent-out-multiple-emergency-mobile-alerts-overnight-nema-apologises>)

Looking at the s 9(2)(ba)(i) information, we received 4 alerts from the system, and I have attached the emails. Two of the alerts (30/07 16:13 and 31/07 06:30) were nationwide, and the other two (30/07 17:45 and 31/07 06:33) appeared to be Lyttleton specific, and included two towers that were not on the nationwide broadcast.

Happy to help with any investigations, I will have greater clarity when I get the more detailed report information

Ngā mihi nui

s9(2)(a)

Service Manager

Mobile: s9(2)(a)

Email: s9(2)(a) @one.nz



One New Zealand Group Limited,
Lambton House, 160 Lambton Quay, PO Box 1272, Wellington 6011, New Zealand

C2 General

From: [Public Warning Portal](#)
To: [SM.CBNotifications](#)
Subject: created message on Public Warning Portal
Date: Wednesday, 30 July 2025 4:20:58 pm

This Email Is From an External Source

CYBER SECURITY WARNING: This email is from an external source - be careful of attachments and links. Please follow the Cyber Code and report suspicious emails.

*** This is an automatically generated email, please do not reply. ***

Dear Cell Broadcast Notifications One.NZ,

You are receiving this email because you are subscribed to new message events on Emergency Mobile Alert Portal.

Below are the contents of the new message (action performed by s9(2)(g)(ii)).

Description: "TSUNAMI - National Advisory BEACH AND MARINE"

Start time: Wed Jul 30 16:13:11 NZST 2025.

End time: Thu Jul 31 04:13:11 NZST 2025.

From: NEMA

Content:

"TSUNAMI ADVISORY: Strong and unusual currents and unpredictable surges at the shore are expected following a magnitude 8.8 earthquake near Kamchatka, Russia.

Strong currents and surges can injure and drown people. There is a danger to swimmers, surfers, people fishing, and anyone in or near the water close to the shore.

People on boats, live-aboards and at marinas should leave their boats/vessels and move onto shore. Do not return to boats unless instructed by officials.

IF YOU ARE ONSHORE, YOU DO NOT NEED TO EVACUATE. But STAY AWAY FROM THE WATER, including beaches, shore areas, harbours, marinas, rivers and estuaries. DO NOT GO SIGHTSEEING.

This advisory is for all coastal areas of the North Island, Great Barrier Island, the South Island, Stewart Island and the Chatham Islands.

For more information go to www.civildefence.govt.nz

Issued by the National Emergency Management Agency at 4:12pm 30/07/2025."

Released under the Official Information Act 1982

From: [Public Warning Portal](#)
To: [SM.CBNotifications](#)
Subject: created message on Public Warning Portal
Date: Wednesday, 30 July 2025 5:45:59 pm

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Dear Cell Broadcast Notifications One.NZ,

You are receiving this email because you are subscribed to new message events on Emergency Mobile Alert Portal.

Below are the contents of the new message (action performed by s9(2)(g)(ii)).

Description: "TSUNAMI - National Advisory BEACH AND MARINE"

Start time: Wed Jul 30 17:45:20 NZST 2025.

End time: Thu Jul 31 04:45:20 NZST 2025.

From: Canterbury CDEM

Content:

"TSUNAMI ADVISORY: Strong and unusual currents and unpredictable surges at the shore are expected following a magnitude 8.8 earthquake near Kamchatka, Russia.

Strong currents and surges can injure and drown people. There is a danger to swimmers, surfers, people fishing, and anyone in or near the water close to the shore.

People on boats, live-aboards and at marinas should leave their boats/vessels and move onto shore. Do not return to boats unless instructed by officials.

IF YOU ARE ONSHORE, YOU DO NOT NEED TO EVACUATE. But STAY AWAY FROM THE WATER, including beaches, shore areas, harbours, marinas, rivers and estuaries. DO NOT GO SIGHTSEEING.

This advisory is for all coastal areas of the North Island, Great Barrier Island, the South Island, Stewart Island and the Chatham Islands.

For more information go to www.civildefence.govt.nz

Issued by Emergency Management Canterbury at 5:45pm 30/07/2025."

From: [Public Warning Portal](#)
To: [SM.CBNotifications](#)
Subject: created message on Public Warning Portal
Date: Thursday, 31 July 2025 6:34:34 am

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Dear Cell Broadcast Notifications One.NZ,

You are receiving this email because you are subscribed to new message events on Emergency Mobile Alert Portal.

Below are the contents of the new message (action performed by s9(2)(g)(ii)).

Description: "Tsunami Advisory to upper Lyttelton Harbour"

Start time: Thu Jul 31 06:33:29 NZST 2025.

End time: Thu Jul 31 18:33:29 NZST 2025.

From: Canterbury CDEM

Content:

"TSUNAMI ADVISORY: Strong currents and surges are occurring after the M8.8 earthquake near Russia. These currents and surges can injure or drown people. Stay away from beaches, shorelines, harbours, rivers, and estuaries. DO NOT GO SIGHTSEEING.

People with boats and live-aboards should remain onshore unless directed otherwise. IF YOU ARE ONSHORE, EVACUATION IS NOT REQUIRED, but STAY AWAY FROM WATER.

This advisory applies to all coastal areas of NZ. The threat is likely to remain in force until at least midday today.

Tsunami activity has already reached parts of NZ. Initial surges may not be the largest, and activity could continue for hours. Treat the threat as real until the advisory is cancelled.

For updates, visit www.civildefence.govt.nz.

Issued by Emergency Management Canterbury at 6:33am 31/07/2025."

Released under the Official Information Act 1982

From: [Public Warning Portal](#)
To: [SM.CBNotifications](#)
Subject: created message on Public Warning Portal
Date: Thursday, 31 July 2025 6:38:41 am

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Dear Cell Broadcast Notifications One.NZ,

You are receiving this email because you are subscribed to new message events on Emergency Mobile Alert Portal.

Below are the contents of the new message (action performed by [s9\(2\)\(g\)\(ii\)](#)).

Description: "TSUNAMI - National Advisory BEACH AND MARINE"

Start time: Thu Jul 31 06:30:04 NZST 2025.

End time: Thu Jul 31 18:30:04 NZST 2025.

From: NEMA

Content:

"TSUNAMI ADVISORY: Strong currents and surges are occurring after the M8.8 earthquake near Russia. These currents and surges can injure or drown people. Stay away from beaches, shorelines, harbours, rivers, and estuaries. DO NOT GO SIGHTSEEING.

People with boats and live-aboards should remain onshore unless directed otherwise. IF YOU ARE ONSHORE, EVACUATION IS NOT REQUIRED, but STAY AWAY FROM WATER.

This advisory applies to all coastal areas of NZ. The threat is likely to remain in force until at least midday today.

Tsunami activity has already reached parts of NZ. Initial surges may not be the largest, and activity could continue for hours. Treat the threat as real until the advisory is cancelled.

For updates, visit www.civildefence.govt.nz.

Issued by the National Emergency Management Agency at 6:30am 31/07/2025."

Released under the Official Information Act 1982

From: s9(2)(k) [NEMA]
To: s9(2)(a) s9(2)(a) s9(2)(a)
Cc: s9(2)(a) s9(2)(a) s9(2)(a) s9(2)(g)(ii) [NEMA]
Subject: EMA Issues Overnight
Date: Thursday, 31 July 2025 8:10:00 am
Attachments: image001.png
Importance: High

Hi Team,

Hoping you might be able to shed some light on the below, are we aware of anything that might have caused repeated messages?

I take comments sections with huge grains of salt but we're seeing quite a few reports of people receiving the message multiple times. Aside from the usual culprits of multiple messages (Switching from 3/4g, tower switches etc) can we please investigate.

s9(2)(g)(ii) (mentioned below is one of our senior leaders, One.NZ SIM, In Miramar the entire time, iphone13 if im not mistaken). I'm sure he'd be happy to troubleshoot if needed.

Thanks kindly

s9(2)(g)(ii)

s9(2)(g)(ii)

(he/him/his) | Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rākau Whakamarumarū

Direct Dial: 04 s9(2)(g)(ii) | Mobile: s9(2)(g)(ii) | HAM: s9(2)(g)(ii) | www.civildefence.govt.nz

Level 2, Justice and Emergency Services Precinct | PO Box 956, Christchurch 8140, New Zealand

Empowering communities before, during and after emergencies.

Mon	Tues	Wed	Thurs	Fri
	✓		✓	✓

✓ = In the office = Remote X = Unavailable

Apologies if this email reaches you outside of standard business hours, no response or action is expected outside of your own working hours

From: s9(2)(k) @NEMA.govt.nz>

Sent: Thursday, 31 July 2025 5:30 am

To: s9(2)(k) [NEMA] s9(2)(k) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>

Cc: s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(k) @NEMA.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) @nema.govt.nz>

Subject: Whispir and EMA Issues Overnight

[IN-CONFIDENCE]

Kia ora team,

Just wanted to let you know about some issues we had overnight with Whispir and EMA.

From about 10pm last night whispir was triggering with each new PTWC message issued (from message #10 onwards). I know this is a known issue but it meant that overnight every hour ourselves, along with the on-call PIM and REMA and FENZ were receiving whispir phone calls. We were also receiving four separate hazard notification forms at a time, which had to be closed off individually (all had unique whispir event IDs).

In terms of EMA, there are several reports on the NZ Civil Defence Facebook page and other social media platforms from people saying they had received the EMA sent at 1613hrs 30 July again later in the evening (0023hrs 31 July) and some receiving it multiple times (20 times). One MAR Centre Watch Officer received the EMA for a 2nd time at around 0330hrs 31 July (s9(2)(g)(ii) also had the same issue).

s9(2)(g)(ii) has requested you look into the EMA issue first thing this morning (thank you!)

Ngā mihi,
s9(2)(g)(ii)

s9(2)(g)(ii) (he/him) | Watch Officer - Monitoring, Alerting and Reprting Centre
National Emergency Management Agency Te Rākau Whakamarumarū
Mobile: +64 s9(2)(g)(ii) || www.civildefence.govt.nz
Level 5, 23 Kate Sheppard Place | PO Box 5010, Wellington 6140, New Zealand

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From: s9(2)(g)(ii) [NEMA]
To: s9(2)(g)(ii) [NEMA]; s9(2)(a) s9(2)(a)
Cc: s9(2)(a) s9(2)(a)
Subject: RE: REQUEST: Broadcast issues for Tsunami Alerts
Date: Thursday, 31 July 2025 11:00:36 am
Attachments: [image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

Hi team

Thanks for your ongoing support to EMA. It's a critical platform.

Just confirming it's an Iphone 13 on IOS18.5, with a physical SIM and no esim activated (though one was cancelled 2 months ago). I was in the Wellington Tsunami EMA zone all of yesterday, and was in Miramar when it realerted at 3:49am

Thanks s9(2)(g)(ii)

s9(2)(g)(ii) ([him/he](#)) | s9(2)(g)(ii)

National Emergency Management Agency Te Rākau Whakamarumarū

Mobile: +64 s9(2)(g)(ii) | s9(2)(g)(ii) .nema.nz www.civildefence.govt.nz
Level 5, 23 Kate Sheppard Place, Pipitea | PO Box 5010, Wellington 6104, New Zealand

 [Book time to meet with me](#)

Emergencies can happen anytime, anywhere. You can take steps to be prepared.



From: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>
Sent: Thursday, 31 July 2025 10:49 am
To: s9(2)(a) <s9(2)(a) one.nz>; s9(2)(a) <s9(2)(a) one.nz>; s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii) @nema.govt.nz>
Cc: s9(2)(a) <s9(2)(a) one.nz>; s9(2)(a) <s9(2)(a) one.nz>
Subject: RE: REQUEST: Broadcast issues for Tsunami Alerts

Thanks s9(2)(a)

s9(2)(g)(ii) number is s9(2)(g)(ii)

Repeat alert was circa 3.30am

I'd be surprised if he had multiple sims

s9(2)(g)(ii) [NEMA] Can you comment on Coverage?

@s9(2)(a) we're aware of a fair few things that can cause repeat alerts such as devices switching between towers (for some reason some phones recognise they've already received/displayed the alert and others don't)

Thanks kindly

s9(2)(g)(ii)

s9(2)(g)(ii) ([he/him/his](#)) Senior Advisor - Operational Systems

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Mon	Tues	Wed	Thurs	Fri
	✓		✓	✓

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From: s9(2)(a) <s9(2)(a)@one.nz>
Sent: Thursday, 31 July 2025 10:24 am
To: s9(2)(g)(ii) NEMA; s9(2)(g)(ii)@nema.govt.nz; s9(2)(a) <s9(2)(a)@one.nz>
Cc: s 9(2)(a) <s 9(2)(a)@one.nz>; s 9(2)(a) <s 9(2)(a)@one.nz>
Subject: RE: REQUEST: Broadcast issues for Tsunami Alerts

Hi s9(2)(g)(ii)

Can I get s9(2)(g)(ii) MSISDN (Mobile Number) and some more info like:

1. Screenshot of alerts received ?
2. Times the alerts were received ?
3. Do they have another sim in the same handset ? which operator the other sim belongs to as every sim receives its own alert.
4. Location : Miramar
5. What's Coverage like at his location is it stable 3g or 4g ?
6. Handset : iPhone 13

This can help us dig deeper.

The only scenarios where multiple alerts are received are when

1. There are multiple sims in handset
2. Alert content was changed during broadcast so handset has to display it again.

Regards,

s9(2)(a)
Core Services DevOps Engineer
s9(2)(a)
s9(2)(a)@one.nz

One New Zealand Group Limited,
Smales Farm, Cnr Northcote & Taharoto Roads,
Private Bag 92143, Auckland 1142, New Zealand

C2 General

From: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii)@nema.govt.nz
Sent: Thursday, 31 July 2025 10:13 am
To: s9(2)(a) <s9(2)(a)@one.nz>

Cc: s 9(2)(a) <s 9(2)(a)@one.nz>; s 9(2)(a) <s 9(2)(a)@one.nz>; s9(2)(a) <s9(2)(a)@one.nz>

Subject: RE: REQUEST: Broadcast issues for Tsunami Alerts

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[UNCLASSIFIED]

Thanks heaps s9(2)(a)

Good to know that you've only received 4 requests from us for the messages – that suggests that its not a PWP-CBC level issue.

