

## Philippines – Typhoon Haiyan

### ETC Situation Report #15

Reporting period 26/11/13

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#### Highlights

- Internet connectivity and voice telephony services are being provided to the humanitarian community at the Provincial Government Building in Borongan thanks to NetHope and partner BT (British Telecom).
- Local ISP has increased its Fibre link internet speed allowing over 1000 users to benefit from internet and voice telephony services in Tacloban.

#### Achievements

##### BORONGAN

- The equipment set up by NetHope and its partner BT is now fully operational at the Provincial Government Building providing voice telephony and data connectivity services to the humanitarian community.
- NetHope identified a site to install a VHF repeater between Borongan and Guiuan that could provide radio communication coverage for both municipalities.

##### GUIUAN

- The team conducted a quick assessment of the future IHP base camp to identify a location to move and re-install the emergency.lu Regular Deployment kit to continue provision of necessary voice telephony and data connectivity services there.

##### TACLOBAN

- The PDLT Fibre link has now increased the bandwidth speed to downlink 30 Mb/s and uplink 30 Mb/s. Over 1000 users are being provided with Internet access and voice telephony services in Tacloban.

#### Challenges and Gaps

- Guiuan Internet installation needs to be revised to provide more stable connectivity and considering the future move of the IHP base camp.



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- Radio communication is being extended in Tacloban City however the VHF repeater is not operating properly. The team is working on fixing the technical issue.

## Planned Activities

### GUIUAN

- The ETC team is evaluating best installation to ensure continuation of internet connectivity at the future IHP base camp with support from emergency.lu and Ericsson Response.

### TACLOBAN

- Now the local ISP is reliable enough to connect organizations' offices and provide the required ETC services, the team is planning to pull out any VSAT equipment that was there as back up to be used in any other needed common operational locations.

## Meetings

### Global ETC teleconference

- The next Global ETC teleconference will be held on 28/11/13 at 19:00 (Manila time). Meeting details available on the ICT Emergency Website.

### Local ETC coordination meeting

#### Manila

- The next Local ETC coordination meeting will be held on 03/12/13 at 10:00 in Manila at the Plan International office. Meeting details available on the ICT Emergency Website.

#### Cebu

- The next Local ETC coordination meeting will be held on 02/12/13 at 10:00 in Cebu at the Waterfront airport hotel. 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://icteemergency.wfp.org>

For more information, or to be added or deleted from the mailing list, please contact:  
[Philippines.ETC@wfp.org](mailto:Philippines.ETC@wfp.org)



## ETC Services in Philippines:

CITY		LOCATION	ETC PARTNERS	SERVICES
Manila	ETC Coordination Centre	WFP Philippines Office	WFP, World Vision International, Ericsson Response	<ul style="list-style-type: none"> <li>Operational coordination of ETC services deployment</li> <li>Engagement with partners (government, UN, NGO, private sector)</li> <li>Coordination with other clusters on behalf of ETC partners</li> <li>Guidance on importation and licensing of equipment</li> <li>Coordination of regular Global ETC teleconferences and Local ETC working group meetings</li> <li>Ongoing information management</li> </ul>
Tacloban	Humanitarian Operations Centre	Tacloban City Hall	WFP, Ericsson Response, emergency.lu	<ul style="list-style-type: none"> <li>VHF radio communications</li> <li>Internet connectivity</li> <li>Voice over IP telephony services</li> <li>Basic ICT helpdesk</li> </ul>
		Tacloban Stadium (OSOCC and IHP camp)		<ul style="list-style-type: none"> <li>VHF radio communications</li> <li>Internet connectivity</li> <li>Voice over IP telephony services</li> <li>Basic ICT helpdesk</li> </ul>
		Tacloban airport		<ul style="list-style-type: none"> <li>VHF radio communications</li> <li>Internet connectivity</li> <li>Voice services through Sat Phone</li> <li>Basic ICT helpdesk</li> </ul>
Cebu	Logistics Hub	Cebu Airport	WFP	<ul style="list-style-type: none"> <li>Internet connectivity and printing services</li> <li>VHF simplex radio communications at the logistic hub</li> <li>Basic ICT helpdesk</li> <li>ETC equipment secured storage</li> <li>Local ETC working group meetings</li> </ul>
		Waterfront Airport Hotel	WFP	<ul style="list-style-type: none"> <li>Internet connectivity services</li> <li>VHF simple radio communications</li> </ul>



