TELECOMS SANS FRONTIERES

TYPHOON YOLANDA PHILIPPINES – SITUATION REPORT

7/11/13 to 02/12/13

Humanitarian Calling Operations
ICT Support to the humanitarian community

Humanitarian Aid
and Civil Protection

1. Team composition and contacts

Guiuan

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

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Head Quarters in France

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

Mission ended

Sylvain ISAMBERT(ICT Officer - France): +639198835027

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

2. 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 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

17/11: Setup of OSOCC in Guiuan

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

19/11: Starting Assessments and Humanitarian calling operations in Eastern Samar

20/11: Set up a VSAT to replace the BGAN connection of the OSOCC in Guiuan

23/11: 10 Isatphones distributed to the 10 most affected municipalities of Eastern Samar

25/11: Installation VSAT in Borongan at Plan International's office to the benefit of all NGOs in the area

28/11: Switch from BGAN to 3G for all connections in Tacloban (Hospital, Hotel)

29/11: Handover to the ETC for the connection in the OSOCC of Guiuan.

29/11: New assessments in Leyte and Biringan reveal that the coastal area is fully covered by GSM

30/11: Opening of an Internet café in Guiuan to the benefit of the affected population

3. TSF's ICT support to the Humanitarian community

Support to the UNDAC Mission

➢ Date of arrival in Manila: 7 of November 2013
➢ Member of the UNDAC support team
➢ Setup of OSOCC in Tacloban 9 November
➢ Assessments in:
- Panay Island from 10 to 13 November
- Busuangan from 11 to 14 November
➢ Setup of OSOCC in Guiuan 17 November
➢ Relocation of OSOCC to the Stadium 14/01
➢ Internet connection from OSOCC tent shared with TSF's open Access Point ("TSF-OSOCC") 50 users/day
➢ HelpDesk for IT Support from 8AM to 8-11PM

## Distribution of Satellite phones to the 10 most affected Barangays

Upon request from the Deputy Humanitarian Coordinator, TSF distributed 10 Isatphones to the 10 most affected Municipalities of Eastern Samar. The phones have been credited with 1000 minutes of credit and handed over to the mayor of the following municipalities: Borongan, Hernani, Gen MacArthur, Quinapndan, Giporlos, Salcedo, Blangiga, Balangkayan, Laawan, Guiuan.

The phones will be managed by the NDRRMC after TSF withdrawal of the country.

Other services

Installation of Internet connection in:
- 11/11/2013 - OCD (Tacloban Stadium): dedicated connection for the NDRRMC
- 15/11/2013 - Tacloban Hospital: accessible to all medical NGOs
- 16/11/2013 - Leyte Park Hotel: accessible to all NGO residing there (Oxfam, Red cross, ACF, Spanish Cooperation, Aide Urgence International)
    - 25/11/2013 - Plan International Office in Borongan: accessible to all NGOs
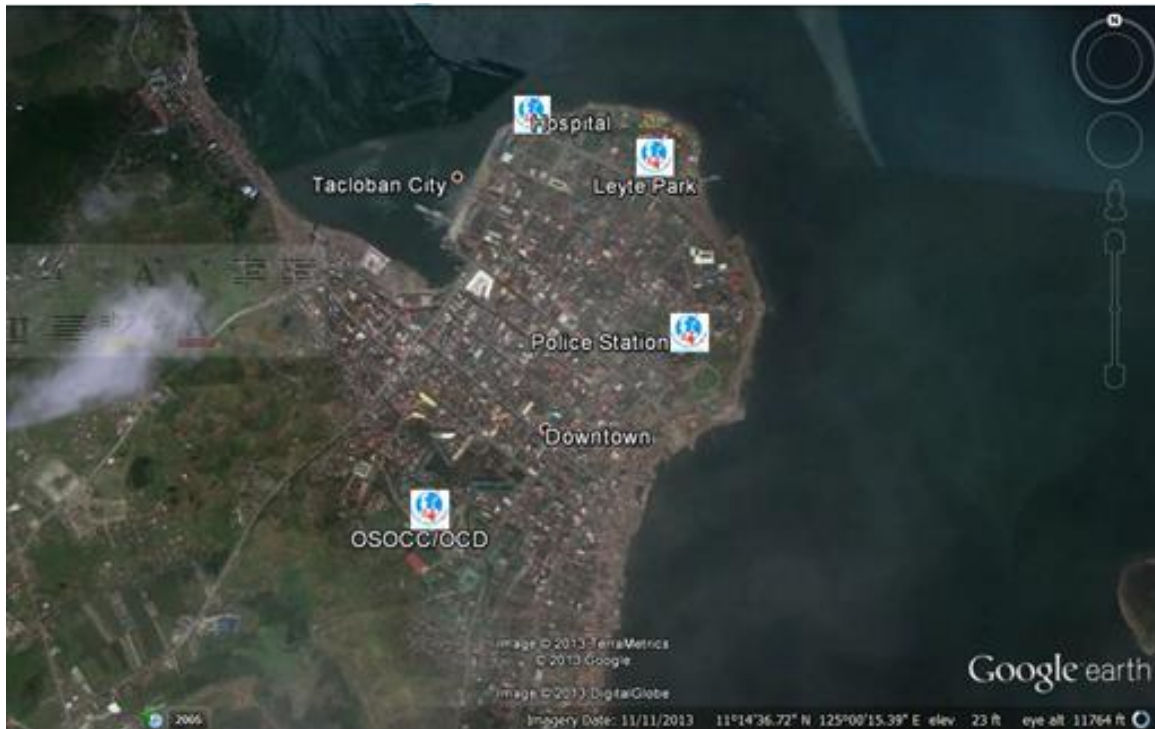
TSF Connections in Tacloban