It looks like the national controller has decided to cease the current broadcast due to “on going glitching”. s9(2)(g)(i)

This may not be how things work but is there any way that if we can identify which tower s9(2)(g)(ii) was connected to that we could review the logs to see if something occurred to trigger a re-send (assuming it was even a re-send not just a device re-displaying)

Thanks kindly

s9(2)(g)(ii)

s9(2)(g)(ii) (he/him/his) Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rakau Whakamarumarū
Direct Dial: 04 s 9(2)(g)(ii) | Mobile: s 9(2)(g)(ii) | HAM: s 9(2)(g)(ii) | www.civildefence.govt.nz
Level 2, Justice and Emergency Services Precinct | PO Box 956, Christchurch 8140, New Zealand

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	✓		✓	✓

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From: s9(2)(a) <s9(2)(a)@one.nz>

Sent: Thursday, 31 July 2025 8:05 am

To: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii)@nema.govt.nz

Cc: s 9(2)(a) <s 9(2)(a)@one.nz>; s 9(2)(a) <s 9(2)(a)@one.nz>; s9(2)(a) <s9(2)(a)@one.nz>

Subject: REQUEST: Broadcast issues for Tsunami Alerts

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Looking at the s 9(2)(ba)(i) information, we received 4 alerts from the system, and I have attached the emails. Two of the alerts (30/07 16:13 and 31/07 06:30) were nationwide, and the other two (30/07 17:45 and 31/07 06:33) appeared to be Lyttelton specific, and included two towers that were not on the nationwide broadcast.

Happy to help with any investigations, I will have greater clarity when I get the more detailed report information

Ngā mihi nui

s9(2)(a)

Service Manager

s9(2)(a)

Mobile:

Email: s9(2)(a) @one.nz



One New Zealand Group Limited,
Lambton House, 160 Lambton Quay, PO Box 1272, Wellington 6011, New Zealand

C2 General

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Released under the Official Information Act 1982

From: s9(2)(a)
To: s9(2)(g)(ii) [NEMA]; s9(2)(g)(ii) [NEMA]; s9(2)(a)
Cc: s 9(2)(a) s 9(2)(a)
Subject: RE: REQUEST: Broadcast issues for Tsunami Alerts
Date: Thursday, 31 July 2025 11:09:32 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

Hi s9(2)(g)(ii),

Just to confirm assumptions – you were at home at 3:49am and not in transit?

Ngā mihi nui

s9(2)(a)
One New Zealand Service Manager, Customer Success.
Email: s9(2)(a) [one.nz](#)
Phone s 9(2)(a)

C2 General

From: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>
Sent: Thursday, 31 July 2025 11:00 am
To: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(a) <s9(2)(a) one.nz>; s9(2)(a) <s9(2)(a) one.nz>
Cc: s 9(2)(a) <s 9(2)(a) one.nz>; s 9(2)(a) <s 9(2)(a) one.nz>
Subject: RE: REQUEST: Broadcast issues for Tsunami Alerts

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Hi team

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Thanks s9(2)(g)(ii)

s9(2)(g)(ii) (him/he) | s9(2)(g)(ii)
National Emergency Management Agency Te Rākau Whakamarumarū
Mobile: +64 s 9(2)(g)(ii) | s 9(2)(g)(ii) [www.civildefence.govt.nz](#)
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 [Book time to meet with me](#)

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Sent: Thursday, 31 July 2025 10:49 am
To: s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii)@nema.govt.nz>
Cc: s 9(2)(a) <s 9(2)(a)@one.nz>; s 9(2)(a) <s 9(2)(a)@one.nz>
Subject: RE: REQUEST: Broadcast issues for Tsunami Alerts

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s9(2)(g)(ii) number is s 9(2)(g)(ii)
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s9(2)(g)(ii)

s9(2)(g)(ii) (he/him/his) Senior Advisor - Operational Systems
National Emergency Management Agency | Te Rākau Whakamarumarū
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From: s9(2)(a) <s9(2)(a)@one.nz>
Sent: Thursday, 31 July 2025 10:24 am
To: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz; s9(2)(a) <s9(2)(a)@one.nz>
Cc: s 9(2)(a) <s 9(2)(a)@one.nz>; s 9(2)(a) <s 9(2)(a)@one.nz>
Subject: RE: REQUEST: Broadcast issues for Tsunami Alerts

s9(2)(g)(ii)
Hi

Can I get s9(2)(g)(ii) MSISDN (Mobile Number) and some more info like:

1. Screenshot of alerts received ?
2. Times the alerts were received ?
3. Do they have another sim in the same handset ? which operator the other sim belongs to as every sim receives its own alert.
4. Location : Miramar
5. What's Coverage like at his location is it stable 3g or 4g ?
6. Handset : iPhone 13

This can help us dig deeper.

The only scenarios where multiple alerts are received are when

1. There are multiple sims in handset
2. Alert content was changed during broadcast so handset has to display it again.

Regards,



s9(2)(a)
Core Services DevOps Engineer
s9(2)(a)
s9(2)(a) @one.nz

One New Zealand Group Limited,
Smales Farm, Cnr Northcote & Taharoto Roads,
Private Bag 92143, Auckland 1142, New Zealand

C2 General

From: s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii)@nema.govt.nz>
Sent: Thursday, 31 July 2025 10:13 am
To: s9(2)(a) <s9(2)(a)@one.nz>
Cc: s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(a) <s9(2)(a)@one.nz>
Subject: RE: REQUEST: Broadcast issues for Tsunami Alerts

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[UNCLASSIFIED]

Thanks heaps s9(2)(a)

Good to know that you've only received 4 requests from us for the messages – that suggests that its not a PWP-CBC level issue.

It looks like the national controller has decided to cease the current broadcast due to "on going glitching". s9(2)(g)(i)

This may not be how things work but is there any way that if we can identify which tower s9(2)(g)(ii) was connected to that we could review the logs to see if something occurred to trigger a re-send (assuming it was even a re-send not just a device re-displaying)

Thanks kindly

s9(2)(g)(ii)

s9(2)(g)(ii) (he/him/his) Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rākau Whakamarumaru
Direct Dial: 04 s9(2)(g)(ii) | Mobile: s9(2)(g)(ii) | HAM: s9(2)(g)(ii) | www.civildefence.govt.nz
Level 2, Justice and Emergency Services Precinct | PO Box 956, Christchurch 8140, New Zealand

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	✓		✓	✓
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From: s9(2)(a) <s9(2)(a)@one.nz>
Sent: Thursday, 31 July 2025 8:05 am
To: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii)@nema.govt.nz
Cc: s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(a) <s9(2)(a)@one.nz>
Subject: REQUEST: Broadcast issues for Tsunami Alerts

Hi s9(2)(g)(ii),

I can see that there is an article on stuff re the extra alerts (<https://www.stuff.co.nz/nz-news/360775987/glitch-sent-out-multiple-emergency-mobile-alerts-overnight-nema-apologises>)

Looking at the s9(2)(ba)(i) information, we received 4 alerts from the system, and I have attached the emails. Two of the alerts (30/07 16:13 and 31/07 06:30) were nationwide, and the other two (30/07 17:45 and 31/07 06:33) appeared to be Lyttelton specific, and included two towers that were not on the nationwide broadcast.

Happy to help with any investigations, I will have greater clarity when I get the more detailed report information

Ngā mihi nui
s9(2)(a)
Service Manager

Mobile: s9(2)(a)
Email: s9(2)(a)@one.nz



One New Zealand Group Limited,
Lambton House, 160 Lambton Quay, PO Box 1272, Wellington 6011, New Zealand

C2 General

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From: s9(2)(g)(ii) [NEMA]
To: s9(2)(a) s9(2)(g)(ii) [NEMA]; s9(2)(a)
Cc: s9(2)(a) s9(2)(a)
Subject: RE: REQUEST: Broadcast issues for Tsunami Alerts
Date: Thursday, 31 July 2025 11:33:07 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

Hi s9(2)(a)

Correct

I left Kate Sheppard Place opposite Parliament at about 1930hrs, and s9(2)(g)(ii), s9(2)(a)

I have an IOS updated downloaded but it is still waiting to be applied (there was another colleague whose phone understandably got a re-alert when their phone updated and restarted)

Thanks s9(2)(g)(ii)

s9(2)(g)(ii) (him/he) | s9(2)(g)(ii)

National Emergency Management Agency Te Rākau Whakamarumarū

Mobile: +64 s9(2)(g)(ii) | s9(2)(g)(ii) .nema.nz www.civildefence.govt.nz
Level 5, 23 Kate Sheppard Place, Pipitea | PO Box 5010, Wellington 6104, New Zealand

[? Book time to meet with me](#)

Emergencies can happen anytime, anywhere. You can take steps to be prepared.



From: s9(2)(a) <s9(2)(a)@one.nz>
Sent: Thursday, 31 July 2025 11:09 am
To: s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii)@nema.govt.nz>; s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii)@nema.govt.nz>; s9(2)(a) <s9(2)(a)@one.nz>
Cc: s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(a) <s9(2)(a)@one.nz>
Subject: RE: REQUEST: Broadcast issues for Tsunami Alerts

Hi s9(2)(g)(ii),

Just to confirm assumptions – you were at home at 3:49am and not in transit?

Ngā mihi nui

s9(2)(a)
One New Zealand Service Manager, Customer Success.
Email: s9(2)(a)@one.nz
Phone s9(2)(a)

C2 General

From: s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii)@nema.govt.nz>
Sent: Thursday, 31 July 2025 11:00 am
To: s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii)@nema.govt.nz>; s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(a) <s9(2)(a)@one.nz>
Cc: s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(a) <s9(2)(a)@one.nz>
Subject: RE: REQUEST: Broadcast issues for Tsunami Alerts

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Hi team

Thanks for your ongoing support to EMA. It's a critical platform.

Just confirming it's an Iphone 13 on IOS18.5, with a physical SIM and no esim activated (though one was cancelled 2 months ago). I was in the Wellington Tsunami EMA zone all of yesterday, and was in Miramar when it realerted at 3:49am

Thanks s9(2)(g)(ii)

s9(2)(g)(ii) ([him/he](#)) s9(2)(g)(ii)
National Emergency Management Agency Te Rākau Whakamarumaru
Mobile: +64 s9(2)(g)(ii) s9(2)(g)(ii).nema.nz www.civildefence.govt.nz
Level 5, 23 Kate Sheppard Place, Pipitea | PO Box 5010, Wellington 6104, New Zealand

 [Book time to meet with me](#)

Emergencies can happen anytime, anywhere. You can take steps to be prepared.



From: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) [@nema.govt.nz](mailto:s9(2)(g)(ii)@nema.govt.nz)
Sent: Thursday, 31 July 2025 10:49 am
To: s9(2)(a) <s9(2)(a) [one.nz](mailto:s9(2)(a)@one.nz)>; s9(2)(a) <s9(2)(a) [one.nz](mailto:s9(2)(a)@one.nz)>; s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii) [@nema.govt.nz](mailto:s9(2)(g)(ii)@nema.govt.nz)>
Cc: s9(2)(a) <s9(2)(a) [one.nz](mailto:s9(2)(a)@one.nz)>; s9(2)(a) <s9(2)(a) [one.nz](mailto:s9(2)(a)@one.nz)>
Subject: RE: REQUEST: Broadcast issues for Tsunami Alerts

Thanks s9(2)(a)

s9(2)(g)(ii) number is s9(2)(g)(ii)
Repeat alert was circa 3.30am
I'd be surprised if he had multiple sims

s9(2)(g)(ii) [NEMA] Can you comment on Coverage?

s9(2)(a) we're aware of a fair few things that can cause repeat alerts such as devices switching between towers (for some reason some phones recognise they've already received/displayed the alert and others don't)

Thanks kindly
s9(2)(g)(ii)

s9(2)(g)(ii) ([he/him/his](#)) | Senior Advisor - Operational Systems
National Emergency Management Agency | Te Rākau Whakamarumaru
Direct Dial: 04 s9(2)(g)(ii) | Mobile: s9(2)(g)(ii) | HAM: s9(2)(g)(ii) | www.civildefence.govt.nz
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From: s9(2)(g)(ii) [NEMA]
Sent: Thursday, 31 July 2025 11:48 am
To: s9(2)(a) ; s9(2)(a) ; s9(2)(k) [NEMA]; s9(2)(a)
Cc: s9(2)(a) ; s9(2)(a) ; s9(2)(g)(ii) [NEMA]; s 9(2)(a) s 9(2)(a)
Subject: RE: EMA Issues Overnight

Hi all, -

There's a fair amount of feedback, (s9(2)(g)(i) , respondents seem to skip a lot of questions to get to the next part), there does also seem to be some mistaking of this morning's 2nd alert as a repeat of yesterdays.

I've included some before but I'm not seeing it be any one network specifically. Some details below.

Page 2: Receiving the alert

Q2
 What town / city were you in when you received the alert?
 Katikati

Q3
 What suburb were you in when you received the alert?
 Taharua

Q4
 Please provide any other feedback (optional)

I have received 7 alerts (so far) for the 30/7/25 event near Russia for the possibility of sea surge warning when there have only been 2 official ones sent out. The last one received was 9.20am this morning. After receiving my fourth one at 12.30am in the morning, I didn't even look at the one at 6.30am as well (since we are on a hill anyway) but if this many get sent out, it's basically calling wolf, and no one will read them.

Page 3:

Q5
 What type of phone do you have?
 Respondent skipped this question

Q6
 What phone provider do you use?
 Respondent skipped this question

Q2
 What town / city were you in when you received the alert?
 Hastings, Hawke's Bay

Q3
 What suburb were you in when you received the alert?
 Sherenden 4179

Q4
 Please provide any other feedback (optional)

I just wanted to let you know that I received the alerts about the Tsunami, however they were all late. I received the first at 00:01 this morning, the next at 00:10, then one at 8:32 and another at 9:00am - this last one when I arrived at work in Ahuriri - next to the coast. I am on 2 Degrees.