Roxas	Humanitarian Operations Centre	Capiz Government Business Centre	NetHope (and partner BT), Ericsson Response, Save The Children, WFP	<ul style="list-style-type: none"> <li>• Internet connectivity</li> <li>• Voice over IP telephony services</li> <li>• Printing services</li> </ul>
	Estancia	Estancia Municipal Hall	NetHope (and partner BT), Save The Children, WFP	<ul style="list-style-type: none"> <li>• Internet connectivity</li> <li>• Voice over IP telephony services</li> <li>• Basic ICT helpdesk</li> </ul>
Guiuan	IOM	IHP camp	Ericsson Response, emergency.lu, WFP, IOM	<ul style="list-style-type: none"> <li>• Internet connectivity</li> <li>• Voice over IP telephony services</li> <li>• Basic ICT helpdesk</li> </ul>
Borongan	Humanitarian Operations Centre	Provincial Government Building	NetHope (and partner BT), Plan International, WFP	<ul style="list-style-type: none"> <li>• Internet connectivity</li> <li>• Voice over IP telephony services</li> <li>• Basic ICT helpdesk</li> </ul>
Maya	<i>Planned</i>	<i>Japanese Red Cross Office</i>	<i>NetHope (and partner BT), Japanese Red Cross, Relief International, WFP</i>	<ul style="list-style-type: none"> <li>• <i>Planned services include voice and data connectivity, security communications, electrical support and ICT help desk services</i></li> </ul>

For more information, visit the ETC Philippines FAQs: <http://ictemergency.wfp.org/web/ictopr/emergencies2013/philippines/etc-faqs>

### Key ETC contacts:

CITY	NAME	TITLE	Contacts
Manila	Karen Barsamian, WFP	ETC Coordinator	<a href="mailto:karen.barsamian@wfp.org">karen.barsamian@wfp.org</a> + 63 915 216 4938
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	Caroline Teyssier, WFP	IM Officer	<a href="mailto:caroline.teyssier@wfp.org">caroline.teyssier@wfp.org</a> +39 34 5501 8178
Tacloban	Brent Carbno, Ericsson Response	Team Leader	<a href="mailto:brent.carbno@ericsson.com">brent.carbno@ericsson.com</a> +63 915 939 2348



Cebu	Ivan Thomas, WFP	Team Leader	<a href="mailto:ivan.thomas@wfp.org">ivan.thomas@wfp.org</a> + 63 915 993 2040
Guiuan	Rob Burveld, WFP	Team Leader	<a href="mailto:rob.buurveld@wfp.org">rob.buurveld@wfp.org</a> + 63 927 6613885
Borongan	Gisli Olafsson, NetHope	Team Leader	<a href="mailto:gisli.olafsson@nethope.org">gisli.olafsson@nethope.org</a> +63 915 264 5229

## 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	5	<ul style="list-style-type: none"> <li>• Coordination</li> <li>• Information management</li> </ul>	<ul style="list-style-type: none"> <li>• World Food Programme (WFP) (FITTEST)</li> <li>• World Vision International</li> <li>• Ericsson Response</li> </ul>
Tacloban	5	<ul style="list-style-type: none"> <li>• Data networking</li> <li>• Telecoms</li> <li>• Electrical</li> </ul>	<ul style="list-style-type: none"> <li>• emergency.lu</li> <li>• Ericsson Response</li> <li>• World Food Programme (WFP) (FITTEST)</li> </ul>
Cebu	2	<ul style="list-style-type: none"> <li>• Data networking</li> <li>• Telecoms</li> <li>• Electrical</li> </ul>	<ul style="list-style-type: none"> <li>• World Food Programme (WFP) (FITTEST)</li> </ul>
Roxas	0	<ul style="list-style-type: none"> <li>• Help desk</li> </ul>	<ul style="list-style-type: none"> <li>• NetHope partner BT</li> <li>• Ericsson Response</li> <li>• World Food Programme (WFP) (FITTEST)</li> <li>• Save the Children</li> <li>• Government of the Philippines</li> </ul>
Guiuan	5	<ul style="list-style-type: none"> <li>• Data networking</li> <li>• Telecoms</li> </ul>	<ul style="list-style-type: none"> <li>• emergency.lu, Ericsson Response, IOM</li> </ul>
Borongan	0	<ul style="list-style-type: none"> <li>• Help desk</li> </ul>	<ul style="list-style-type: none"> <li>• Plan International</li> </ul>