Statistics

➢ Average consumption/day: 3000 MB/ jour
➢ (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
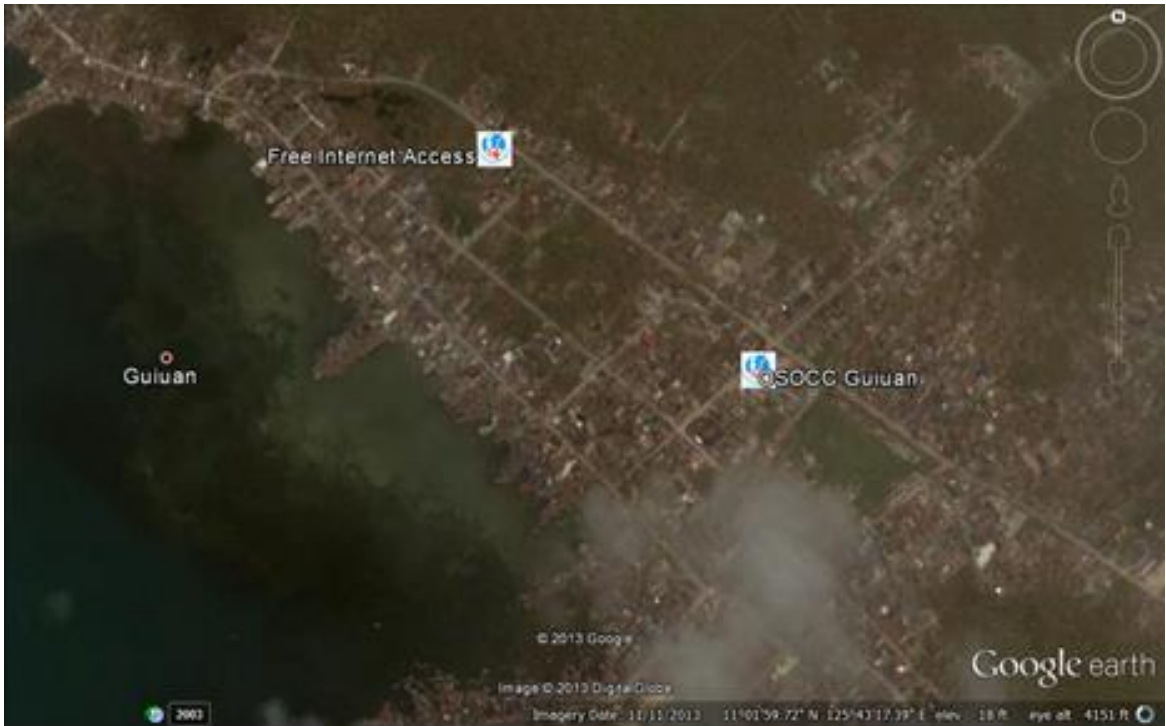
TSF connections in Guiuan