Q2

What type of phone do you have?

iPhone 16

Q3

What phone provider do you use?

2Degrees

Q4

What town / city were you in when you received the alert?

Wellington

Q5

What suburb were you in when you received the alert?

Te arua

Q6

Please provide any other feedback (optional)

I got an alert 4pm yesterday then I received another alert at 4 am this morning followed by another one at 6:30. I don't need 3 alerts to tell me not to go into the water one at 4pm was plenty enough instead of being woken up twice after that.

Q2

What type of phone do you have?

iPhone 14

Q3

What phone provider do you use?

One.nz

Q4

What town / city were you in when you received the alert?

Wellington

Q5

What suburb were you in when you received the alert?

Tawa

Q6

Please provide any other feedback (optional)

Had an alert at 12:30am and also 6:30am. Thought these were unnecessary as I had already had one at 4pm the day prior. I think the full blaring alarm and lights should be saved for imminent danger rather than repeats of the same warning. Very scary to have these going through the night and then realise I'm not in direct danger.

Q2

What type of phone do you have?

iPhone 14 Pro Max

Q3

What phone provider do you use?

Spark

Q4

What town / city were you in when you received the alert?

Dunedin

Q5

What suburb were you in when you received the alert?

North Dunedin

Q6

Please provide any other feedback (optional)

I began getting the alerts from around 2-3am in the morning which then carried on multiple times within the next 3-4 hours until the last one around 6:30. This is stupid. I got NO sleep. And to be honest it was quite traumatising being woken up multiple (when I say multiple, I'm meaning at least 10 or more) times thinking there was a tsunami.

Q2

What type of phone do you have?

Respondent skipped this question

Q3

What phone provider do you use?

Respondent skipped this question

Q4

What town / city were you in when you received the alert?

Paraparaumu

Q5

What suburb were you in when you received the alert?

Paraparaumu

Q6

Please provide any other feedback (optional)

s9(2)(a)

Q2

What type of phone do you have?

Respondent skipped this question

Q3

What phone provider do you use?

Respondent skipped this question

Q4

What town / city were you in when you received the alert?

napier

Q5

What suburb were you in when you received the alert?

te awa

Q6

Please provide any other feedback (optional)

received additional alert at 2:18am with no new information. Please make the alert easier to silence while still maintaining the message. It was very distressing trying to figure out what this alert was communicating in the middle of the night because I couldn't find any up-to-date information on the civil defence page and it looked exactly the same as the one I received yesterday afternoon. When an alarm like that comes in the middle of the night I thought it must mean that the situation had changed and maybe I needed to immediately evacuate. My pets were distressed and took a long time to settle but then I had another alert at 6:30am also communicating that I should continue to not enter the area. I need to evacuate- it seems this alert was not needed as the situation had not changed?

s9(2)(g)(ii) (he/him/his) Senior Advisor - Operational Systems
National Emergency Management Agency | Te Rākau Whakamarumaru
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From: s9(2)(a) <s9(2)(a)@spark.co.nz>
Sent: Thursday, 31 July 2025 9:44 am
To: s9(2)(a) <s9(2)(a)@2degrees.nz>; s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(k) <s9(2)(k)@nema.govt.nz>; s9(2)(a) <s9(2)(a)@one.nz>
Cc: s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a) <s9(2)(a)@2degrees.nz>; s9(2)(g)(ii) <s9(2)(g)(ii)@nema.govt.nz>; s9(2)(a) <s9(2)(a)@one.nz>

<s 9(2)(a) @one.nz>; s9(2)(a) s9(2)(a) spark.co.nz>

Subject: RE: EMA Issues Overnight

Hi s9(2)(g)(iii) and all,

Similar number of broadcasts (4) on the Spark side as the others.

Perhaps if we can also get info on the devices and software versions of affected users, as well as their general location, that might help.

I presume that the multiple alerts being received on devices was experienced across all three networks?

Thanks,

s 9(2)(a)



s9(2)(a)

**Mobile Network Engineer
Mobile Design 2
Spark New Zealand**

T +64 s 9(2)(a)
M +64 s 9(2)(a)
E s9(2)(a) [spark.co.nz](mailto:s9(2)(a)@spark.co.nz)

Spark New Zealand Trading Limited

Boulcott Tower, Level 11, Spark Central
42-52 Willis Street
P O Box 570, Wellington 6011

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From: s9(2)(a) <s9(2)(a)@2degrees.nz>

Sent: Thursday, 31 July 2025 9:32 am

To: s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(k) [NEMA] s9(2)(k)@nema.govt.nz; s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(a) <s9(2)(a)@spark.co.nz>

Cc: s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a) <s9(2)(a)@2degrees.nz>; s9(2)(g)(ii)

[NEMA] s9(2)(g)(ii)@nema.govt.nz; s9(2)(a)@one.nz; s 9(2)(a)@one.nz

Subject: RE: EMA Issues Overnight

Hi Team/s9(2)(g)(iii),

Good day and hope everyone is keeping safe.

For 2Degrees similar to what s9(2)(a) mentioned, our CBC also received total of 4 alerts. 2 from last night and another 2 early this morning.

With regards to the "nationwide" this is "coastal area nationwide" but not all sites in the whole country just to be clear.

Possible cause of multiple alert/alert received more than once particularly of the customers in the area of Diamond Harbour/Lyttleton . 2 Alerts with similar content so customers can receive 2 alerts if moving between the coverage of the first and 2nd broadcast alert

Yesterday:

Issued by the National Emergency Management Agency at 4:12pm 30/07/2025."

Issued by Emergency Management Canterbury at 5:45pm 30/07/2025."

Today:

Issued by the National Emergency Management Agency at 6:30am 31/07/2025."

Issued by Emergency Management Canterbury at 6:33am 31/07/2025."

2. I believe some phones has settings that if you don't acknowledge the alert, it will display again in your phone's screen but this is more on the phone.
3. Some phone has multiple SIMs (e-sims) using different operators so they can be alerted few times.

Would also be good to know which areas mostly we are getting the complaints.

Thanks.

Regards,

s 9(2)(a)



s9(2)(a)
RAN Operations Engineer
s 9(2)(a)
s9(2)(a) @2degrees.nz
2degrees.nz | +64 s 9(2)(a)

2degrees | Level 2, 136 Farishawe Street | Auckland 1010 | New Zealand
PO Box 8355 | Symonds Street | Auckland 1150 | New Zealand

From: s9(2)(a) s9(2)(a) one.nz>

Sent: Thursday, 31 July 2025 8:25 am

To: s9(2)(k) [NEMA] s9(2)(k) @nema.govt.nz>; s9(2)(a) s9(2)(a) @one.nz>;
s9(2)(a) s9(2)(a) spark.co.nz>; s9(2)(a) s9(2)(a) @2degrees.nz>

Cc: s9(2)(a) s9(2)(a) @spark.co.nz>; s9(2)(a) s9(2)(a) 2degrees.nz>; s9(2)(g)(ii)
[NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(a) <s 9(2)(a) one.nz>; s 9(2)(a)
<s 9(2)(a) one.nz>

Subject: RE: EMA Issues Overnight

Hi team,

We did receive 4 broadcast requests from the portal, as attached.

Two of the alerts (30/07 16:13 and 31/07 06:30) were nationwide, and the other two (30/07 17:45 and 31/07 06:33) appeared to be Lyttleton specific, and included two towers that were not on the nationwide broadcast. I would expect that consumers in Lyttleton were likely to receive multiple broadcasts.

There are a number of other scenarios where a single phone can receive the broadcast multiple times (i.e. if it has multiple sims).

Could we get examples of the multiple alerts that resulted in the complaints?

Ngā mihi nui

s9(2)(a)

One New Zealand Service Manager, Customer Success.

Email: s9(2)(a)@one.nz

Phone s9(2)(a)

C2 General

From: s9(2)(k) [NEMA] s9(2)(k)@nema.govt.nz

Sent: Thursday, 31 July 2025 8:10 am

To: s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a) <s9(2)(a)@2degrees.nz>

Cc: s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a) <s9(2)(a)@2degrees.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii)@nema.govt.nz

Subject: EMA Issues Overnight

Importance: High

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Hi Team,

Hoping you might be able to shed some light on the below, are we aware of anything that might have caused repeated messages?

I take comments sections with huge grains of salt but we're seeing quite a few reports of people receiving the message multiple times. Aside from the usual culprits of multiple messages (Switching from 3/4g, tower switches etc) can we please investigate.

s9(2)(g)(ii) (mentioned below is one of our senior leaders, One.NZ SIM, In Miramar the entire time, iphone 13 if im not mistaken). I'm sure he'd be happy to troubleshoot if needed.

Thanks kindly

s9(2)(g)(ii)

s9(2)(g)(ii) (he/him/his) | Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rākau Whakamarumarū

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From: s 9(2)(k) @NEMA.govt.nz>
Sent: Thursday, 31 July 2025 5:30 am
To: s9(2)(k) [NEMA] s9(2)(k) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>
Cc: s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s 9(2)(k) @NEMA.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>
Subject: Whispir and EMA Issues Overnight

Kia ora team,

Just wanted to let you know about some issues we had overnight with Whispir and EMA.

From about 10pm last night whispir was triggering with each new PTWC message issued (from message #10 onwards). I know this is a known issue but it meant that overnight every hour ourselves, along with the on-call PIM and REMA and FENZ were receiving whispir phone calls. We were also receiving four separate hazard notification forms at a time, which had to be closed off individually (all had unique whispir event IDs).

In terms of EMA, there are several reports on the NZ Civil Defence Facebook page and other social media platforms from people saying they had received the EMA sent at 1613hrs 30 July again later in the evening (0023hrs 31 July) and some receiving it multiple times (20 times). One MAR Centre Watch Officer received the EMA for a 2nd time at around 0330hrs 31 July (s9(2)(g)(ii) also had the same issue).

s9(2)(g)(ii) has requested you look into the EMA issue first thing this morning (thank you!)

Ngā mihi,

s9(2)(g)(ii)

s9(2)(g)(ii) (he/him) | Watch Officer - Monitoring, Alerting and Reprting Centre
National Emergency Management Agency Te Rākau Whakamarumarū
 Mobile: +64 s 9(2)(g)(ii) || www.civildefence.govt.nz
 Level 5, 23 Kate Sheppard Place | PO Box 5010, Wellington 6140, New Zealand

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National Emergency Management Agency
 Te Rākau Whakamarumarū

From: s9(2)(a)
To: s9(2)(g)(ii) [INEMA](#)
Subject: FW: Delayed / Duplicate Emergency Alert Review
Date: Thursday, 31 July 2025 12:36:24 pm
Attachments: [image001.jpg](#)
[image008.jpg](#)
[image009.jpg](#)
[image010.jpg](#)
[image011.png](#)
[image012.png](#)
[image013.png](#)
[image014.png](#)
[image015.png](#)
[image016.png](#)
[image017.png](#)

Hi s9(2)(g)(ii),

More feedback from one of our consultants.

Cheers

s9(2)(a)

s9(2)(a)

He / Him

Client Lead
Spark New Zealand Trading Limited

+64 s9(2)(a)



From: s9(2)(a) @spark.co.nz>

Sent: Thursday, 31 July 2025 12:34 p.m.

To: s9(2)(a) <s9(2)(a)@spark.co.nz>



Subject: Delayed / Duplicate Emergency Alert Review

Notes

- The Apple Watch (Cellular Model) is paired with the Apple iPhone via a Spark Wearable Plan / eSIM.
- The iPhone and Watch were side-by-side when the initial alert was received at 4:12pm and when the duplicate alert was received at 3:54am.
- The iPhone and Watch were not side-by-side at 8:30am when a duplicate second alert was only received by the Apple Watch and not received by the Apple iPhone.
- One possibility is that these duplicate alerts were intended for the eSIM and receipt was delayed due to the relationship between the phone and watch

(delayed initially by 11.75hrs, and again by 2hrs).

