## Philippines – Typhoon Haiyan

## ETC Situation Report #20

## Reporting period 05/12/13 to 08/12/13

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## Highlights

- 879 users have registered to use ETC internet services in Guiuan in addition to staff from local government offices, IOM and ICRC who are provided with internet access directly at their offices.

- ETC will support the deployment of the six NetHope Ku-band VSATs to NGO hubs in operational areas including Basey, Concepcion and Maya.

## Achievements

*GUIUAN*

- A telecommunications specialist from WFP FITTEST has been deployed to Guiuan to deploy the VHF radio network and put in place the plan to support humanitarian organizations with radio programming and training.

- Three new ETC staff arrived in Guiuan to focus on setting up the VHF network and providing ICT help desk support to humanitarian organizations.

- Two VHF repeaters with dedicated UN and NGO channels were installed at the main tower providing extended coverage across Guiuan. VHF handheld radio programming and training services also made available to humanitarian organisations.

- After some issues in setting up their own VSAT, ICRC is now being provided with internet connectivity from the ETC network. 40 staff members to be served by this service.

- The ETC met with OCHA to discuss supporting the OSOCC and OCHA operations with the extension of the wireless connectivity to the new humanitarian working space in view of the OSOCC relocation to new IHP camp.

- Wireless internet access was extended to the City Hall to support local government offices.

- ETC is providing advice to NGOs on procurement of VHF radio equipment.

*TACLOBAN*

- A new generator was installed at Tacloban Airport to support UNHAS operations.

- Power issues at the new OSOCC, UNDP and OCHA offices were fixed by the ETC electrician. A 500 KVA generator is now fully operational at the building.

- The ETC has provided a map of humanitarian hubs to PDLT to look at using internet services from the local operator.

- An assessment was conducted in Palo to support the Logistics hub with connectivity. The location will require a tower or mast to complete the installation.

- The first local ETC meeting in Guiuan was held on 05/12. Participants agreed to meet every Thursday.

*CEBU*

- ICT equipment, including toolkits and access points, was shipped to Guiuan.

- The ETC is looking at new premises to store equipment in transit in Cebu. ETC logistician and coordinator visited a warehouse with the Logistics Cluster on 09/12.

*MANILA*

- The ETC coordinator met with UNDSS representative on 08/12. UNDSS is supporting the deployment of ETC radio network for humanitarian operations however there are no additional requirements in terms of security at this stage.

## Challenges and Gaps

- In Guiuan, the ETC network experienced some interruptions on 08/12 morning. The ETC network and links were stabilised by noon. The team is monitoring the installation.

- Some Ericsson Response equipment is still held in customs in Manila.

## Planned Activities

*GUIUAN*

- ETC plans to setup wireless internet and printing services at the new humanitarian working place when OSOCC relocates to new IHP base camp.

- ETC plans to support the humanitarian community with programming of VHF base and handsets radios.

- ETC will assist OCHA staff at the OSOCC with the installation of a Network Attached Storage (NAS) for the organization to manage files and information locally.

- Staff from stand-by partner MSB will be deployed to Guiuan on 10 Dec.

*TACLOBAN*

- ETC is planning to setup Internet connectivity at the Logistics base in Palo and install a new link at the new OSOCC.

*CEBU*

- ETC is looking at having an agreement with the Waterfront airport hotel to improve the Internet connectivity for the use of the humanitarian organizations operating there.

- Additional equipment such as Ericsson Response WIDER, access points and antennas will be shipped to Tacloban.

*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.

*BASEY*

- One NetHope Ku-band VSAT is planned to be installed at the ICRC office (tbc) in Basey.

*HERMANI*

- ETC plans to conduct an assessment in Hermani to confirm the requirement of installing one of the NetHope Ku-band VSATs in support of the NGO community there.

## 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

Manila

- The next Local ETC coordination meeting will be held on 10/12/13 at 14:00 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 16/12/13 at 10:00 in Cebu at the Waterfront airport hotel. Meeting details available on the ICT Emergency Website.

Guiuan

- Local ETC coordination meetings are held every Thursday. The next meeting will be held on 12/12/13 at 17:00 in Guiuan at the humanitarian working space next to the OSOCC. Meeting details available on the ICT Emergency Website.