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

4. Humanitarian Calling Operations

Situation

➢ As of the 1st of December, Typhoon Yolanda affected more than 14 million people, displaced more than 3 Million and local authorities are reporting 5560 deaths. The situation after 3 weeks as improved but Communication and electricity are still an issue on coastal areas.
➢ The telecommunication and electric infrastructure was badly damaged, the 2 mobile operators (SMART and GLOBE) have recovered coverage in Leyte but in most of Eastern Samar the network is still unavailable.

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
➢ Since November 19th, 1 team is covering the southern coast from Tacloban to Guiuan and 2 other teams are covering Eastern Samar from Guiuan to Borongan.

➢ As the main cities of each Municipalities have already are covered by operations from the local operators, TSF is concentrating on reaching the remote barangays.

Operations (8.11.13 to 1.12.13)

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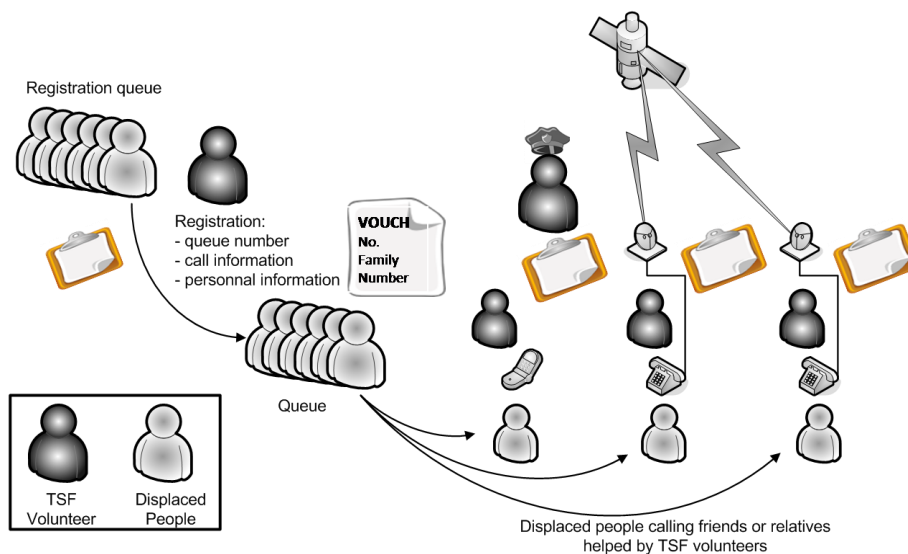
- The calling program give affected civilians a free call anywhere in the world to:
  - Receive personalized assistance and mental support
  - Help reunite families
  - Reinsure family abroad that they are alive and safe after the emergency

Short Story

Paya is a small village on the coast, right in the path of Yolanda. The storm destroyed family homes and killed the coconut trees on which the people depend. Many Filipinos must travel far from, home to find work so they can support their family – they have no choice. This situation makes the isolation caused by Yolanda's destruction of the telecom system even worse. And nowhere was it more heartbreaking than here in Paya, where Junel, a boy of about 7, handed TSF a telephone number on a piece of paper. It was his father's number. His dad works in Manila. His mother works elsewhere in the Philippines. So when the storm cut telecommunications he had no way to reach either parent and they couldn't call him. TSF got his father on the phone, and with that call he spoke with one of his parents for the first time since the disaster.