Alert Issued Date Time	Alert Receipt Date/Time	Device	Network / SIMs
Initial Alert 30/7 @ 4:12pm	30/7 @ 4:12pm	Apple iPhone	Spark NZ 4G SIM
	31/7 @ 3:54am	Apple iPhone	Spark NZ 4G SIM / eSIM
	Not Received	Apple Watch	Spark NZ 4G eSIM
Second Alert 31/7 @ 6:30am	31/7 @ 6:30am	Apple iPhone	Spark NZ 4G SIM
	31/7 @ 6:30am	Apple Watch	Spark NZ 4G eSIM
	31/7 @ 8:31am	Apple Watch	Spark NZ 4G eSIM

Apple iPhone Initial Alert	Apple iPhone Duplicate Alert
<p>Emergency Alert Yesterday, 4:13 PM TSUNAMI ADVISORY: Strong and unusual currents and unpredictable surges at the shore are expected following a magnitude 8.8 earthquake near Kamchatka, Russia.</p> <p>Strong currents and surges can injure and drown people. There is a danger to swimmers, surfers, people fishing, and anyone in or near the water close to the shore.</p> <p> People on boats, live-aboards and at marinas should leave their boats/vessels and move onto shore. Do not return to boats unless instructed by officials.</p> <p>IF YOU ARE ONSHORE, YOU DO NOT NEED TO EVACUATE. But STAY AWAY FROM THE WATER, including beaches, shore areas, harbours, marinas, rivers and estuaries. DO NOT GO SIGHTSEEING.</p> <p>This advisory is for all coastal areas of the North Island, Great Barrier Island, the South Island, Stewart Island and the Chatham Islands.</p> <p>For more information go to www.civildefence.govt.nz</p> <p>Issued by the National Emergency Management Agency at 4:12pm 30/07/2025.</p>	<p>Emergency Alert 3:54 AM TSUNAMI ADVISORY: Strong and unusual currents and unpredictable surges at the shore are expected following a magnitude 8.8 earthquake near Kamchatka, Russia.</p> <p>Strong currents and surges can injure and drown people. There is a danger to swimmers, surfers, people fishing, and anyone in or near the water close to the shore.</p> <p> People on boats, live-aboards and at marinas should leave their boats/vessels and move onto shore. Do not return to boats unless instructed by officials.</p> <p>IF YOU ARE ONSHORE, YOU DO NOT NEED TO EVACUATE. But STAY AWAY FROM THE WATER, including beaches, shore areas, harbours, marinas, rivers and estuaries. DO NOT GO SIGHTSEEING.</p> <p>This advisory is for all coastal areas of the North Island, Great Barrier Island, the South Island, Stewart Island and the Chatham Islands.</p> <p>For more information go to www.civildefence.govt.nz</p> <p>Issued by the National Emergency Management Agency at 4:12pm 30/07/2025.</p>

s 9(2)(a)

Solution Consultant

From: s9(2)(g)(ii) [NEMA]
To: s9(2)(a) s9(2)(a) s9(2)(a) s9(2)(a) s9(2)(a) s9(2)(a) s9(2)(a)
Cc: s9(2)(g)(ii) [NEMA]; s9(2)(g)(ii) [NEMA]; s9(2)(a) s9(2)(g)(ii) [NEMA]
Subject: RE: Russian EQ EMA issues, Follow up actions
Date: Friday, 1 August 2025 11:21:00 am
Attachments: image001.jpg

Hui all,

Apologies to follow up so quickly – As part of today’s response could you confirm that we have ruled out “system malfunction relating to the software platform that NEMA and other user agencies use to craft and send the alerts” (i.e. the CBC only received the appropriate requests from PWP, and the CBC only sent the appropriate broadcast requests to towers) I’m confident we have, as you’ve all confirmed that you only received the 4 requests to broadcast but need to get that in writing

Thanks

s9(2)(g)(ii)

(he/him/his) Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rākau Whakamarumaru

Direct Dial: 04 s9(2)(g)(ii) | Mobile: s9(2)(g)(ii) | HAM: s9(2)(g)(ii) | www.civildefence.govt.nz

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✓ = In the office = Remote X = Unavailable

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outside of your own working hours

From: s9(2)(g)(ii) [NEMA]

Sent: Friday, 1 August 2025 11:11 am

To: s9(2)(a) ; s9(2)(a) ; s9(2)(a) ; s9(2)(a) ; s9(2)(a) ; s9(2)(a) ; s9(2)(a)

Cc: s9(2)(g)(ii) [NEMA] ; s9(2)(g)(ii) [NEMA] ; s9(2)(a) ; s9(2)(g)(ii) [NEMA]

Subject: Russian EQ EMA issues, Follow up actions

Importance: High

[UNCLASSIFIED]

Good morning,

Thanks again for your time yesterday and efforts so far, as you all know keeping the public trust in this system is paramount.

Just to confirm the next actions.

What we’re aware of so far - cell towers continually broadcast the message until the message is cancelled or the initial timing expires. It is up to the handset to figure out it has seen it before and not redisplay the alert...it appears that, especially for iPhone’s, it frequently doesn’t recognise that its received an alert and re-displays it.

Given that this message was allowed to run for the full 12 hours, a large number of iPhone shave repeatedly displayed the message as they refresh their connections to the network.

If you (per org)

- Confirm examples of where someone might legitimately receive multiple alerts (i.e. Dual Sim/IoT devices etc)
- Examples of where a user may receive multiple alerts where we don’t want them to (the i.e. the reconnect that s9(2)(g)(ii) encountered)

<s 9(2)(a) one.nz>; s9(2)(a) <s9(2)(a) spark.co.nz>

Subject: RE: EMA Issues Overnight

Hi s9(2)(g)(iii) and all,

Similar number of broadcasts (4) on the Spark side as the others.

Perhaps if we can also get info on the devices and software versions of affected users, as well as their general location, that might help.

I presume that the multiple alerts being received on devices was experienced across all three networks?

Thanks,

s 9(2)(a)



s9(2)(a)

**Mobile Network Engineer
Mobile Design 2
Spark New Zealand**

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P O Box 570, Wellington 6011

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From: s9(2)(a) s9(2)(a) @2degrees.nz>

Sent: Thursday, 31 July 2025 9:32 am

To: s9(2)(a) <s9(2)(a) one.nz> s9(2)(k) [NEMA] s9(2)(k) @nema.govt.nz>; s9(2)(a) s9(2)(a) @one.nz>; s9(2)(a) s9(2)(a) spark.co.nz> (a)

Cc: s9(2)(a) s9(2)(a) spark.co.nz>; s9(2)(a) s9(2)(a) @2degrees.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s 9(2)(a) <s 9(2)(a) one.nz>; s 9(2)(a) <s 9(2)(a) one.nz>

Subject: RE: EMA Issues Overnight

Hi Team/s9(2)(g)(iii),

Good day and hope everyone is keeping safe.

For 2Degrees similar to what s 9(2)(a) mentioned, our CBC also received total of 4 alerts. 2 from last night and another 2 early this morning.

With regards to the "nationwide" this is "coastal area nationwide" but not all sites in the whole country just to be clear.

Two of the alerts (30/07 16:13 and 31/07 06:30) were nationwide, and the other two (30/07 17:45 and 31/07 06:33) appeared to be Lyttleton specific, and included two towers that were not on the nationwide broadcast. I would expect that consumers in Lyttleton were likely to receive multiple broadcasts.

There are a number of other scenarios where a single phone can receive the broadcast multiple times (i.e. if it has multiple sims).

Could we get examples of the multiple alerts that resulted in the complaints?

Ngā mihi nui

s9(2)(a)

One New Zealand Service Manager, Customer Success.

Email: s9(2)(a)@one.nz

Phone s9(2)(a)

C2 General

From: s9(2)(k) [NEMA] s9(2)(k)@nema.govt.nz

Sent: Thursday, 31 July 2025 8:10 am

To: s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a)

<s9(2)(a)@2degrees.nz>

Cc: s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a)

s9(2)(a)@2degrees.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii)@nema.govt.nz

Subject: EMA Issues Overnight

Importance: High

This Email Is From an External Source

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Hi Team,

Hoping you might be able to shed some light on the below, are we aware of anything that might have caused repeated messages?

I take comments sections with huge grains of salt but we're seeing quite a few reports of people receiving the message multiple times. Aside from the usual culprits of multiple messages (Switching from 3/4g, tower switches etc) can we please investigate.

s9(2)(g)(ii) (mentioned below is one of our senior leaders, One.NZ SIM, In Miramar the entire time, iphone13 if im not mistaken). I'm sure he'd be happy to troubleshoot if needed.

Thanks kindly

s9(2)(g)(ii)

s9(2)(g)(ii) (he/him/his) | Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rākau Whakamarumarū

Direct Dial: 04 s9(2)(g)(ii) | Mobile: s9(2)(g)(ii) | HAM: s9(2)(g)(ii) | www.civildefence.govt.nz

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Out of Scope

From: s9(2)(g)(ii) [NEMA]
Sent: Thursday, 31 July 2025 1:50 pm
To: s9(2)(a) s9(2)(a) s9(2)(a) s9(2)(k) [NEMA]
Cc: s9(2)(a) s9(2)(a) s9(2)(g)(ii) [NEMA]; s 9(2)(a) s 9(2)(a)
s9(2)(a) s9(2)(g)(ii) [NEMA]
Subject: RE: EMA Issues Overnight

Hi All,

It would seem that we're narrowing the search. Common theme absolutely appears to be iPhone related. **This is getting some intense coverage so will schedule a catchup for 4.30 to see what you've all been able to uncover.** Need something concrete we can hang our hats on for public comment.

Detailed Case for our friends at Spark.

Friend of a colleague received 1 notification yesterday between 4-430 and another three between 6:30 – 7:15am.

Device: iPhone 13 Pro

IoS Version: 18.5

Provider: Spark

Model: s 9(2)(a)

Serial: s 9(2)(a)

Location: s 9(2)(a) (Mobile and internet connectivity pretty good, all received at same location)

Mobile: s 9(2)(a)

Other survey examples

Q2

What type of phone do you have?

Iphone

Q3

What phone provider do you use?

2Degrees

Q4

What town / city were you in when you received the alert?

Napier

Q5

What suburb were you in when you received the alert?

Taradale

Q6

Please provide any other feedback (optional)

It was at 2:36am!! Not impressed. Specially talking to others and I seem to be the only one. Super annoyed with this as I struggle to get back to sleep which I did not! Super tired stay at home mum!!

Q2

What type of phone do you have?

Iphone

Q3

What phone provider do you use?

Other (please specify):
Kivi mobile

Q4

What town / city were you in when you received the alert?

Wellington

Q5

What suburb were you in when you received the alert?

Crofton Downs

Q6

Please provide any other feedback (optional)

Received 3 alerts for the 30/07 alert

1) at the office in wellington (4.12pm)

2) repeat alert at home in s9(2)(a) at 12.20am waking us up (live on a hill well away from the water - near the wilton subst)

3) repeat alert at home in s9(2)(a) at 1.22am

4) new alert at 6.30am on the 31/07

I think there are some definite improvements to be made to the system as certainly for the next few nights if not for good going forward I will turning my phone off at night now

The other piece of feedback as while we are in a tsunami alert, offices in wellington (including those in waterfront locations) did not advise s work from home today (31/07) so there is a mismatch over the level of danger and I don't own a dog that I was potentially going to walk along beach today nor do I own or regularly go out on boat/swim in the sea

Lastly given the level of noise of these alerts, there should be a way to silence these and enable us to read them as they are alarming

Thanks

Q2

What type of phone do you have?

iPhone

Q3

What phone provider do you use?

Spark

Q4

What town / city were you in when you received the alert?

Nelson

Q5

What suburb were you in when you received the alert?

Maitai , nelson city

Q6

Please provide any other feedback (optional)

I received 8 of these notifications ???

At really inappropriate times ... 4:13pm , 7:15pm , 12:47am , 2:30am . 6:30am , 9:30 this morning . The 12:47am and 2:30am alerts RANG TWICE.

I have had to turn off my emergency alerts on my mobile , which defeats the purpose of having it . Please get this Fixed.

Q2

What type of phone do you have?

iPhone 11 Pro

Q3

What phone provider do you use?

2Degrees

Q4

What town / city were you in when you received the alert?

Wellington

Q5

What suburb were you in when you received the alert?

Karori

Q6

Please provide any other feedback (optional)

Received an extra alert at 01:02 am Thursday 31 July in addition to the 16:13 (30th) and 06:30 real alerts. My wife beside me (iPhone 15Pro on 2degrees) did not receive the false 01:02 alert.

s9(2)(g)(ii) (he/him/his) | Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rākau Whakamarumarū

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🏠	✓	🏠	✓	✓

✓ = In the office 🏠 = Remote X = Unavailable

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From: s9(2)(a) <s9(2)(a)@one.nz>
Sent: Thursday, 31 July 2025 12:27 pm
To: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii)@nema.govt.nz; s9(2)(a) <s9(2)(a)@2degrees.nz>; s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(k) [NEMA] s9(2)(k)@nema.govt.nz
Cc: s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a) <s9(2)(a)@2degrees.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii)@nema.govt.nz; s9(2)(a) s9(2)(a)@one.nz; s9(2)(a) s9(2)(a)@one.nz; s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii)@nema.govt.nz>
Subject: RE: EMA Issues Overnight

Hi s9(2)(g)(ii)

iPhones seem to be common factor in most of complaints below. Can we get more clarity around it? Maybe its just iOS 18.5 which is misbehaving?

Do we have any examples of duplicates from Android users at all?

Regards,



s9(2)(a)
 Core Services DevOps Engineer

one.nz

s9(2)(a)
 s9(2)(a)@one.nz

One New Zealand Group Limited,
 Smales Farm, Cnr Northcote & Taharoto Roads,
 Private Bag 92143, Auckland 1142, New Zealand

C2 General

From: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii)@nema.govt.nz
Sent: Thursday, 31 July 2025 11:48 am
To: s9(2)(a) <s9(2)(a)@2degrees.nz>; s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(k) [NEMA] s9(2)(k)@nema.govt.nz; s9(2)(a) <s9(2)(a)@one.nz>
Cc: s9(2)(a) s9(2)(a)@spark.co.nz; s9(2)(a) <s9(2)(a)@2degrees.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii)@nema.govt.nz; s9(2)(a) s9(2)(a)@one.nz; s9(2)(a) s9(2)(a)@one.nz; s9(2)(a) s9(2)(a)@spark.co.nz; s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii)@nema.govt.nz>
Subject: RE: EMA Issues Overnight

This Email Is From an External Source

CYBER SECURITY WARNING: This email is from an external source - be careful of attachments and links. Please follow the Cyber Code and report suspicious emails.

Hi all, –

There's a fair amount of feedback, (s9(2)(g)(i)), respondents seem to skip a lot of questions to get to the next part), there does also seem to be some mistaking of this morning's 2nd alert as a repeat of yesterdays.

I've included some before but I'm not seeing it be any one network specifically. Some details below.

Page 2: Receiving the alert

Q2
What town / city were you in when you received the alert?
Katikati

Q3
What suburb were you in when you received the alert?
Tahawai

Q4
Please provide any other feedback (optional)
I have received 7 alerts (so far) for the 30/7/25 event near Russia for the possibility of sea surge warning when there have only been 2 official ones sent out. The last one received was 9.20am this morning. After receiving my fourth one at 12.30am in the morning, I didn't even look at the one at 6.30am as well (since we are on a hill anyway) but if this many get sent out, it's basically calling wolf, and no one will read them.

Page 3:

Q5
What type of phone do you have?
Respondent skipped this question

Q6
What phone provider do you use?
Respondent skipped this question

Q2
What town / city were you in when you received the alert?
Hastings, Hawke's Bay

Q3
What suburb were you in when you received the alert?
Sherenden 4179

Q4
Please provide any other feedback (optional)

I just wanted to let you know that I received the alerts about the Tsunami, however they were all late. I received the first at 00:01 this morning, the next at 00:10, then one at 8:32 and another at 9:00am - this last one when I arrived at work in Ahuriri - next to the coast. I am on 2 Degrees.

