

Philippines – Typhoon Haiyan

ETC Situation Report #21

Reporting period 09/12/13 to 11/12/13

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Highlights

- Over 3700 humanitarian workers have registered to use ETC internet services across operational hubs in the Philippines in addition to staff from local government offices who have been provided with Internet services directly to their offices.
- VHF radio programming and training is now available to humanitarians in Cebu, Guiuan and Tacloban.

Achievements

GUIUAN

- The ETC is supporting the humanitarian community with programming of VHF handsets and vehicular kits with call signs assigned. The call signs list has been shared with stakeholders in Guiuan.
- Basic VHF radio training has been provided to humanitarian staff using VHF handsets.
- ETC is supporting humanitarian organizations with the procurement of VHF handsets through Global Humanitarian Services (GHS) based in WFP Dubai.
- 1074 users are registered on the ETC network. An additional 60 staff are also connected to the system from local government, ICRC and IOM offices.
- A 159kgs of emergency.lu VSAT equipment has been shipped to Roxas via Cebu to support humanitarian requirements.

TACLOBAN

- The ETC team set up a link in Palo to provide internet access to the logistics base there.
- More than 2200 users are registered onto the ETC network.
- Some issues that were experienced with the VHF repeater have been solved.
- Radio programming continues to be supported by the ETC team.



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- The ETC received the six NetHope Ku-band VSATs ready to be shipped for use by the NGO community.

CEBU

- ETC has shipped an emergency.lu VSAT to Roxas. A generator will also be sent.

Challenges and Gaps

- Power in Tacloban City has been unstable causing damage to some ICT equipment including laptops. ICT staff should advise their colleagues to use surge protectors.
- In Guiuan, there is a lack of power back-up (UPS) to critical ETC equipment to ensure continued service delivery during generator change-over.

Planned Activities

GUIUAN

- The ETC team will continue programming VHF base radios, mobile and handsets for humanitarian organisations. A VHF radio training session for humanitarian workers in Guiuan will also be scheduled.
- Electrical works will be done at the Logistics and airport facilities in Guiuan to provide more stable and robust power supply.
- The team is looking for a more sustainable solution for generator and VHF repeater maintenance at the main tower considering the potential closure of 'Radyo Bakdaw' which hosts the installation.
- On-going support to humanitarian workers at the OSOCC and new IHP base camp and engagement with organisations regarding additional requirements.

TACLOBAN

- With the reestablishment of internet connectivity from the local ISP, the emergency.lu GATR is no longer required in Tacloban and will be shipped back to Luxembourg.
- The six NetHope Ku-band VSATs will be shipped to the required locations.

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 will be installed in Basey to assist the NGO community operating there.

HERNANI



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- ETC will conduct an assessment in Hernani 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 17/12/13 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 17/12/13 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 12/12/13 at 15:00 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)
WHO	World Health Organization
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	2	<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	5	<ul style="list-style-type: none"> VHF radio communications Radio programming Internet connectivity Basic ICT helpdesk <i>Planned: radio training</i>
		Tacloban Stadium (OSOCC and IHP camp)			
		Tacloban airport			
Cebu	Logistics Hub	Cebu Airport	WFP, IrishAid	2	<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 <i>Planned: radio training</i>
		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 Response, Save	2	<ul style="list-style-type: none"> Internet connectivity Voice over IP telephony services Printing services <i>Planned: VHF radio communications</i>

			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 • <i>Planned: VHF radio communications</i>
Guiuan	Humanitarian Operations Centre	OSOCC and humanitarian working space (located at gymnasium)	emergency.lu, Ericsson Response, WFP, IOM, IHP	5	<ul style="list-style-type: none"> • Coordination services • Internet connectivity • ICT helpdesk • VHF radio communications, Radio programming and training • <i>Planned: Voice over IP telephony services</i>
		New IHP base camp (located at the university)	Emergency.lu, Ericsson Response, IHP, WFP		<ul style="list-style-type: none"> • Coordination services • Internet connectivity • ICT helpdesk • VHF radio communications, radio programming and training. • <i>Planned: Voice over IP telephony services</i>
		Guiuan City hall	Emergency.lu, Ericsson Response, WFP		<ul style="list-style-type: none"> • Internet connectivity
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 radio communications 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>tbc</i>	<i>NetHope, WFP</i>	-	• <i>Internet connectivity</i>
Maya	<i>Planned</i>	<i>Japanese Red Cross Office</i>	<i>NetHope, Japanese Red Cross, Relief International, WFP</i>	-	• <i>Internet connectivity</i>
Concepcion	<i>Planned</i>	<i>tbc</i>	<i>NetHope, Save the Children, WFP</i>		• <i>Internet connectivity</i>
Palo	<i>Planned</i>	<i>tbc</i>			• <i>Internet connectivity</i>

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

Key ETC contacts:

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