

TELECOMS SANS FRONTIERES

TYPHOON YOLANDA PHILIPPINES – SITUATION REPORT

7/11/13 to 19/11/13



***Humanitarian Calling Operations
ICT Support to the humanitarian community***



Humanitarian Aid
and Civil Protection

1. Team composition and contacts

Tacloban

Sebastien Latouille (Head of mission – TSF ROAP - Thailand):+639499881210

Sebastien Lannes (ICT Officer – HQ - France): +639086164096

Palo

Sirinchon Dejdech (HCO Operator on Vodafone's deployment - Thailand)

Eastern Samar (starting 19.11.2013)

Gregory Rebattu (Head of Eastern Samar Operation - France): +639152647404

Sylvain ISAMBERT (ICT Officer - France): +639198835027

Florent BERVAS (ICT Officer – HQ - France): +639283598788

Northern Leyte (starting 19.11.2013)

Pascal Villeneuve (Head of Northern Leyte Operations - France):

Emanuel Jean (ICT Officer – HQ - France): +639167343112

Head Quarters in France

Clement Bruguera (ICT Coordinator): +33 559 844 360

2. TSF's ICT support to the Humanitarian community

2.1 Support to the UNDAC Mission

2.1.1 *TSF deployment*

- Date of arrival in Manila: 7 of November 2013
- Member of the UNDAC support team
- Setup of OSOCC in Tacloban 8 November
- Assessments in:
 - a. Panay Island from 10 to 13 November
 - b. Busuangan from 11 to 14 November
- Setup of OSOCC in Guiuan 17 November

2.1.2 *Provision of common services*

- Date of set up: 14/01
- Location: Coordination centre and OCHA (OSSOC)
- Internet connection from OSOCC tent shared with TSF's open Access Point ("TSF-OSOCC") 50 users/day
- Internet connection to the profit of the NDRRMC ("TSF-NDRRMC")
- HelpDesk for IT Support from 8AM to 8-11PM



Waiting for the first flight to the affected area, 1 last SMS.

2.1.3 Statistics

- Average consumption/day: 1250 MB
- (Partial) list of agencies using the TSF AP and IT Support: ACF, Acted, ECHO, European Civil Protection Team, IFRC,IOM, OCHA, WHO, WFP, Save The Children, Solidarite, UNDAC, UNICEF, UNDP, UNICEF, MSF, B-FAST, UNDSS, Oxfam, PU-AMI, Fuel for Relief, Americares, NYC Medics, UNHCR, DOH, Philippines Red cross, VIVA Relief, Dept Social Welfare, PUII-France, WFP, DILG, USAID, OFDA

2.1.4 Chronology of events

7/11: Arrival of a the first team in Manila with UNDAC from TSF ROAP - Thailand

8/11: Tacloban Police Station - **Set up of of a wireless access point** with the NDRRMC connection. This connection is used by UNDAC and the NDRRMC

11/11: Operation center - Set up of a data connection (bgan) for the UNDAC/OCHA tent, This connection is used by all UN agencies and NGOs around the OSOCC tent

11/11: Operation center: Relocation of the data connection from the police station to the NDRRMC command post.

14/01: Tacloban Operation center - Relocation of the data connection to the UN coordination centre at the Leyte sport center (Operation center). Set up of a dedicated connection for the NDRRMC

15/11: Setup of a connection at the Eastern Visayas Regional Medical Center

16/11: Setup of a humanitarian HUB at the Leyte Park Hotel

18/11: Hand over of **OCHA users from TSF VSAT to the ETC's connection**



OSOCC in Tacloban's Sports Center

2.2 Problems faced

- Difficulty of access to the affected area hampered TSF's capacity to assess the needs outside of Tacloban and delayed the arrival of additional team members and equipment.
- Many users connected to the public access point causing congestion

2.3 Future plans for ICT support

- Upgrade the BGAN connection to a VSAT for the OSOCC in Guiuan
- Continued ICT support at the OSOCC in Tacloban and Guiuan
- TSF is coordinating with the ETC to avoid overlapping and duplication of efforts.

3. Humanitarian Calling Operations

3.1 Situation

- As of the 18th of November, Typhoon Yolanda affected more than 13 million people, displaced more than 4 Million and local authorities are reporting 3725 death. Living conditions remain very precarious: no electricity, lack of food and water and the sanitary conditions are deplorable.
- The telecommunication and electric infrastructure was badly damaged, the 2 mobile operators (SMART and GLOBE) have quickly recovered coverage in Tacloban but in most of Eastern Samar and Northern Leyte the network is still unavailable.

3.2 Catchment Strategy

- In Tacloban, TSF conducted the first Humanitarian calling operation ("Libren Tawag") in partnership with SMART telecoms from 8 November to 11 November, providing 3 minutes of free call to any destination using TSF's satellite phones
- As of 19 November, 1 team is covering Northern Leyte, starting with Tanawan city and a second team is covering Eastern Samar from Guiuan to Borongan.