Q2

What type of phone do you have?

iPhone 16

Q3

What phone provider do you use?

2Degrees

Q4

What town / city were you in when you received the alert?

Wellington

Q5

What suburb were you in when you received the alert?

Te aro

Q6

Please provide any other feedback (optional)

I got an alert 4pm yesterday then I received another alert at 4 am this morning followed by another one at 6:30. I don't need 3 alerts to tell me not to go into the water one at 4pm was plenty enough instead of being woken up twice after that.

Q2

What type of phone do you have?

iPhone 14

Q3

What phone provider do you use?

One.nz

Q4

What town / city were you in when you received the alert?

Wellington

Q5

What suburb were you in when you received the alert?

Tawa

Q6

Please provide any other feedback (optional)

Had an alert at 12:30am and also 6:30am. Thought these were unnecessary as I had already had one at 4pm the day prior. I think the full blaring alarm and lights should be saved for imminent danger rather than repeats of the same warning. Very scary to have these going through the night and then realise I'm not in direct danger.

Q2

What type of phone do you have?

iPhone 14 Pro Max

Q3

What phone provider do you use?

Spark

Q4

What town / city were you in when you received the alert?

Dunedin

Q5

What suburb were you in when you received the alert?

North Dunedin

Q6

Please provide any other feedback (optional)

I began getting the alerts from around 2-3am in the morning which then carried on multiple times within the next 3-4 hours until the last one around 6:30. This is stupid. I got NO sleep. And to be honest it was quite traumatising being woken up multiple (when I say multiple, I'm meaning at least 10 or more) times thinking there was a tsunami.

Q2

What type of phone do you have?

Respondent skipped this question

Q3

What phone provider do you use?

Respondent skipped this question

Q4

What town / city were you in when you received the alert?

Paraparaumu

Q5

What suburb were you in when you received the alert?

Paraparaumu

Q6

Please provide any other feedback (optional)

s9(2)(a)

Q2

What type of phone do you have?

Respondent skipped this question

Q3

What phone provider do you use?

Respondent skipped this question

Q4

What town / city were you in when you received the alert?

napier

Q5

What suburb were you in when you received the alert?

te awa

Q6

Please provide any other feedback (optional)

received additional alert at 2:18am with no new information. Please make the alert easier to silence while still maintaining the message. It was very distressing trying to figure out what this alert was communicating in the middle of the night because I couldn't find any up-to-date information on the civil defence page and it looked exactly the same as the one I received yesterday afternoon. When an alarm like this comes in the middle of the night I thought it must mean that the situation had changed and maybe I needed to immediately evacuate. My pets were distressed and took a long time to settle but then I had another alert at 6:30am also communicating that I should continue to not enter the area - need to evacuate- it seems this alert was not needed as the situation had not changed?

s9(2)(g)(ii) (he/him/his) Senior Advisor - Operational Systems
National Emergency Management Agency | Te Rākau Whakamarumarua
Direct Dial: 04 s 9(2)(g)(ii) | Mobile: s 9(2)(g)(ii) | HAM: s 9(2)(g)(ii) | www.civildefence.govt.nz
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✓ = In the office		🏠 = Remote	X = Unavailable	

Apologies if this email reaches you outside of standard business hours, no response or action is expected outside of your own working hours

From: s9(2)(a) <s9(2)(a)@spark.co.nz>
Sent: Thursday, 31 July 2025 9:44 am
To: s9(2)(a) <s9(2)(a)@2degrees.nz>; s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(k) [NEMA] s9(2)(k) <s9(2)(k)@nema.govt.nz>; s9(2)(a) <s9(2)(a)@one.nz>
Cc: s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a) <s9(2)(a)@2degrees.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) <s9(2)(g)(ii)@nema.govt.nz>; s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(a)

s 9(2)(a) @one.nz; s9(2)(a) <s9(2)(a) spark.co.nz>

Subject: RE: EMA Issues Overnight

Hi s9(2)(g)(ii) and all,

Similar number of broadcasts (4) on the Spark side as the others.

Perhaps if we can also get info on the devices and software versions of affected users, as well as their general location, that might help.

I presume that the multiple alerts being received on devices was experienced across all three networks?

Thanks,

s9(2)(a)



[Redacted]
Mobile Network Engineer
Mobile Design 2
Spark New Zealand

T +64 s 9(2)(a) [Redacted]
M +64 s 9(2)(a) [Redacted]
E s9(2)(a) [Redacted] spark.co.nz

Spark New Zealand Trading Limited

Boulcott Tower, Level 11, Spark Central
42-52 Willis Street
P O Box 570, Wellington 6011

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From: s9(2)(a) <s9(2)(a) @2degrees.nz>

Sent: Thursday, 31 July 2025 9:32 am

To: s9(2)(a) <s9(2)(a) one.nz>; s9(2)(k) [NEMA] s9(2)(k) @nema.govt.nz; s9(2)(a) <s9(2)(a) one.nz>; s9(2)(a) <s9(2)(a) spark.co.nz> (a)

Cc: s9(2)(a) <s9(2)(a) spark.co.nz>; s9(2)(a) <s9(2)(a) 2degrees.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz; s 9(2)(a) s 9(2)(a) @one.nz; s 9(2)(a)

ss s9(2)(a) one.nz>

Subject: RE: EMA Issues Overnight

Hi Team/s9(2)(g)(ii)

Good day and hope everyone is keeping safe.

For 2Degrees similar to what s9(2)(a) mentioned, our CBC also received total of 4 alerts. 2 from last night and another 2 early this morning.

With regards to the "nationwide" this is "coastal area nationwide" but not all sites in the whole country just to be clear.

Possible cause of multiple alert/alert received more than once particularly of the customers in the area of Diamond Harbour/Lyttleton . 2 Alerts with similar content so customers can receive 2 alerts if moving between the coverage of the first and 2nd broadcast alert

Yesterday:

Issued by the National Emergency Management Agency at 4:12pm 30/07/2025."

Issued by Emergency Management Canterbury at 5:45pm 30/07/2025."

Today:

Issued by the National Emergency Management Agency at 6:30am 31/07/2025."

Issued by Emergency Management Canterbury at 6:33am 31/07/2025."

2. I believe some phones has settings that if you don't acknowledge the alert, it will display again in your phone's screen but this is more on the phone.
3. Some phone has multiple SIMs (e-sims) using different operators so they can be alerted few times.

Would also be good to know which areas mostly we are getting the complaints.

Thanks.

Regards,

s 9(2)(a)



s9(2)(a)

RAN Operations Engineer

s 9(2)(a)

s9(2)(a) 2degrees.nz

2degrees.nz | +64 s 9(2)(a)

2degrees | Level 2, 136 Fanshawe Street | Auckland 1010 | New Zealand
PO Box 8355 | Symonds Street | Auckland 1150 | New Zealand

From: s9(2)(a) s9(2)(a) one.nz>

Sent: Thursday, 31 July 2025 8:25 am

To: s9(2)(k) [NEMA] s9(2)(k) @nema.govt.nz>; s9(2)(a) s9(2)(a) @one.nz>;

s9(2)(a) s9(2)(a) spark.co.nz>; s9(2)(a) s9(2)(a) @2degrees.nz>

Cc: s9(2)(a) s9(2)(a) @spark.co.nz>; s9(2)(a) s9(2)(a) 2degrees.nz>; s9(2)(g)(ii)

[NEMA] s9(2)(g)(ii) @nema.govt.nz>; s 9(2)(a) @one.nz>; s 9(2)(a)

@one.nz>

Subject: RE: EMA Issues Overnight

Hi team,

We did receive 4 broadcast requests from the portal, as attached.

Two of the alerts (30/07 16:13 and 31/07 06:30) were nationwide, and the other two (30/07 17:45 and 31/07 06:33) appeared to be Lyttleton specific, and included two towers that were not on the nationwide broadcast. I would expect that consumers in Lyttleton were likely to receive multiple broadcasts.

There are a number of other scenarios where a single phone can receive the broadcast multiple times (i.e. if it has multiple sims).

Could we get examples of the multiple alerts that resulted in the complaints?

Ngā mihi nui

s9(2)(a)

One New Zealand Service Manager, Customer Success.

Email: s9(2)(a)@one.nz

Phone s9(2)(a)

C2 General

From: s9(2)(k) [NEMA s9(2)(k)@nema.govt.nz]

Sent: Thursday, 31 July 2025 8:10 am

To: s9(2)(a)@one.nz; s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a) <s9(2)(a)@2degrees.nz>

Cc: s9(2)(a)@one.nz; s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a)@2degrees.nz; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii)@nema.govt.nz

Subject: EMA Issues Overnight

Importance: High

This Email Is From an External Source

CYBER SECURITY WARNING: This email is from an external source - be careful of attachments and links. Please follow the Cyber Code and report suspicious emails.

Hi Team,

Hoping you might be able to shed some light on the below, are we aware of anything that might have caused repeated messages?

I take comments sections with huge grains of salt but we're seeing quite a few reports of people receiving the message multiple times. Aside from the usual culprits of multiple messages (Switching from 3/4g, tower switches etc) can we please investigate.

s9(2)(g)(ii) (mentioned below is one of our senior leaders, One.NZ SIM, In Miramar the entire time, iPhone 13 if im not mistaken). I'm sure he'd be happy to troubleshoot if needed.

Thanks kindly

s9(2)(g)(ii)

s9(2)(g)(ii) (he/him/his) Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rākau Whakamarumarū

Direct Dial: 04 s9(2)(g)(ii) | Mobile: s9(2)(g)(ii) | HAM: s9(2)(g)(ii) | www.civildefence.govt.nz

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From: s 9(2)(k) @NEMA.govt.nz>
Sent: Thursday, 31 July 2025 5:30 am
To: s9(2)(k) [NEMA] s9(2)(k) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>
Cc: s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(k) @NEMA.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>
Subject: Whispir and EMA Issues Overnight

[IN-CONFIDENCE]

Kia ora team,

Just wanted to let you know about some issues we had overnight with Whispir and EMA.

From about 10pm last night whispir was triggering with each new PTWC message issued (from message #10 onwards). I know this is a known issue but it meant that overnight every hour ourselves, along with the on-call PIM and REMA and FENZ were receiving whispir phone calls. We were also receiving four separate hazard notification forms at a time, which had to be closed off individually (all had unique whispir event IDs).

In terms of EMA, there are several reports on the NZ Civil Defence Facebook page and other social media platforms from people saying they had received the EMA sent at 1613hrs 30 July again later in the evening (0023hrs 31 July) and some receiving it multiple times (20 times). One MAR Centre Watch Officer received the EMA for a 2nd time at around 0330hrs 31 July (s9(2)(g)(ii) also had the same issue).

s9(2)(g)(ii) has requested you look into the EMA issue first thing this morning (thank you!)

Ngā mihi,

s9(2)(g)(ii)

s9(2)(g)(ii) (he/him) | Watch Officer - Monitoring, Alerting and Reprting Centre
National Emergency Management Agency Te Rākau Whakamarumarū
 Mobile: +64 s 9(2)(g)(ii) || www.civildefence.govt.nz
 Level 5, 23 Kate Sheppard Place | PO Box 5010, Wellington 6140, New Zealand

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From: s9(2)(a)
To: s9(2)(g)(ii) [NEMA]
Cc: s9(2)(g)(ii) [NEMA]
Subject: RE: "Technical Glitch" for Tsunami warning
Date: Thursday, 31 July 2025 5:16:36 pm
Attachments: image001.png

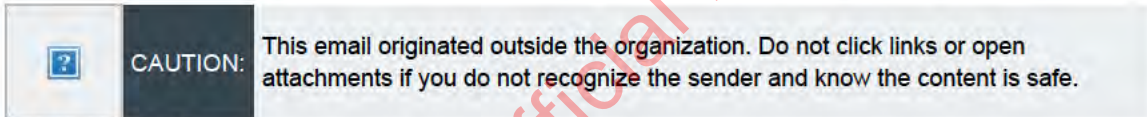
Hi s9(2)(g)(ii),

I hadn't even considered iPhone update.. but yes that also is a potential culprit along with the usuals.

Let me know if there is anything you need.

s9(2)(a)

From: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>
Sent: Thursday, 31 July 2025 12:40 PM
To: s9(2)(a) <s9(2)(a) everbridge.com>
Cc: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz>
Subject: RE: "Technical Glitch" for Tsunami warning



[UNCLASSIFIED]

Hey s9(2)(a)

Thanks heaps for reaching out, I've provided feedback to our comms team that the wording that's been used isn't particularly unhelpful. There's nothing to suggest there was a 'glitch' that has caused a re-send of the message. At this stage our working theory is that there appears to have been an iOS update within the broadcast time. Restarting of phones / cache clearing/ reconnecting to the networks appears to be the cause of re-receiving the alert. Theory being that as the cache is cleared the phone doesn't realise that its already displayed the alert so re-displays it.

This along with the usual culprits of around coverage etc is compounding the issue.

Cheers

s9(2)(g)(ii)

s9(2)(g)(ii) (he/him/his) | Senior Advisor - Operational Systems
National Emergency Management Agency | Te Rākau Whakamarumarū
Direct Dial: 04 s9(2)(g)(ii) | Mobile: s9(2)(g)(ii) | HAM: s9(2)(g)(ii) | www.civildefence.govt.nz
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From: s9(2)(a) <s9(2)(a)@everbridge.com>
Sent: Thursday, 31 July 2025 12:40 pm
To: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii)@nema.govt.nz; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii)@nema.govt.nz
Subject: "Technical Glitch" for Tsunami warning

Hi s9(2)(g)(ii),

Our team picked up some disquiet about Tsunami warning in NZ press. Sounds like the usual issues around coverage and handset O/S firmware on the surface and also doesn't sound like it was a very large impact. I am confident I would have heard from you if you felt it was related to our application but just want to see if we can assist in any way.