Covered areas as of November 19th

Since the 16th of November, TSF has covered highly affected areas in Leyte and Eastern Samar concentrating on remote Barangays as City halls where usually covered by operations from local operators.
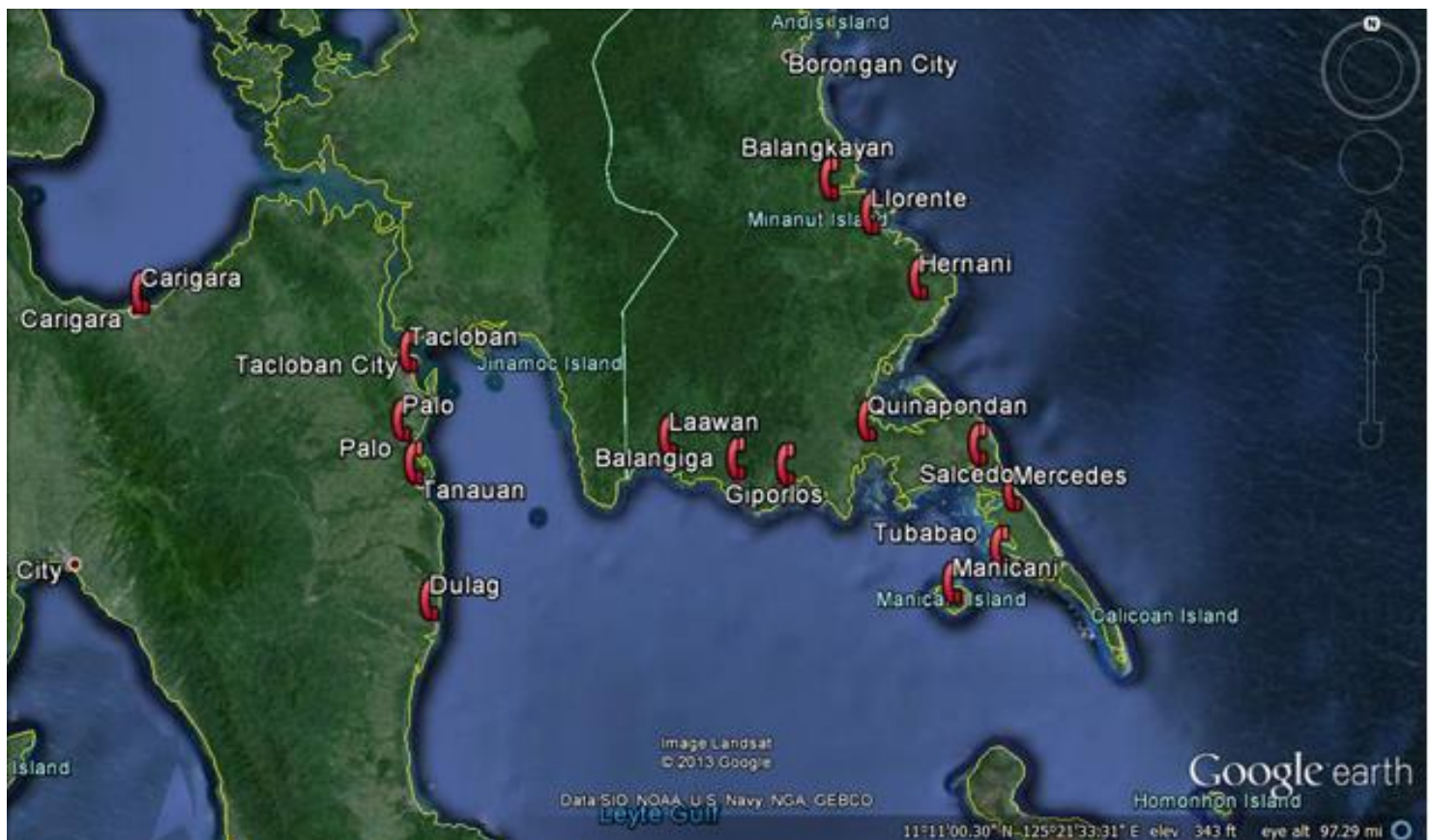
Using Google Earth and GPS to locate HCO centers

List of covered sites:

- **5 days**
  - **Tacloban**
- **3 days** :
  - Palo
  - Girporlos
- **2 days**:
  - Carigara
  - Lawaan
  - Llorente

- **1 day** :
  - Tanauan
  - Salcedo
  - Dulag
  - Balangiga
  - Tubabao
  - Tacbacan
  - Mercedes
  - Manicani
  - Quinapondan
  - Balangkayan
  - Hernani

Problems faced

➢ Logistics: roads blocked, access to gasoline I nthe first 10 days, 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 slee

Future plans for Humanitarian Calling Operations

➢ conduct HCOs in the Municipalities of Eastern Samar which are still without GSM coverage:
- Llorente
- Quinapondan
- Hernani
- Homonhon Island

5. Internet Café for the affected Population

Since November 30th, TSF opened the first Emergency Cyber Centre in Guiuan providing free Internet access to the affected population.
10 simultaneous users can access their emails, Social Networks or get a larger view of the impact of the Typhoon through News websites.