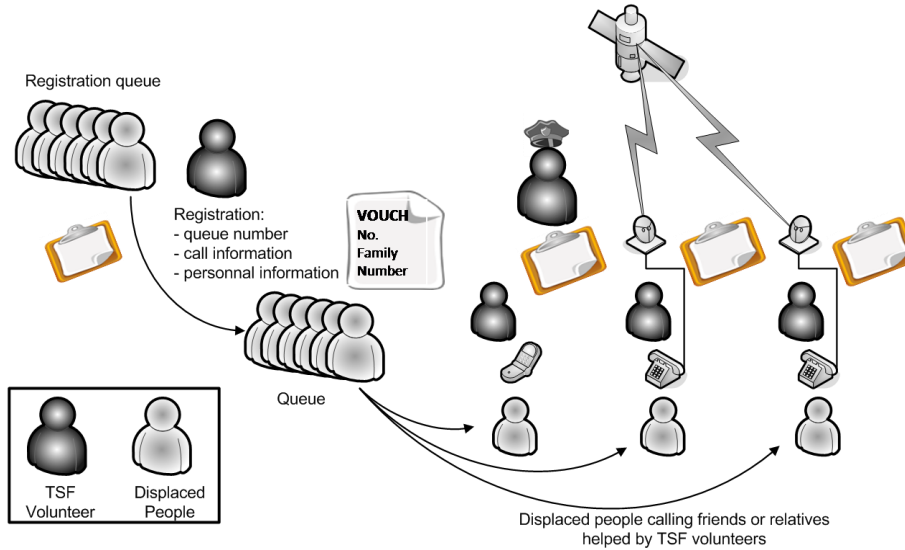
3.3 Operations (8.11.13 to 19.11.13)

On a daily basis since November 8th, affected populations have been benefitting from free calls to their relatives abroad or in the Philippines, giving them hope and enabling them to ask for help.

TSF also deployed together with SMART and Vodafone to the city of Palo, providing international calls to the affected population in complement of the local calls provided by Vodafone's Instant Network.



Humanitarian Phoning Operations – Process and queue management



- The calling program give affected civilians a free call anywhere in the world to:
 - Receive personalized assistance and mental support
 - Help reunite families
 - Reinsure family abroad that they are alive and safe after the emergency

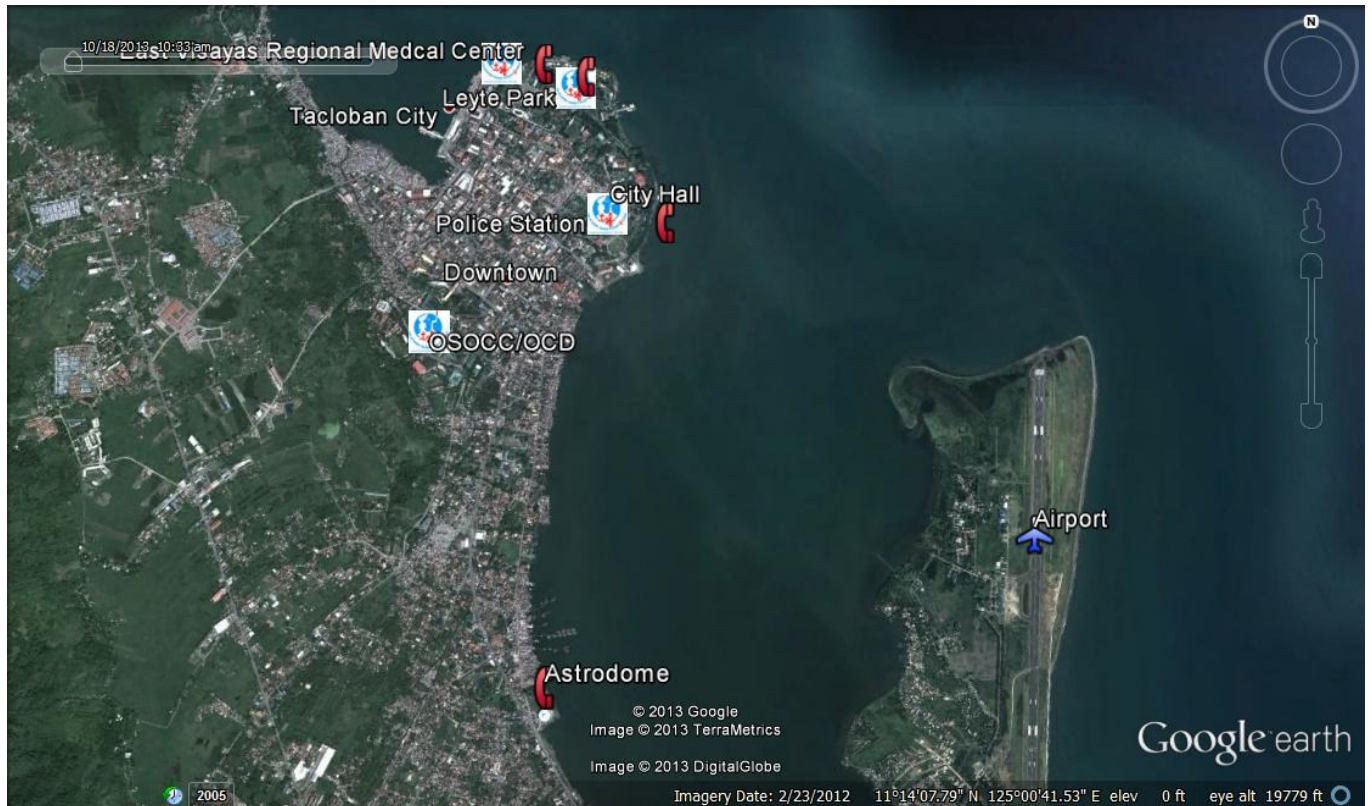
➤ **Testimony of a Beneficiary at the Astrodome, Tacloban, November 17th 2013.**