Cheers
s9(2)(a)

'Technical glitch' sends out tsunami emergency alert to phones multiple times or not at all

An emergency alert sent on Thursday, warning of strong currents and surges following the Russia earthquake. Photo: RNZ

Many New Zealanders were woken up by an [emergency mobile alert](#) sent out this morning at 6.30am but for some, the alerts have either come repeatedly or not at all.

Officials say the risk of strong currents and unpredictable surges is still very high following Wednesday's [big earthquake in Russia](#)

The threat for New Zealand's coast is likely to [remain in place until midday](#).

NEMA Civil Defence Emergency Management director John Price told *Morning Report* a technical glitch is to blame for issues with the alert.

He said there have been two official alerts sent out, one on Wednesday afternoon and one on Thursday morning.

"We made the call to send out another emergency alert [Thursday morning] to remind New Zealanders, especially if they're on route to work, school or other activities, to avoid being near the coast because that is where the main threat [is]."

Texts to RNZ from listeners show some people have received an alert multiple times, others haven't received an alert at all.

Helen from Christchurch said she didn't get any alert at all, while a woman in Levin didn't receive an alert Thursday morning despite others nearby getting them.

A number of people said the alert disappeared from their phone before they were able to read it.

RNZ has heard from one person who said she keeps getting the alert repeatedly and when she dismisses it it comes back up, draining the battery of her phone.

Price said they are urgently looking into the problem.

"There seems to have been a glitch with the system and we do send these alerts out and we're looking into this urgently.

"It's a technical glitch and it's not something we, the software, we have a different software company, we use three cellphone providers because the way the system works, the message or the text is sent out, it goes to a cell tower, the cell tower then sends that message to phones that are in that designated area."

Coastal areas were designated for this alert, he said.

"As to why it has repeated itself or why it has taken time to get through, these are all good questions that we need to find out the answer to."

Price said the emergency alert to phones is only one tool to let people know about an emergency. Radio and other media sources were also key.

"Hence why we say to people, this is not foolproof, we have to have multiple ways of communicating and we pushed out those multiple communication networks."

What exactly are emergency mobile alerts?

You can read our [full explainer on emergency alerts here](#).

A warning broadcast to your mobile phone, they've been around in New Zealand since 2017. They come with a loud buzz that can usually be heard even if you're on silent mode and a banner notification detailing the emergency.

They've been used for everything from tsunami warnings to dangerous fires to thunderstorms.

Many other countries use them and they got a particularly good workout in New Zealand during the Covid-19 pandemic.

How can they send messages to everyone's phones? And why are there glitches?

Alerts use cell broadcast technology known as geotargeting to send alerts through cell towers in a selected area - which can be the entire country, as in Sunday's test, or down to a small section of a city.

New Zealand's system was provided by Dutch company one2many, which is now a division of Everbridge Public Warning, an American software company that specialises in alert systems.

In a description of their technology, Everbridge says "one message can be sent to millions of devices within a target area in seconds".

"A really oversimplified way of putting it, it's like a signal that your phone picks up, which is almost like radio," NEMA communications manager Anthony Frith said.

When an alert is issued, the agency involved will select how big a region is covered, depending on the specific crisis.

"The operator who sends the emergency alert will draw a polygon around that area, a shape they need to make sure is big enough to capture cell phone towers in the perimeter," Frith said.

Auckland Emergency Management general manager Adam Maggs said, while targeted messages work well, who gets them varies, depending on a variety of factors.

"In terms of one person [in a household] receiving a message and another not, this could be due to being just outside of the geographically targeted area. The boundary for the geotargeted area is not a 'hard' boundary and there can be message leakage, depending on the location of cell towers.

"Other reasons include having a phone that may be older or has missed a software update, or the phone may not have had mobile reception."

How do they know my phone number, anyway?

They don't. The system uses the cellphone network as a carrier of the notifications that NEMA or other emergency agencies send out.

"Our system does not have any telephone numbers," Frith confirmed. "Once we've transmitted the message from our portal, it then goes to the cell towers."

I hate that phone noise, can't I opt out?

No.

You can't choose not to receive an emergency alert - after all, the point is that it's meant to be used for an emergency. Because it's sent out over cell phone towers, there's no 'list' of names on it to be removed from.

The flurry of alerts sent out in Auckland in April saw some backlash on social media.

"We often receive feedback from Aucklanders asking to be removed from the EMA system [which is not possible]," Maggs said.

"We get just as much feedback thanking us for an alert or update. This will always be the

case and we are fine with that.

"At the end of the day, our goal is to help Aucklanders stay as safe as possible in times of emergency and we will continue to work hard to ensure that."

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From: s9(2)(g)(ii) [NEMA]
To: s9(2)(a) s9(2)(a) s9(2)(a) s9(2)(a) s9(2)(a) s9(2)(a) s9(2)(a)
Cc: s9(2)(g)(ii) [NEMA]; s9(2)(g)(ii) [NEMA]; s9(2)(a) s9(2)(g)(ii) [NEMA]
Subject: Russian EQ EMA issues, Follow up actions
Date: Friday, 1 August 2025 11:11:00 am
Attachments: image001.jpg
Importance: High

[UNCLASSIFIED]

Good morning,

Thanks again for your time yesterday and efforts so far, as you all know keeping the public trust in this system is paramount.

Just to confirm the next actions.

What we're aware of so far - cell towers continually broadcast the message until the message is cancelled or the initial timing expires. It is up to the handset to figure out it has seen it before and not redisplay the alert...it appears that, especially for iPhone's, it frequently doesn't recognise that its received an alert and re-displays it.

Given that this message was allowed to run for the full 12 hours, a large number of iPhone shave repeatedly displayed the message as they refresh their connections to the network.

If you (per org)

- Confirm examples of where someone might legitimately receive multiple alerts (i.e. Dual Sim/IoT devices etc)
- Examples of where a user may receive multiple alerts where we don't want them to (the i.e. the reconnect that s9(2)(g)(ii) encountered)

For those who can Lab test next week if you could please test that sensitivity in IoS 18.5 (and 18.6 if available). We need to be concrete that the issues that we're seeing with iPhone so that we can issue a public statement to that effect, I would imagine that we'll want to give Apple a heads up as well.

Any advice on how to approach this with Apple is appreciated. NEMA have previously written to Apple regarding the silent override s9(2)(ba)(i), s9(2)(g)(i) Do we need to s9(2)(ba)(i), s9(2)(g)(i)

Could there be benefit in updating and republishing our [device standards guidelines](#) then working with your device teams to really drive it home?

Look forward to hearing from you all later today, I'll book some time for early next week to reconvene.

Thanks kindly

s9(2)(g)(ii)

(he/him/his) | Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rākau Whakamarumarū

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From: s9(2)(g)(ii) [NEMA]
To: s9(2)(a)
Cc: s9(2)(a) ; s 9(2)(a) ; 2degrees.nz ; s 9(2)(a) ; s 9(2)(a)
Subject: RE: Russian EQ EMA issues, Follow up actions
Date: Friday, 1 August 2025 1:53:00 pm
Attachments: [image002.png](#)
[image003.jpg](#)

Thanks for this s 9(2)(a) – Just to confirm so I'm crystal clear,
You see no issue between the PWP and CBC, nor between the CBC and towers?

Thanks
s9(2)(g)(ii)

(he/him/his) | Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rākau Whakamarumarū
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From: s9(2)(a)
Sent: Friday, 1 August 2025 12:34 pm
To: s9(2)(g)(ii) [NEMA] ; s9(2)(a) ; s9(2)(a) ; s9(2)(a) ; s9(2)(a) ; s9(2)(a) ; s9(2)(a) ; s9(2)(a) ; s9(2)(a) ; s9(2)(a) ; s9(2)(a) ; s9(2)(a)
Cc: s9(2)(g)(ii) [NEMA] ; s9(2)(g)(ii) [NEMA] ; s9(2)(a) ; s9(2)(g)(ii) [NEMA]
Subject: RE: Russian EQ EMA issues, Follow up actions

Hi s9(2)(g)(ii),

Good day.

Thank you as well for providing this summary.

From 2D we can confirm that we received only those 4 alerts in the CBC. 2 on Wednesday late afternoon and 2 on the early morning of Thursday and were sent out to the sites. Those were from your PWP.

We are still doing some internal checking and collating samples of those who received multiple alerts. We have engaged as well with our Device Team doing device testing including emergency alerts to further check the behaviour of the devices particularly the iPhone. I have included @s9(2)(a) in this email trail as well who will also be engaging with Apple.

Thank you very much.

Regards,

s 9(2)(a)



From: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz
Sent: Friday, 1 August 2025 11:22 am
To: s9(2)(a) <s9(2)(a) 2degrees.nz>; s9(2)(a) <s9(2)(a) 2degrees.nz>; s9(2)(a) <s9(2)(a) spark.co.nz>; s9(2)(a) <s9(2)(a) spark.co.nz>; s9(2)(a) <s9(2)(a) spark.co.nz>; s9(2)(a) <s9(2)(a) spark.co.nz>; s9(2)(a) <s9(2)(a) one.nz>; s9(2)(a) <s9(2)(a) one.nz>
Cc: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz; s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii) @nema.govt.nz>; s9(2)(a) <s9(2)(a) one.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz
Subject: RE: Russian EQ EMA issues, Follow up actions

Hui all,

Apologies to follow up so quickly – As part of today’s response could you confirm that we have ruled out “system malfunction relating to the software platform that NEMA and other user agencies use to craft and send the alerts” (i.e. the CBC only received the appropriate requests from PWP, and the CBC only sent the appropriate broadcast requests to towers) I’m confident we have, as you’ve all confirmed that you only received the 4 requests to broadcast but need to get that in writing

Thanks

s9(2)(g)(ii)

(he/him/his) Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rākau Whakamarumaru
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Sent: Friday, 1 August 2025 11:11 am
To: s9(2)(a) <s9(2)(a) 2degrees.nz>; s9(2)(a) <s9(2)(a) 2degrees.nz>; s9(2)(a) <s9(2)(a) spark.co.nz>; s9(2)(a) <s9(2)(a) spark.co.nz>; s9(2)(a) <s9(2)(a) spark.co.nz>; s9(2)(a) <s9(2)(a) spark.co.nz>; s9(2)(a) <s9(2)(a) one.nz>; s9(2)(a) <s9(2)(a) one.nz>
Cc: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz; s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii) @nema.govt.nz>; s9(2)(a) <s9(2)(a) one.nz>; s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz
Subject: Russian EQ EMA issues, Follow up actions
Importance: High

[UNCLASSIFIED]

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Any advice on how to approach this with Apple is appreciated. NEMA have previously written to Apple regarding the silent override s9(2)(ba)(i), s9(2)(g)(i) Do we need to s9(2)(ba)(i), s9(2)(g)(i)

Could there be benefit in updating and republishing our [device standards guidelines](#) then working with your device teams to really drive it home?

Look forward to hearing from you all later today, I'll book some time for early next week to reconvene.

Thanks kindly

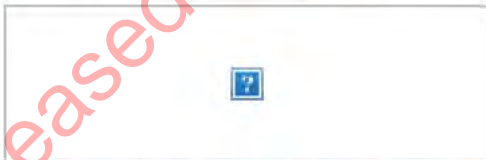
s9(2)(g)(ii)

(he/him/his) | Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rākau Whakamarumarū

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From: s9(2)(a)
To: s9(2)(g)(ii) [JNEMA](#)
Cc: s9(2)(a) s9(2)(a) s9(2)(a)
Subject: Anecdotal Feedback - Unexpected EMA messages
Date: Friday, 1 August 2025 3:43:27 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)

Hi s9(2)(g)(ii)

Following on from our 4.30 call yesterday, we surveyed 30 of our team in our sales/delivery team in order to gather more information.

I received no additional unexpected results over the three that I provided yesterday. This has further confirmed good news for Android – no new reports on that front. Also, that a Wellington based iPhone that was set to silent mode received the two alerts as expected – this is positive in terms of the previous issue that we discussed.

I'm sorry that we haven't been able to provide more information from our test sample.

I hope you have a good weekend. Talk next week.

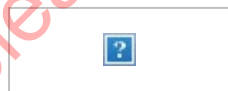
Kind regards,
s9(2)(a)

s9(2)(a)

He / Him

Client Lead
Spark New Zealand Trading Limited

+64s9(2)(a)
Spark Central
42-52 Willis Street
P O Box 570, WELLINGTON CENTRAL 6011



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From: s9(2)(a)
To: s9(2)(a) s9(2)(g)(ii) [NEMA]; s9(2)(a) s9(2)(a) s9(2)(a) s9(2)(a) s9(2)(a)
Cc: s9(2)(g)(ii) [NEMA]; s9(2)(g)(ii) [NEMA]; s9(2)(a) s9(2)(g)(ii) [NEMA]; s9(2)(a)
Subject: RE: Russian EQ EMA issues, Follow up actions
Date: Friday, 1 August 2025 3:55:53 pm
Attachments: [image003.png](#)
[image004.jpg](#)
[image001.png](#)

Hi team,

We are still collecting data, but our interim findings are below:

Current One NZ understanding

- The broadcast service performed as expected and as intended. One NZ received and broadcast the 4 alerts (two nationwide, two for Lyttleton) as expected.
- The following situations are known to result in the handset triggering multiple alerts:
 - Having multiple active Sims / eSims would result in an alert per Sim
 - Moving between 3G connectivity and 4g connectivity will result in a second broadcast for a Sim connection. This might be a result of planned work or a person transiting into a poor coverage area
 - Upgrading the OS on the phone during the event might also result in the alert being rebroadcast
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- The following situations are known that will result in the user not receiving an alert, or having the alert delayed:
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 - The user is connected to a Tower that did not broadcast the alert even though they are in the broadcast area (i.e. due to coverage, the user is associated with a tower outside of the selection area even though they are inside the area).
 - The handset itself does not support the alert (either due to hardware or the IOS has not been updated)
 - The handset is configured to not act upon the alert.