> ➢ **Average Consumption per day: 5000 MB**
> ➢ **Average number of users per day: 80**
> ➢ **Most consulted websites:**
>   o **Facebook**
>   o **Yahoo**
>   o **Youtube**

Testimony of a Beneficiary

"I come from Homonhon island, 4 hours by boat south from Guiuan. I am very happy to be able to use facebook to send news about my people! Fortunately there was no casualties on the island but we are still without electricity and our houses are destroyed…"

6. Assessments

Evolution of GSM coverage from 23rd November to 1st December
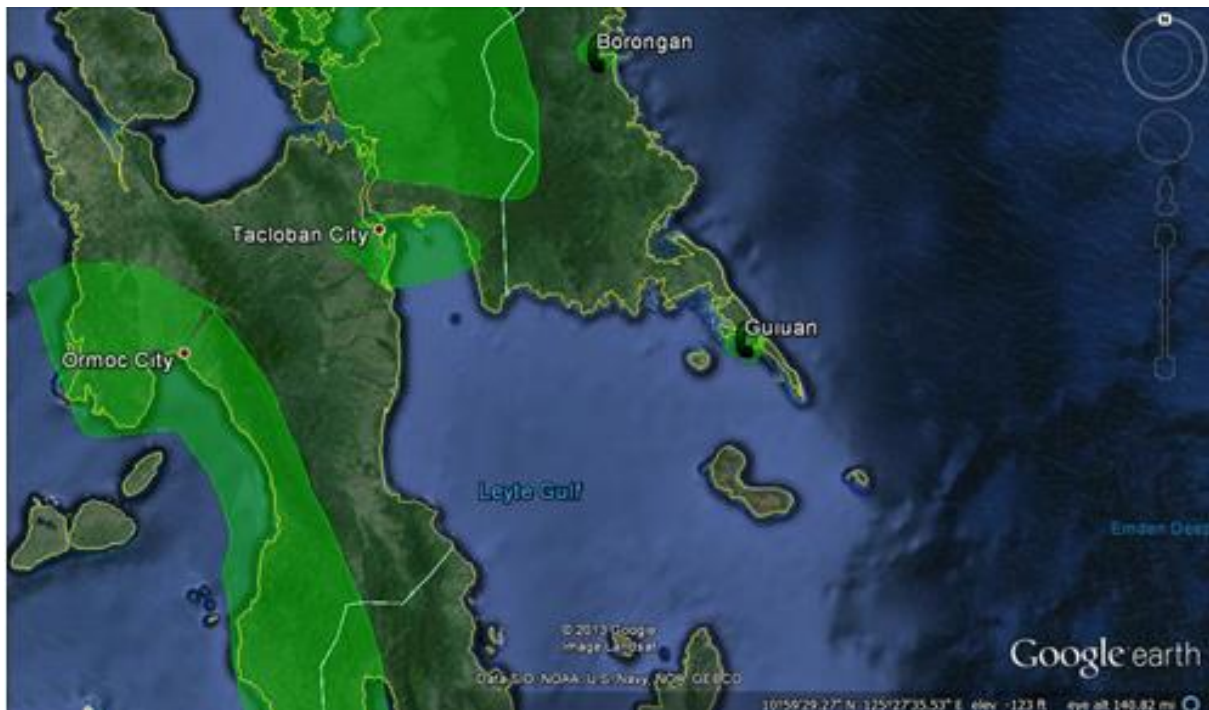
GSM Coverage as of November 23rd

GSM Coverage as of December 1st

7. End of Mission and withdrawal from the country

As local operators have recovered coverage in most of the affected areas, the affected population has had access to communication and Internet connectivity is no longer an issue for the Humanitarian community, TSF is planning to withdraw from the country starting on the 5th of December for a full withdrawal on December 8th.