Tacloban

- The Local ETC coordination meetings are held on Tuesdays, Thursdays and Saturdays. The next meeting will be held on 10/12/13 at 17:00 in Tacloban at the Samaritan's Purse office in Hotel Lorenza. Meeting details available on the ICT Emergency Website.

## Acronyms

| | |
|---|---|
| BT | British Telecom |
| ER | Ericsson Response |
| ETC | Emergency Telecommunications Cluster |
| FITTEST | WFP Fast IT & Telecommunications Emergency & Support Team |
| 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 |
| PDLT | Philippines Long Distance Telephone Company |
| VHF | Very High Frequency |
| 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 | • Operational coordination of ETC services deployment<br>• Engagement with partners (government, UN, NGO, private sector)<br>• Coordination with other clusters<br>• Guidance on importation and licensing of equipment<br>• Coordination of regular Global ETC teleconferences and Local ETC working group meetings<br>• Ongoing information management |
| Tacloban | Humanitarian Operations Centre | Tacloban City Hall<br>Tacloban Stadium (OSOCC and IHP camp)<br>Tacloban airport | WFP, Ericsson Response | 7 | • VHF radio communications<br>• Radio programming<br>• Internet connectivity<br>• Basic ICT helpdesk<br>• *Planned: radio training* |
| Cebu | Logistics Hub | Cebu Airport | WFP, IrishAid | 7 | • Internet connectivity and printing services<br>• VHF simplex radio communications at the logistic hub<br>• Radio programming<br>• Basic ICT helpdesk<br>• ETC equipment secured storage<br>• Local ETC working group meetings<br>• *Planned: radio training* |
| | | Waterfront Airport Hotel | WFP | | • Internet connectivity services<br>• VHF simple radio communications |
| Roxas | Humanitarian Operations Centre | Capiz Government Business Centre | NetHope (and partner BT), Ericsson Response, Save | 2 | • Internet connectivity<br>• Voice over IP telephony services<br>• Printing services<br>• *Planned: VHF radio communications* |

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|---|---|---|---|---|---|
| | | | the Children, WFP Government of the Philippines | | |
| | | Estancia Municipal Hall | NetHope (and partner BT), Save the Children, WFP, Government of the Philippines | | • Internet connectivity<br>• Voice over IP telephony services<br>• Basic ICT helpdesk<br>• *Planned: VHF radio communications* |
| Guiuan | Humanitarian Operations Centre | OSOCC and humanitarian working space (located at gymnasium) | emergency.lu, Ericsson Response, WFP, IOM, IHP | 5 | • Coordination services<br>• Internet connectivity<br>• ICT helpdesk<br>• VHF radio communications, Radio programming and training<br>• *Planned: Voice over IP telephony services* |
| | | New IHP base camp (located at the university) | Emergency.lu, Ericsson Response, IHP, WFP | | • Coordination services<br>• Internet connectivity<br>• ICT helpdesk<br>• VHF radio communications, radio programming and training.<br>• *Planned: Voice over IP telephony services* |
| | | Guiuan City hall | Emergency.lu, Ericsson Response, WFP | | • Internet connectivity |
| Borongan | Humanitarian Operations Centre | Provincial Government Building | NetHope (and partner BT), Plan International, WFP, Government of the Philippines | 1 | • Internet connectivity<br>• Voice over IP telephony services<br>• Basic ICT helpdesk<br>• *Planned: VHF radio communications and Radio programming* |
| | | Plan International office | TSF | 1 | • Internet connectivity |
| | *Planned* | *Hospital* | *Plan International, NetHope* | - | • *Internet connectivity* |

| Basey | *Planned* | *ICRC office* | *ICRC, NetHope, WFP* | - | • *Internet connectivity* |
|---|---|---|---|---|---|
| Maya | *Planned* | *Japanese Red Cross Office* | *NetHope, Japanese Red Cross, Relief International, WFP* | - | • *Internet connectivity* |
| Concepcion | *Planned* | *tbc* | *NetHope, Save the Children, WFP* | | • *Internet connectivity* |
| Palo | *Planned* | *tbc* | | | • *Internet connectivity* |

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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