Current actions

- One NZ is currently surveying staff to gain a wider view of end user experience.
- Initial findings (92 respondents)
 - One quarter of respondents confused the morning alert with being a repeat of the evening alert. We did not count these against repeats
 - No user reported receiving the alert more than two times
 - Of those reporting multiple alerts for either alert, 7 were apple devices and 3 were Samsung. Just over half the fleet for the respondents were apple devices.
 - Most examples could be explained by the general causes noted above.
 - There was one respondent with a similar experience to s9(2)(g)(ii) (additional alert at 1am). They also had an iPhone 13 with IOS 18.5

Recommendations

Thank you very much.

Regards,

s9(2)(a)



From: s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii)@nema.govt.nz>

Sent: Friday, 1 August 2025 11:22 am

To: s9(2)(a) <s9(2)(a)@2degrees.nz>; s9(2)(a) <s9(2)(a)@2degrees.nz>; s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(a) <s9(2)(a)@one.nz>

Cc: s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii)@nema.govt.nz>; s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii)@nema.govt.nz>; s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii)@nema.govt.nz>

Subject: RE: Russian EQ EMA issues, Follow up actions

Hui all,

Apologies to follow up so quickly – As part of today’s response could you confirm that we have ruled out “system malfunction relating to the software platform that NEMA and other user agencies use to craft and send the alerts” (i.e. the CBC only received the appropriate requests from PWP, and the CBC only sent the appropriate broadcast requests to towers) I’m confident we have, as you’ve all confirmed that you only received the 4 requests to broadcast but need to get that in writing

Thanks

s9(2)(g)(ii)

(he/him/his) Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rākau Whakamarumarū
Direct Dial: 04 s9(2)(g)(ii) | Mobile: s9(2)(g)(ii) | HAM: s9(2)(g)(ii) | www.civildefence.govt.nz
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Cc: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii)@nema.govt.nz; s9(2)(g)(ii) [NEMA]

<s9(2)(g)(ii) @nema.govt.nz>; s 9(2)(a) <s 9(2)(a) one.nz>; s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii) @nema.govt.nz>

Subject: Russian EQ EMA issues, Follow up actions

Importance: High

[UNCLASSIFIED]

Good morning,

Thanks again for your time yesterday and efforts so far, as you all know keeping the public trust in this system is paramount.

Just to confirm the next actions.

What we're aware of so far - cell towers continually broadcast the message until the message is cancelled or the initial timing expires. It is up to the handset to figure out it has seen it before and not redisplay the alert...it appears that, especially for iPhone's, it frequently doesn't recognise that its received an alert and re-displays it.

Given that this message was allowed to run for the full 12 hours, a large number of iPhone shave repeatedly displayed the message as they refresh their connections to the network.

If you (per org)

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- Examples of where a user may receive multiple alerts where we don't want them to (the i.e. the reconnect that s9(2)(g)(ii) encountered)

For those who can Lab test next week if you could please test that sensitivity in IoS 18.5 (and 18.6 if available). We need to be concrete that the issues that we're seeing with iPhone so that we can issue a public statement to that effect, I would imagine that we'll want to give Apple a heads up as well.

Any advice on how to approach this with Apple is appreciated. NEMA have previously written to Apple regarding the silent override s 9(2)(ba)(i), s 9(2)(g)(i) Do we need to s 9(2)(ba)(i), s 9(2)(g)(i)

Could there be benefit in updating and republishing our [device standards guidelines](#) then working with your device teams to really drive it home?

Look forward to hearing from you all later today, I'll book some time for early next week to reconvene.

Thanks kindly

s9(2)(g)(ii)

(he/him/his) | Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rākau Whakamarumarū
Direct Dial: 04 s 9(2)(g)(ii) | Mobile: s 9(2)(g)(ii) | HAM: s 9(2)(g)(ii) | www.civildefence.govt.nz
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Released under the Official Information Act 1982

From: s9(2)(g)(ii) [NEMA]
To: s9(2)(a)
Cc: s9(2)(a) ; s9(2)(a)
Subject: RE: Russian EQ EMA issues, Follow up actions
Date: Friday, 1 August 2025 4:53:00 pm
Attachments: image001.jpg

Thanks s9(2)(a)

Chances are it's a VPN hiccup but good to get some confirmation. I have an open ticket with Everbridge to create alarms on our side – we don't have anything to notify of outages at this stage.

No worries about the draft – I've had several emails on the go that still read "Good morning"

One for Monday – what might cause the IMSI detach/reattach requests? It sounds very much like s9(2)(g)(ii) example where s9(2)(a) (one.nz) noted they saw a reconnect in the logs for his phone. If phones are doing this in the wee small hours of the morning it kind of feels like they're just refreshing their connection, something a user would never usually notice but because there was an active alert it blared again.

Thanks again,

Talk amore next week

Cheers

s9(2)(g)(ii)

(he/him/his) | Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rakau Whakamarumaruru

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From: s9(2)(a)

Sent: Friday, 1 August 2025 4:41 pm

To: s9(2)(g)(ii) [NEMA]

Cc: s9(2)(a) ; s9(2)(a)

Subject: RE: Russian EQ EMA issues, Follow up actions

Hi s9(2)(g)(ii),

No worries, the NOC has created an incident to investigate.

Since the PWP is the one that polls for the connection, were there alarms on your side (or does Everbridge manage monitoring of the PWP for you)?

Sorry, the draft that was waiting to be sent is below:

From the Spark point of view, devices may receive multiple alerts when:

1. A mobile device is rebooted
2. If the device has dual SIM capability
3. If the user has a mobile device & cellular watch combination
 1. i.e. when the watch loses Bluetooth/WiFi connectivity to the mobile, it drops to cellular and receives the EMA via that channel for the first time

From the PWP-CBC communication perspective, Spark can confirm that we've only received the appropriate requests for the broadcasts, and the same number of requests sent out to the mobile network.

No indication of an issue between the PWP-CBC and CBC-towers

1. The first alert issued on 30th July at 4:13pm by NEMA, and at 5:45pm by EM Canterbury
2. The second alert issued on 31st July at 6:30am by NEMA, and at 6:33am by EM Canterbury

For the unexplained duplicate broadcasts of the first alert observed during the early hours of 31st July, we've observed there was an IMSI detach followed by a new attach request prior to receiving the duplicate alert.

It is noted that the sample we looked at was an iPhone 15 on software version 18.5, although we have seen an Android device also show this behaviour.

The long validity of this campaign has perhaps contributed toward the other issues (above) being more exposed, and something to consider for future campaigns.

We've reached out to Everbridge if they've seen similar behaviours in other countries and for recommendations on best practise.

Next steps for us are:

1. Gathering more intel internally for detailed examples of receiving the duplicate alerts (timing, OEM, SW version, dual SIM, etc.)
2. Lab Testing of iOS devices
 1. We've tested overnight sending a 12+ hours duration of cell broadcast with a Samsung S24 on Android 15 – no duplicates were received.
 2. Next week, we intend to do the same test with more devices, including an iPhone on 18.5 with some logging for us to troubleshoot with.

Cheers,

s9(2)(a)

From: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) <[s9\(2\)\(g\)\(ii\)@nema.govt.nz](mailto:s9(2)(g)(ii)@nema.govt.nz)>

Sent: Friday, 1 August 2025 4:23 pm

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Subject: FW: Russian EQ EMA issues, Follow up actions

Hey s9(2)(a)

Thanks for taking the call before – what ever you've done worked as the connection has been restored. Would be good to know how long the adapter was down for before I noticed. Had I not logged in would the NOC have received a notification?

Also, and sorry to be a pain about it but can I please press you for confirmation of the below – that for the Russia EQ alerts there's no indication of an issue between PWP-CBC or CBC to towers

Cheers

s9(2)(g)(ii)

(he/him/his) | Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rākau Whakamarumarū

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s9(2)(g)(ii)

(he/him/his) Senior Advisor - Operational Systems

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Subject: Russian EQ EMA issues, Follow up actions

Importance: High

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s9(2)(g)(ii)

(he/him/his) | Senior Advisor - Operational Systems

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Subject: RE: Russian EQ EMA issues, Follow up actions
Date: Saturday, 2 August 2025 12:35:43 am
Attachments: [image002.png](#)
[image003.jpg](#)
[image001.png](#)
[image004.png](#)
[image546205.png](#)

Hi s9(2)(g)(ii)

Good eve.

We are also doing further analysis on the issue, but I believe I found what contributes to the multiple reception of the alert for some during the night and early hours of July 31.

To start with, the CBC behaved as expected, received and broadcasted the alert towards the sites/cells during the Tsunami alert.

The complaints from what we collated for most started from midnight to early hours of July 31. Report of receiving duplicate alerts.

Note that cell broadcast alert started from 1613H and is running for 12 hours. During the night, there are lots of planned activities, some of them includes node/bbu restart and some probably related to transport which can trigger an S1 fault or cell restart.

I checked one Samsung Device Complaint and one Apple Device for this analysis. I also checked the pcap between CBC-MME during the alert period, review the activity on site including any fault.

What I found is that when the site is restarted or becomes unavailable and comes back up , (if there is an ongoing cell broadcast) the enodeB thru MME will send a **"PWS-Restart-Indication"** to the CBC. I saw this in the packet capture. This is a normal behaviour. The CBC will then resend the alert to the node (we can see the **WRITE-REPLACED-WARNING-REQUEST**). This should not be an issue as it is the same alert message as the original. **It contains the same message identifier and serial number**. In theory the phone should skipped this. But it appears some of the devices, cannot determine that it is a duplicate alert message still.

That seems to explain as well why only one or few phones in one household triggered this notification again. Otherwise, everybody under a site will receive.

I am further checking and will share further observation next week.

Probably ONE NZ and Spark can do the same checking and we can collate all the observations.

Excerpt from 3GPP document about PWS_Restart-Indication:

The RESTART-INDICATION-E-UTRAN message is sent by the MME to the CBC upon receipt of a **PWS Restart Indication** from an eNodeB, to indicate that the PWS service is restarted in one or more or all cells served by an eNodeB, i.e. the service has become operational and no warning message data is available for these cell(s). Upon receipt of that message, the CBC shall reload the cells if required. See subclause 15A.1 of 3GPP TS 23.007 [38].

If the MME interfaces with multiple CBCs (i.e. has active SCTP associations established with multiple CBCs), the MME shall forward the same RESTART-INDICATION-E-UTRAN message to all CBCs.

ETSI

3GPP TS 23.041 version 16.4.0 Release 16

49

ETSI TS 123 041 V16.4.0 (2020-07)

For your reference.

Thanks.

Regards,

s9(2)(a)



From: s9(2)(a)

Sent: Friday, 1 August 2025 3:55 pm

To: s9(2)(a); s9(2)(g)(ii) [NEMA]; s9(2)(a); s9(2)(a); s9(2)(a); s9(2)(a); s9(2)(a); s9(2)(a); s9(2)(a); s9(2)(a)

Cc: s9(2)(g)(ii) [NEMA]; s9(2)(g)(ii) [NEMA]; s9(2)(a); s9(2)(g)(ii) [NEMA]; s9(2)(a); s9(2)(a)

Subject: RE: Russian EQ EMA issues, Follow up actions

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 - Most examples could be explained by the general causes noted above.
 - There was one respondent with a similar experience to s9(2)(g)(ii) (additional alert at 1am). They also had an iPhone 13 with IOS 18.5

Recommendations

- Ensure that the Alerts are very clearly worded to be differentiable if a supporting alert needs to be broadcast.
- Consider the duration of the alert, particularly for alerts occurring overnight which might trigger due to upgrades or planned work on the networks.

We simply don't have anyone with the experience of receiving the alert outside of the basic experience of normal usage.

We do have 2 staff who reported that they got the original morning alert at 6:30am then were on the train from Kapiti to Wellington when the train came through a blackspot in coverage and many phones throughout the carriage, including theirs, retrIGGERED the alert. This would support the understanding that the alert will retrigger if one moves from 4g to 3g.

At this time, it would be difficult to support the assertion that there is an issue with IOS 18.5, it would appear that the Apples are more sensitive, but that could easily be them being more conservative in rebroadcasting on edge conditions

We will have more on Monday, but nothing standing out today

Ngā mihi nui

s9(2)(a)

One New Zealand Service Manager, Customer Success.

Email: s9(2)(a) [one.nz](mailto:s9(2)(a)@one.nz)

Phone s9(2)(a)

C2 General

From: s9(2)(a) <s9(2)(a)@2degrees.nz>

Sent: Friday, 1 August 2025 12:34 pm

To: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) @nema.govt.nz; s9(2)(a)

<s9(2)(a)@2degrees.nz>; s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a)

<s9(2)(a)@spark.co.nz>; s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a)

<s9(2)(a) [redacted] one.nz>; s9(2)(a) [redacted] <s9(2)(a) [redacted] one.nz>; s9(2)(a) [redacted]
<s9(2)(a) [redacted] 2degrees.nz>; s9(2)(a) [redacted] <s9(2)(a) [redacted] 2degrees.nz>; s9(2)(a) [redacted]
<s9(2)(a) [redacted] 2degrees.nz>

Cc: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) [redacted] @nema.govt.nz>; s9(2)(g)(ii) [NEMA] [redacted]
<s9(2)(g)(ii) [redacted] @nema.govt.nz>; s9(2)(a) [redacted] <s9(2)(a) [redacted] one.nz>; s9(2)(g)(ii) [redacted]
[NEMA] s9(2)(g)(ii) [redacted] @nema.govt.nz>

Subject: RE: Russian EQ EMA issues, Follow up actions

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Please follow the Cyber Code and report suspicious emails.

Hi s9(2)(g)(ii) [redacted]

Good day.

Thank you as well for providing this summary.

From 2D we can confirm that we received only those 4 alerts in the CBC. 2 on Wednesday late afternoon and 2 on the early morning of Thursday and were sent out to the sites. Those were from your PWP.

We are still doing some internal checking and collating samples of those who received multiple alerts. We have engaged as well with our Device Team doing device testing including emergency alerts to further check the behaviour of the devices particularly the iPhone. I have included @s9(2)(a) [redacted] in this email trail as well who will also be engaging with Apple.

Thank you very much.

