Philippines – Typhoon Haiyan

ETC Situation Report #10

Reporting period 21/11/13

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Highlights

- Data connectivity and voice telephony are available in Roxas City and Guiuan.

- 535 humanitarian workers are using the data connectivity services in Tacloban City

- The ETC team in Tacloban have installed microwave links to Save the Children office and the airport providing data connectivity services in a total of five sites at Tacloban City: City hall, the NGO building, the Save the Children office, the airport and the stadium (OSOCC and IHP camp).

Achievements

TACLOBAN

- A microwave link was installed at the airport providing full data connectivity services to the humanitarian workers operating there.

- A link was also established from the WFP building to the Save the Children office providing more than 50 staff with data connectivity services. The installation was supported by WFP, Ericsson Response and Inveneo.

- 535 users are now provided with common data connectivity services at the City hall, the NGO building, the airport and the stadium (OSOCC and IHP camp). Data connectivity is supported by the ETC response solution comprised of the emergency.lu VSAT and the Ericsson Response WIDER technology.

- Radio communications coverage is provided through a recently installed VHF repeater in Tacloban City.

CEBU

- The ETC conducted a joint assessment (together with NetHope and Relief International) in North Cebu island to determine the requirement of common ICT services. Connectivity in the northern part is severely limited especially in the north of Bogo. A location in Maya municipality (Japanese Red Cross office) was identified for potential VSAT deployment.

- 100 MBps Internet Service Provider connection is established at the Logistics hub providing services to the humanitarian organizations at Cebu airport. Humanitarians are also able to use a shared Internet access at the Waterfront hotel in from the of Cebu airport.

- Radio communication services are provided at the airport hub via Simplex VHF.

ORMOC

- Assessment determined that fibre link is available in Ormoc, and organizations are likely to utilize the service. The emergency.lu terminal was therefore being dismantled.

ROXAS

- Data connectivity and voice telephony are now provided to humanitarian workers at the Capiz government business centre in Roxas City. The VSAT terminal was set up by the ETC in strong partnership with Ericsson Response and NetHope (through their partner British Telecom). Connectivity distribution and registration is supported by the Ericsson Response WIDER.

- An assessment mission was conducted in Estancia by Save the Children confirming the requirement to set up data connectivity services.

GUIUAN

- An emergency.lu VSAT terminal was installed at the IHP base camp providing data and voice services to the humanitarian organizations operating there.

Other General Update

- In Tacloban, 3 MB Local ISP service is used by the government at the City Hall.

Challenges and Gaps

- Power is slowing restoring in Tacloban city. Installations are still heavily relying on the generators.

- Customs clearance is being slowed down due to the amount of equipment arriving at Cebu airport.

Planned Activities

BORONGAN

- The ETC along with NetHope (and their partner British Telecom) are planning to deploy data connectivity services.

TACLOBAN

- The local government offices are looking at using the local ISP services at the City hall.

- ETC is planned to meet with local ISP representative to get more information on the restoration of internet services. The initial communicated time to re-establish services was estimated to three

months based on total loss of infrastructure. It was however found that only some surface equipment was lost, underground cabling and fibre was intact.

- Two 110 KVA generators and electricians will be deployed in the coming days.

CEBU

- The ETC is looking at installing VHF repeater in Cebu airport to extend radio communications coverage. Discussions are on-going with Government and Military representatives regarding licensing.

- Some generators still need to go through customs clearance.

ROXAS

- ETC and partners will look at deploying a VSAT terminal in Estancia Municipal Hall in order to provide data connectivity services to the humanitarian organizations.

Meetings

Global ETC teleconference

- The next Global ETC teleconference will be held on 25/11/13 at 19:00 (Manila time). Meeting details available on the ICT Emergency Website.

Local ETC coordination meeting

- The next Local ETC coordination meeting will be held on 26/11/13 at 10:00 in Manila at the Plan International office. Meeting details available on the ICT Emergency Website.

Contacts & Additional Information

All information related to ETC operations can be found on the ICT Emergency website:
http://ictemergency.wfp.org

For more information, or to be added or deleted from the mailing list, please contact:
Philppines.ETC@wfp.org

Services available:

CITY		LOCATION	SERVICES
Manila	ETC Coordination Centre	WFP Philippines Office	• Engagement with partners (government, UN, NGO, private sector) • Coordination with other clusters on behalf of ETC partners • Guidance on importation and licensing of equipment • Coordination of regular Global ETC teleconferences and Local ETC Working Group meetings • Ongoing information management
Tacloban	Humanitarian Operations Centre	• Tacloban City Hall	• VHF radio communications • Internet connectivity • Voice over IP telephony services • Basic ICT helpdesk
		• Tacloban Stadium (OSOCC and IHP camp)	• VHF radio communications • Internet connectivity • Voice over IP telephony services • Basic ICT helpdesk
		• Tacloban airport	• VHF radio communications • Internet connectivity • Voice services through Sat Phone • Basic ICT helpdesk
Cebu	Logistics Hub	Cebu Airport, Waterfront Hotel (in front of the airport)	• Internet connectivity and printing services • Radio communications covering the logistic hub • ETC equipment secured storage
Ormoc	Humanitarian Operations Centre	IHP camp	• Local ISP connection
Roxas	Humanitarian Operations Centre	Capiz Government Business Centre	• Internet connectivity • Voice over IP telephony services
	Estancia	Estancia Municipal Hall	• *Planned services include voice and data connectivity, security communications, electrical support and ICT help desk services*

Guiuan		IHP camp	• Internet connectivity • Voice over IP telephony services
Borongan	*Planned*		• *Planned services include voice and data connectivity, security communications, electrical support and ICT help desk services*

For more information, visit the ETC Philippines FAQS: http://ictemergency.wfp.org/web/ictepr/emergencies2013/philippines/etc-faqs

Key ETC contacts:

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Cebu	Ivan Thomas	Team Leader	ivan.thomas@wfp.org + 63 915 993 2040
Roxas	Rob Burrveld	Team Leader	Rob.buurveld@wfp.org + 63 927 6613885

Staff in the Operation

The list below shows the key people involved in providing and supporting inter-agency ICT services in Philippines.

CITY	No. STAFF	SKILLS AVAILABLE	CONTRIBUTING PARTNERS
Manila	4	• Coordination • Information management	• World Food Programme (WFP) (FITTEST) • World Vision International
Tacloban	3	• Data networking • Telecoms • Electrical	• emergency.lu • Ericsson Response • World Food Programme (WFP) (FITTEST)
Cebu	2	• Data networking • Telecoms	• World Food Programme (WFP) (FITTEST)
Roxas	3	• Data networking • Telecoms • Information management	• NetHope and British Telecom partner • Ericsson Response • World Food Programme (WFP) (FITTEST)