

Philippines – Typhoon Haiyan

ETC Situation Report #19

Reporting period 02/12/13 to 04/12/13

Author: Caroline Teyssier, WFP

Highlights

- The ETC has provided Internet access to 353 users in Roxas, 579 in Guiuan and 1710 users in Tacloban. The services are supported by the ETC Response Solution comprised of the emergency.lu and Ericsson Response WIDER systems.
- The second wave of ETC responders has started to take over ICT support, technical expertise and coordination to ensure continuation of ETC support and services for the next five weeks.

Achievements

GUIUAN

- The new IHP camp in Guiuan is being provided with internet connectivity from the ETC Response Solution (comprising technologies from emergency.lu and Ericsson Response). Connectivity is extended to the OSOCC and old IHP camp through wireless links. A 6-KVA generator was deployed at the main tower, close to the old IHP camp, to provide more stable power for the link that provides connectivity to the OSOCC.
- 600 litres of fuel has been allotted to support ETC generators for a month.
- ETC assisted International Committee of the Red Cross (ICRC) in setting up their VSAT equipment (GATR) at its office in Guiuan.
- The ETC NGO Coordinator has been in Guiuan since 4/12 to engage with humanitarian organisations operating in the area, consult regarding satisfaction levels of ETC services and enquire about potential requirements for additional services.

TACLOBAN

- The ETC is assisting the community in programming radios to the newly established VHF frequencies.
- ETC electrician, from stand-by partner Irish Aid, continues to monitor and maintain generators supporting ETC equipment and services.



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- The OSOCC located at Tacloban stadium has been provided with an additional access points to strengthen the ETC network coverage at the office.
 - The ETC NGO Coordinator has been in Tacloban to assess potential additional IT and telecommunications requirements in and around this location in support of humanitarian operations.

CEBU

- Ericsson Response volunteer arrived 04/12 along with additional access point equipment required in Tacloban.
- Department for International Development (DFID) donated a VSAT to ETC to be used as required by the humanitarian community.

PALO, TANAUN, TOLOSA

- An ETC assessment was conducted in Palo, Tanaun and Tolosa, locations south of Tacloban. The findings showed that there is no need to provide ETC services in these locations as most organizations operate out of Tacloban and are using existing services there. In addition, the assessment mission confirmed there is GSM coverage across the area provided by the three local providers (SMART, Globe and Sun).

Challenges and Gaps

- ETC installations in Guiuan are now using new IHP case camp generators which, when switched, causes an outage for a few seconds interrupting connectivity services.
- In Tacloban, more access points/links are required to extend internet connectivity.
- In Cebu, the ETC installation could not be shifted from the generator to the base power as concerns were expressed that the additional load may put the air base at risk.
- Very few organizations have been attended the last Cebu ETC meeting. Humanitarian organizations are encouraged to forward the invitation to their local ICT representatives.

Planned Activities

- The six Ku-band VSATs from NetHope need to be cleared through customs. It is intended that these VSATs will be used in locations where NGOs require shared internet services.

GUIUAN

- An assessment of the overall electrical situation in Guiuan will be conducted in the coming days and suggestions will be made on how it can be improved to stabilize ETC equipment.
- The ETC is sourcing two 3 KVA UPS generators to support the ETC Response Solution and avoid daily power cuts at the new IHP base camp.



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- A VHF radio network is planned Guiuan (and potentially extended to Borongan) to provide radio communication coverage in these areas. Training and programming of radios will be provided to the humanitarian community on request.

TACLOBAN

- Access points provided by Samaritan's Purse and microwave link are expected to be installed on 05/12 to extend connectivity to NGOs. More access points are planned to be shipped to Tacloban in the coming days.
- The first local Tacloban ETC meeting was held on 03/12. Participants requested the ETC to look at extending services to local partners. The ETC will continue supporting organizations at their office on a best effort basis.
- The national radio communication plan will be implemented in the coming week. The ETC will assist with radio programming for humanitarian organizations using the common radio network.

BASEY

- One NetHope Ku-band VSAT is planned to be installed at the ICRC office (tbc) in Basey. The ETC, in partnership with NetHope, will support the installation.

CEBU

- ETC equipment (generators, towers and solar kits) will be moved to the newly established Logistics Cluster Warehouse.

BORONGAN

- Plan International offered to support the installation of the wireless connections from the NetHope / BT VSAT located at the provincial government building to the provincial hospital.

Meetings

Global ETC teleconference

- The next Global ETC teleconference will be held on 10/12/13 at 19:00 (Manila time). Meeting details available on the ICT Emergency Website.