Regards,

s9(2)(a) [redacted]



From: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) [redacted] @nema.govt.nz>

Sent: Friday, 1 August 2025 11:22 am

To: s9(2)(a) [redacted] <s9(2)(a) [redacted] 2degrees.nz>; s9(2)(a) [redacted]
<s9(2)(a) [redacted] 2degrees.nz>; s9(2)(a) [redacted] <s9(2)(a) [redacted] spark.co.nz>; s9(2)(a) [redacted]
<s9(2)(a) [redacted] spark.co.nz>; s9(2)(a) [redacted] <s9(2)(a) [redacted] spark.co.nz>; s9(2)(a) [redacted]
<s9(2)(a) [redacted] one.nz>; s9(2)(a) [redacted] <s9(2)(a) [redacted] one.nz>

Cc: s9(2)(g)(ii) [NEMA] s9(2)(g)(ii) [redacted] @nema.govt.nz>; s9(2)(g)(ii) [NEMA] [redacted]
<s9(2)(g)(ii) [redacted] @nema.govt.nz>; s9(2)(a) [redacted] <s9(2)(a) [redacted] one.nz>; s9(2)(g)(ii) [redacted]
[NEMA] s9(2)(g)(ii) [redacted] @nema.govt.nz>

Subject: RE: Russian EQ EMA issues, Follow up actions

Hui all,

Apologies to follow up so quickly – As part of today’s response could you confirm that we have ruled out “system malfunction relating to the software platform that NEMA and other user agencies use to craft and send the alerts” (i.e. the CBC only received the appropriate requests from PWP, and the CBC only sent the appropriate broadcast requests to towers) I’m confident we have, as you’ve all confirmed that you only received the 4 requests to broadcast but need to get that in writing

Thanks

s9(2)(g)(ii)

(he/him/his) | Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rākau Whakamarumaru

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	✓		✓	✓

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outside of your own working hours

From: s9(2)(g)(ii) [NEMA]

Sent: Friday, 1 August 2025 11:11 am

To: s9(2)(a) <s9(2)(a)@2degrees.nz>; s9(2)(a) <s9(2)(a)@2degrees.nz>; s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(a) <s9(2)(a)@one.nz>

Cc: s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii)@nema.govt.nz>; s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii)@nema.govt.nz>; s9(2)(a) <s9(2)(a)@one.nz>; s9(2)(g)(ii) [NEMA] <s9(2)(g)(ii)@nema.govt.nz>

Subject: Russian EQ EMA issues, Follow up actions

Importance: High

[UNCLASSIFIED]

Good morning,

Thanks again for your time yesterday and efforts so far, as you all know keeping the public trust in this system is paramount.

Just to confirm the next actions.

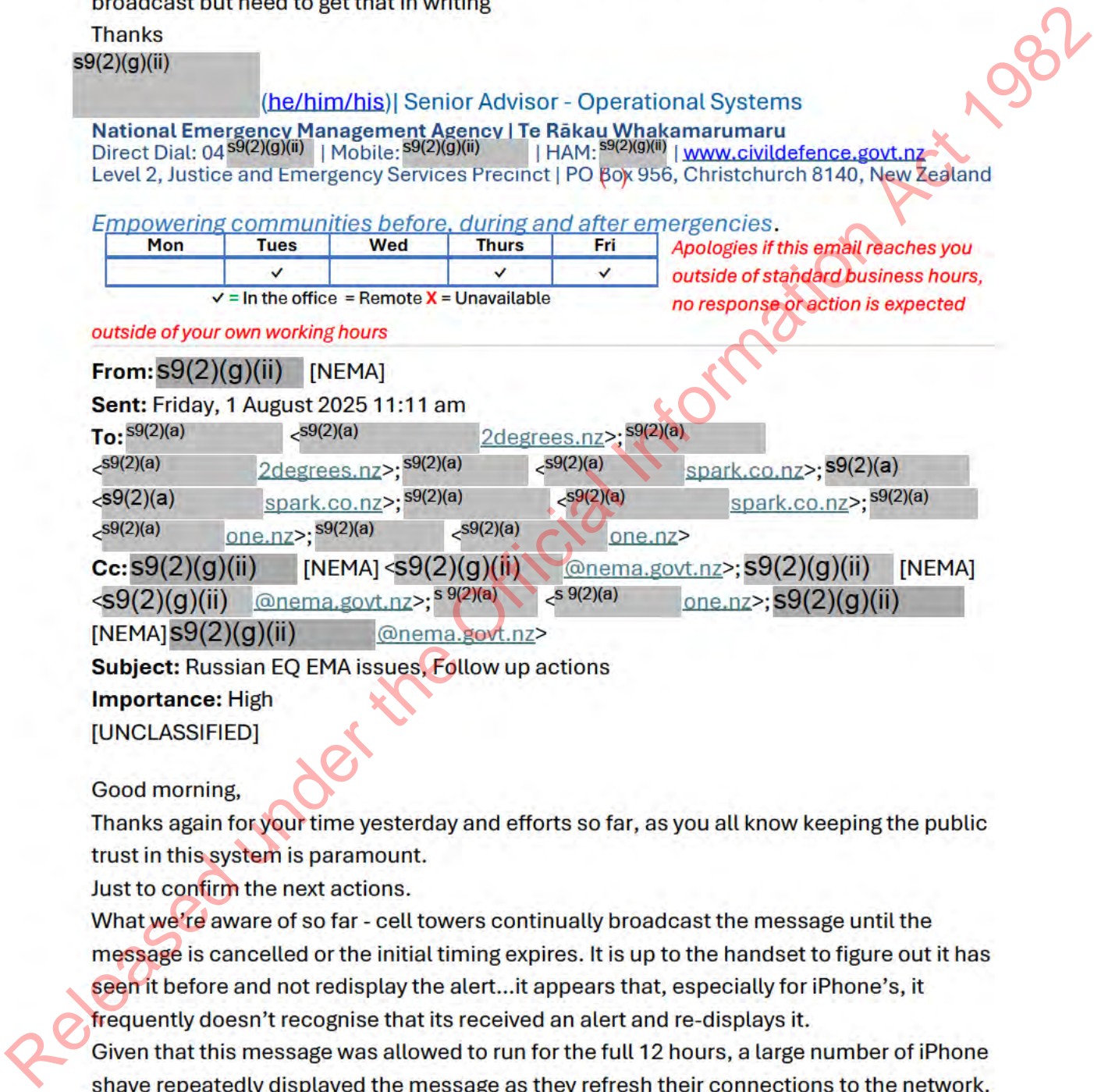
What we’re aware of so far - cell towers continually broadcast the message until the message is cancelled or the initial timing expires. It is up to the handset to figure out it has seen it before and not redisplay the alert...it appears that, especially for iPhone’s, it frequently doesn’t recognise that its received an alert and re-displays it.

Given that this message was allowed to run for the full 12 hours, a large number of iPhone shave repeatedly displayed the message as they refresh their connections to the network.

If you (per org)

- Confirm examples of where someone might legitimately receive multiple alerts (i.e. Dual Sim/IoT devices etc)
- Examples of where a user may receive multiple alerts where we don’t want them to (the i.e. the reconnect that s9(2)(g)(ii) encountered)

For those who can Lab test next week if you could please test that sensitivity in IoS 18.5



(and 18.6 if available). We need to be concrete that the issues that we're seeing with iPhone so that we can issue a public statement to that effect, I would imagine that we'll want to give Apple a heads up as well.

Any advice on how to approach this with Apple is appreciated. NEMA have previously written to Apple regarding the silent override ^{s 9(2)(ba)(i), s 9(2)(g)(i)} Do we need to ^{s 9(2)(ba)(i), s 9(2)(g)(i)}

Could there be benefit in updating and republishing our [device standards guidelines](#) then working with your device teams to really drive it home?

Look forward to hearing from you all later today, I'll book some time for early next week to reconvene.

Thanks kindly

^{s9(2)(g)(ii)}

[\(he/him/his\)](#) | Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rākau Whakamarumarū

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Mon	Tues	Wed	Thurs	Fri
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✓ = In the office = Remote X = Unavailable

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From: s9(2)(a)
To: s9(2)(a); s9(2)(a); s9(2)(a); s9(2)(g)(ii) [NEMA]; s9(2)(a); s9(2)(a); s9(2)(a); s9(2)(a); s9(2)(a); s9(2)(a)
Cc: s9(2)(g)(ii) [NEMA]; s9(2)(g)(ii) [NEMA]; s9(2)(a); s9(2)(g)(ii) [NEMA]; s9(2)(a); s9(2)(a)
Subject: RE: Russian EQ EMA Issues, Follow up actions
Date: Monday, 4 August 2025 10:34:53 am
Attachments: image001.png; image002.png; image003.png; image004.png; image005.png; image006.png; image007.png; image008.png

Hi team,
We got the exact same reply from Everbridge too:
Hi s9(2)(a)

If the message carries the same serial number, the phone typically should not reprocess it—even when moving between cells. However, duplicate displays can occur in roaming scenarios involving multiple operators. For instance, if a device switches from one MNO to another, it may receive the same message with a different serial number (as serial numbers are usually MNO-specific), resulting in the message being displayed again. We saw something similar for other customer as well where some phone providers had roaming deals with multiple operators.

Additionally, the serial number may be stored in the phone's cache memory. If the device detaches and then reattaches to the network, this cache may be lost, which means the device cannot recognize that the message has already been broadcast—leading to a repeated display.

Considering these conditions, this behavior can be regarded as expected.

Best regards,
s9(2)(a)

We've also done an initial 14-hour long cell broadcast test in our lab last week with a Samsung device, however it did not present the duplicate alert issue. Hoping to do more tests this week with more devices.

Cheers,
s9(2)(a)

spark
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Mobile Network Engineer
Mobile Design 2
Spark New Zealand
T +64s9(2)(a)
M +64s9(2)(a)
E s9(2)(a)@spark.co.nz
Spark New Zealand Trading Limited
Boulcott Tower, Level 11, Spark Central
42-52 Willis Street
P O Box 570, Wellington 6011

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From: s9(2)(a)
Sent: Monday, 4 August 2025 10:10 am
To: s9(2)(a); s9(2)(a); s9(2)(g)(ii) [NEMA]; s9(2)(a); s9(2)(a); s9(2)(a); s9(2)(a); s9(2)(a); s9(2)(a); s9(2)(a)
Cc: s9(2)(g)(ii) [NEMA]; s9(2)(g)(ii) [NEMA]; s9(2)(a); s9(2)(g)(ii) [NEMA]; s9(2)(a); s9(2)(a)
Subject: RE: Russian EQ EMA Issues, Follow up actions

Hi Team,
Below is Vendor (Everbridge) response to query I raised. It again points to same conclusion that longer we broadcast, higher the chances that handset will display the same alert again based on multiple scenarios we already know and in addition UE cache refresh on network re-attach (for any reason like site restart or loss of coverage) which is common factor in all examples we analysed that UE detached/re-attached to network before it displayed the same alert again.

Hi Raza,
If the message carries the same serial number, the phone typically should not reprocess it—even when moving between cells. However, duplicate displays can occur in roaming scenarios involving multiple operators. For instance, if a device switches from one MNO to another, it may receive the same message with a different serial number (as serial numbers are usually MNO-specific), resulting in the message being displayed again.
Additionally, the serial number may be stored in the phone's cache memory. If the device detaches and then reattaches to the network, this cache may be lost, which means the device cannot recognize that the message has already been broadcast—leading to a repeated display.
Considering these conditions, this behavior can be regarded as expected.

Best regards,
s9(2)(a)

Regards,
s9(2)(a)
Core Services DevOps Engineer
s9(2)(a)
s9(2)(a)@one.nz

One New Zealand Group Limited,
Stratford Farm, Cnr Northcote & Tapanui Roads,
Private Bag 92143, Auckland 1142, New Zealand

C3 General

From: s9(2)(a); s9(2)(a) 2degrees.nz>
Sent: Saturday, 2 August 2025 12:35 am
To: s9(2)(a); s9(2)(a)@one.nz>; s9(2)(g)(ii) [NEMA]; s9(2)(g)(ii)@nema.govt.nz>; s9(2)(a); s9(2)(a) 2degrees.nz>; s9(2)(a); s9(2)(a)@spark.co.nz>; s9(2)(a); s9(2)(a)@spark.co.nz>; s9(2)(a); s9(2)(a)@spark.co.nz>; s9(2)(a); s9(2)(a)@one.nz>; s9(2)(a); s9(2)(a) 2degrees.nz>; s9(2)(a); s9(2)(a) 2degrees.nz>; s9(2)(a); s9(2)(a) 2degrees.nz>
Cc: s9(2)(g)(ii) [NEMA]; s9(2)(g)(ii)@nema.govt.nz>; s9(2)(g)(ii) [NEMA]; s9(2)(g)(ii)@nema.govt.nz>; s9(2); s9(2)@one.nz>; s9(2)(g)(ii) [NEMA]; s9(2)(g)(ii)@nema.govt.nz>; s9(2)(a); s9(2)(a)@one.nz>; s9(2)(a); s9(2)(a)@one.nz>
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Hi s9(2)(g)(ii)
Good eve.
We are also doing further analysis on the issue, but I believe I found what contributes to the multiple reception of the alert for some during the night and early hours of July 31.

Hi s9(2)(g)(ii)

Good day.

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s9(2)(g)(ii)

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s9(2)(g)(ii)

(he/him/his) Senior Advisor - Operational Systems

National Emergency Management Agency | Te Rākau Whakamārumaru

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To: s9(2)(a) <s9(2)(a)@degrees.nz>; s9(2)(a) <s9(2)(a)@degrees.nz>; s9(2)(a) <s9(2)(a)@spark.co.nz>; s9(2)(a) <s9(2)(a)@spark.co.nz>;

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s9(2)(g)(ii)

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Importance: High

[UNCLASSIFIED]

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Any advice on how to approach this with Apple is appreciated. NEMA have previously written to Apple regarding the silent override s9(2)(ba)(i), s9(2)(g)(i) Do we need to s9(2)(ba)(i), s9(2)(g)(i)

s9(2)(ba)(i), s9(2)(g)(i)

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