Philippines – Typhoon Haiyan

ETC Situation Report #17

Reporting period 28/11/13

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Highlights

- Internet access is made available to the humanitarian community across 6 locations including Guiuan, Roxas City, Estancia, Cebu and Tacloban serving more than 1370 users.

- The latest map showing ETC services across operational locations has now been made available to the humanitarian community.

Achievements

BORONGAN

- Internet connectivity and voice telephony services continue to be provided at the Provincial Government Building, through partnership with NetHope (and their partner BT).

GUIUAN

- Internet connectivity is provided to more than 70 users in Guiuan at the IHP camp.

CEBU

- The ETC team continues to dispatch ICT equipment to operational locations in Roxas, Tacloban and Guiuan.

- Five UN agencies have been provided with internet access at the new prefabricated shared offices at Cebu airport.

TACLOBAN

- Voice telephony and internet services using the local ISP and Ericsson Response WIDER system, are provided to over 1200 relief workers in Tacloban at City Hall, stadium and airport.

Challenges and Gaps

- ETC equipment is being delayed at the customs in Manila airport. Controls recently being strengthened could cause two-day to three-week delay on equipment deliveries.

- Delays in installing the VHF repeater to one of the towers in Tacloban (that is expected to provide city-wide VHF coverage)

Planned Activities

BORONGAN

- A VHF repeater is planned to be installed in a location identified between Borongan and Guiuan to provide radio communication coverage for both municipalities.

- ETC will start programming radios for the humanitarian organizations as per requests.

GUIUAN

- The ETC team is setting up the emergency.lu Regular kit at the new IHP base camp and will configure the wireless equipment in order to replace the current setup.

- More equipment such as repeater, data kits and generators will be shipped on 29/11 in order to complete the installation of the VSAT and VHF network.

TACLOBAN

- Radio programing will be provided in support of the humanitarian organizations using the common radio network.

Meetings

Global ETC teleconference

- The next Global ETC teleconference will be held on 02/12/13 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.

Acronyms

BGAN	Broadband Global Area Network
BT	British Telecom
emergency.lu Regular kit	VSAT RANGER
emergency.lu Rapid kit	VSAT GATR
ER	Ericsson Response
ETC	Emergency Telecommunications Cluster
ICT	Information and Communications Technology
IHP	International Humanitarian Partnership
IOM	International Organization for Migration
ISP	Internet Service Provider
IT	Information Technology
NGO	Non-Governmental Organization
OSOCC	On-Site Operations Coordination Centre
VHF	Very High Frequency
VoIP	Voice over Internet Protocol
VSAT	Very Small Aperture Terminal (Satellite ground station)
WIDER	Wireless Local Area Network in Disaster Emergency Response
WFP	World Food Programme

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:
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	• Operational coordination of ETC services deployment • 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	WFP, Ericsson Response, emergency.lu	• VHF radio communications • Radio programming • Internet connectivity • Voice over IP telephony services • Basic ICT helpdesk
		Tacloban Stadium (OSOCC and IHP camp)		• VHF radio communications • Radio programming • Internet connectivity • Voice over IP telephony services • Basic ICT helpdesk
		Tacloban airport		• VHF radio communications • Radio programming • Internet connectivity • Voice services through Sat Phone • Basic ICT helpdesk
Cebu	Logistics Hub	Cebu Airport	WFP	• Internet connectivity and printing services • VHF simplex radio communications at the logistic hub • Radio programming • Basic ICT helpdesk

				• ETC equipment secured storage • Local ETC working group meetings
		Waterfront Airport Hotel	WFP	• Internet connectivity services • VHF simple radio communications
Roxas	Humanitarian Operations Centre	Capiz Government Business Centre	NetHope (and partner BT), Ericsson Response, Save the Children, WFP	• Internet connectivity • Voice over IP telephony services • Printing services
		Estancia Municipal Hall	NetHope (and partner BT), Save the Children, WFP	• Internet connectivity • Voice over IP telephony services • Basic ICT helpdesk
Guiuan	Humanitarian Operations Centre	IHP camp	Ericsson Response, emergency.lu, WFP, IOM	• Internet connectivity • Voice over IP telephony services • Basic ICT helpdesk • *Planned: VHF Network and Radio programming*
Borongan	Humanitarian Operations Centre	Provincial Government Building	NetHope (and partner BT), Plan International, WFP	• Internet connectivity • Voice over IP telephony services • Basic ICT helpdesk • *Planned: VHF Network and Radio programming*
		Plan International office	TSF	• Internet connectivity
Maya	*Planned*	*Japanese Red Cross Office*	*NetHope (and partner BT), Japanese Red Cross, Relief International, WFP*	• *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:

CITY	NAME	TITLE	Contacts
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Cebu	Ivan Thomas, WFP	Team Leader	ivan.thomas@wfp.org + 63 915 993 2040
Guiuan	Rob Buurveld, WFP	Team Leader	rob.buurveld@wfp.org + 63 927 6613885

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Staff in the Operation

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

CITY	No of staff supporting ETC services	CONTRIBUTING PARTNERS
Manila	5	• Ericsson Response • World Food Programme (WFP) (FITTEST) • World Vision International
Tacloban	6	• Ericsson Response • Irish Aid • World Food Programme (WFP) (FITTEST)
Cebu	4	• emergency.lu • World Food Programme (WFP) (FITTEST)
Roxas	2	• Government of the Philippines
Guiuan	3	• emergency.lu • Ericsson Response • World Food Programme (WFP) (FITTEST)
Borongan	1	• Government of the Philippines