

## Sure Signal – Annie's Story

Man: Its not the best tourist area by any means

Woman: Only those who discover us (laughs)

Man: The occasional walker, including one, was it 2 summers ago, who encountered a cow. He was walking with a dog when the cow took against the dog because it had had a calf with it.

Man:He ended up very near death.

Woman: Nearly lost his leg.

Daughter: You've got to have emergency response as quickly as possible, every second counts. But anyone in this valley who needs me to come and help them is out of luck until I get a mobile signal.

Woman: People are very nervous of being abandoned in the valley, they need to know that there is somewhere they can turn to for help if its needed.

Man: The nearest accident and emergency department is 50 miles away.

Daughter: I was dropped in the deep end when my mum had a heart attack. Fortunately for her, we do just live next door, so I was there to help her. She tells me that she wouldn't have survived without me, but I don't know about that (laughs), I don't know.

Woman: She saved my life, and hopefully if she's going to train to be a first responder, she could help to save the lives of other people in the valley.

Daughter: We've been trained by the local ambulance crew. We've been trained in the use of defibrillation, oxygen, and anything that might be needed. You know you've got to have emergency response immediately, you don't need it in half an hour or you're dead basically.

Daughter: When the call centre send out an ambulance, they send out an automatic text, one text to all the first responders, just giving a basic address and outline of what the emergency is going to be, and I'm the only person who hasn't got a mobile signal, so I'm the only person who can't respond to an emergency.

Daughter: We're in a closed valley surrounded by mountains, so the signal just can't get through to us. Its time to go and see if I can find something to sort this out.

Daughter: Well, hopefully this will work now (opening the Sure Signal carton)

Woman: At least its not a flat pack

Daughter: Do you want to read that? (passes instructions to her mother)

Woman: Oh, you have to switch it on, and when the lights turn up...

Daughter: There we go (plugging in the Sure Signal box)

Is that all you do, plug it in?

Daughter: Yeah. It'll just take a minute for that to light up. Oh, hang on, I have to register the thing, don't I?

(Daughter types on laptop)

Woman: You've got to go to Vodafone

Daughter: I'm on Vodafone

Woman: Ah. Now there is another number if you're a business

Daughter: No

Woman: But you're not so that's alright.

Daughter: Click. Submit. There we go.

Daughter: Hey, I've got 4 bars, look. (holds phone up)

Woman: Ah!

Daughter: There's a whole world out there, and now they can get me any time (laughs).

Woman: Its the air ambulance that have your number, isn't it?

Daughter: Yeah, perhaps I should hide. (laughs)

Daughter: Ok, lets just give the first responders a ring and let them know I'm connected. Its ringing (laughs).

Daughter: (phones the first responders) Yeah, hello. Can you believe it, we've gone live. Yeah, you can get hold of my any time now.