I live in Tacloban since 2003, and I have a 5 years old son ; my husband died in the typhoon, since then we live here in Astrodome with my son Romy.

I have just called my sister in Bicol to say that we are alive and ask for assistance... It's the first time that I can reach her, thank you...

3.4 Covered areas as of November 19th

Since the 16th of november, TSF has covered highly affected districts in Tacloban and has been deployed to Guiuan city, Eastern Samar and Tanawan city , Nothern Leyte.



Using Google Earth and GPS to locate HCO centers (red phones) and TSF's telecom centers (TSF logo)

3.5 List of covered sites:

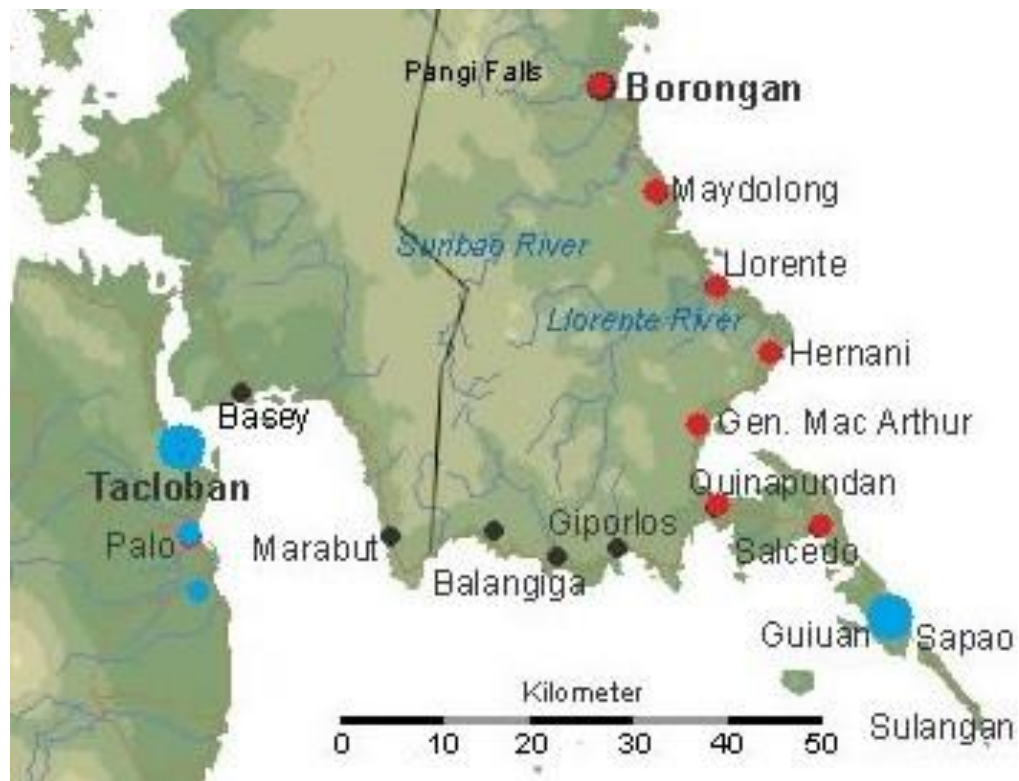
- **3 days :**
 - Tacloban city: City Hall
- **2 days:**
 - Tacloban city: Astrodome, Eastern Visayas regional Hospital
- **1 day :**
 - Tacloban City : Leyte Park
 - Tanawan City

3.6 Problems faced

- Logistics: roads blocked, traffic jams, access to gasoline, technical and electricity issues.
- Lack of information concerning sites locations, lack of organizations in the camps, no official numbers of families in the camps.
- Working conditions: Temperature, lack of food, lack of sleep

3.7 Future plans for Humanitarian Calling Operations

- Assess and conduct HCOs in Northern Leyte
- Assess and conduct HCOs in Eastern Samar
- Provide a satphone to each municipality along the coast between Tacloban and Guiuan (depending on the availability of additional budget)



Areas of Intervention in blue and needs for assessment in red