Local ETC coordination meetings

Tacloban

- The next Local ETC coordination meeting will be held on 05/12 at 17:00 in Tacloban at the Samaritan's Purse office in Hotel Lorenza. Meeting details available on the ICT Emergency Website.

Manila

- The next Local ETC coordination meeting will be held on 11/12 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 09/12 at 10:00 in Cebu at the Waterfront airport hotel. Meeting details available on the ICT Emergency Website.

Guiuan

- The next Local ETC coordination meeting will be held on 05/12 at 17:00 in Guiuan at the OSOCC. Meeting details available on the ICT Emergency Website.

Acronyms

BGAN	Broadband Global Area Network
BT	British Telecom
DFID	Department for International Development
ER	Ericsson Response
ETC	Emergency Telecommunications Cluster
ICRC	International Committee of the Red Cross
ICT	Information and Communications Technology
IHP	International Humanitarian Partnership
IOM	International Organization for Migration
ISP	Internet Service Provider
IT	Information Technology
KVA	Kilo Volt-ampere
NGO	Non-Governmental Organization
OSOCC	On-Site Operations Coordination Centre
UPS	Uninterruptible Power Supply
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	No of staff supporting ETC services	SERVICES
Manila	ETC Coordination Centre	WFP Philippines Office	WFP, World Vision International	1	<ul style="list-style-type: none"> Operational coordination of ETC services deployment Engagement with partners (government, UN, NGO, private sector) Coordination with other clusters 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	4	<ul style="list-style-type: none"> VHF radio communications Radio programming Internet connectivity Basic ICT helpdesk
		Tacloban Stadium (OSOCC and IHP camp)			<ul style="list-style-type: none"> VHF radio communications Radio programming Internet connectivity Basic ICT helpdesk
Cebu	Logistics Hub	Cebu Airport	WFP, IrishAid	7	<ul style="list-style-type: none"> 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		<ul style="list-style-type: none"> Internet connectivity services VHF simple radio communications
Roxas	Humanitarian Operations Centre	Capiz Government Business Centre	NetHope (and partner BT), Ericsson	2	<ul style="list-style-type: none"> Internet connectivity Voice over IP telephony services Printing services

			Response, Save the Children, WFP Government of the Philippines		
		Estancia Municipal Hall	NetHope (and partner BT), Save the Children, WFP, Government of the Philippines		<ul style="list-style-type: none"> • Internet connectivity • Voice over IP telephony services • Basic ICT helpdesk
Guiuan	Humanitarian Operations Centre	2x IHP base camps	emergency.lu, Ericsson Response, WFP, IOM, IHP	3	<ul style="list-style-type: none"> • Internet connectivity • Voice over IP telephony services • Basic ICT helpdesk • <i>Planned: VHF Network and Radio programming</i>
Borongan	Humanitarian Operations Centre	Provincial Government Building	NetHope (and partner BT), Plan International, WFP, Government of the Philippines	1	<ul style="list-style-type: none"> • Internet connectivity • Voice over IP telephony services • Basic ICT helpdesk • <i>Planned: VHF Network and Radio programming</i>
		Plan International office	TSF	1	<ul style="list-style-type: none"> • Internet connectivity
	<i>Planned</i>	<i>Hospital</i>	<i>Plan International, NetHope</i>	-	<ul style="list-style-type: none"> • <i>Internet connectivity</i>
Basey	<i>Planned</i>	<i>ICRC office</i>	<i>ICRC, NetHope, WFP</i>	-	<ul style="list-style-type: none"> • <i>Internet connectivity</i>
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"> • <i>Planned services include voice and data connectivity, security communications, electrical support and ICT help desk services</i>

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	karen.barsamian@wfp.org + 63 915 216 4938
	Mariko Hall, WFP	Cluster Communications & PI Officer	mariko.hall@wfp.org +63 915 848 1574
Tacloban	Aleksandar Dulovic, WFP	Team Leader	aleksandar.dulovic@wfp.org + 63 927 594 8631
Guiuan	Ivan Thomas, WFP	Team Leader	ivan.thomas@wfp.org + 63 915 993 2040
	Eric Kiruhura, World Vision International	ETC NGO Coordinator	eric.kiruhura@wfp.org + 63 915 216 4937
Cebu	Neil Murphy-Dewar, WFP	Team Leader	neil.murphy-dewar@wfp.org + 63 927 6613884
	Caroline Teyssier, WFP	IM Officer	caroline.teyssier@wfp.org +39 34 5501 8178