Philippines – Typhoon Haiyan
ETC Situation Report #22
Reporting period 11/12/13 to 17/12/13

Author: Adam Ashcroft, WFP

Highlights

- Over 3,700 humanitarian workers have registered to use ETC internet services across operational hubs in the Philippines and this increasing every day. In addition the ETC has supported the installation of internet connectivity at local government offices.

- The VHF network is now fully operational in both Tacloban and Guiuan providing security telecommunications services to humanitarian workers on the ground. Two channels are being provided: one for UN agencies and one for NGOs.

Achievements

GUIUAN

- Two VHF repeaters have been installed and the VHF network is fully operational. Two channels are being provided: one for UN agencies and one for NGOs.

- The ETC continues to support the humanitarian community with the programming of VHF and vehicle radios.

- ETC continues to support humanitarian organizations with the procurement of VHF handsets through Global Humanitarian Services (GHS) based in WFP Dubai.

- Ongoing ICT support at the OSOCC and IHP camp.

- The wireless network has been extended to the city hall.

- The ETC is assisting with the installation of power supply infrastructure at the WFP office and camp.

- An inventory of WFP generators has been completed.

- A vehicle and a driver have now been assigned to the ETC which has resolved transport issues.

- 1,122 users are registered on the ETC network.

TACLOBAN

- The VHF network is fully operational. Two channels are being provided: one for UN agencies and one for NGOs.

- The ETC continues to assist the humanitarian community with the programming of radios.

- ETC is supporting humanitarian organizations with the procurement of VHF handsets through Global Humanitarian Services (GHS) based in WFP Dubai.

- The ETC has an agreement with PLDT in which PLDT will provide a 30MB fibre link to the ETC at no cost, however charges may start being applied in the near future. If so the ETC may have to convert operations to a cost recovery model.

- Small assessment missions have been carried out on a number of small islands. Most locations do not require ETC services as local telecommunications services are coming back online.

- Power base installations were completed for UNHAS and the Logistics Cluster.

- A link was installed extending internet connectivity to the Logistics Cluster base in Palo which is working well.

- 2,522 users are registered on the ETC network.

CEBU

- WFP has secured a large office in Cebu and the ETC is finalizing the installation of ICT infrastructure. The office will likely accommodate several UN agencies owing to its size and existing infrastructure and should be ready to move in to within a week or two.

- The ETC continues to assist the humanitarian community with the programming of radios.

Challenges and Gaps

- Extensive damage to power grids in affected areas means that continuous access to electricity is a challenge. Power surges in Tacloban have also resulted in damaged equipment. ICT staff should advise their colleagues to use surge protectors.

- Access to fuel in certain areas is also a problem, restricting the use of generators.

- There is a lack of appropriate cables for the installation of power supplies at the WFP office and camp in Guiuan.

Planned Activities

ROXAS

- Internet connectivity will be expanded to the warehouse and prefabs. An additional repeater will also be installed to expand the VHF network.

- Two NetHope KU-band VSATs will be shipped from Roxas to Estancia and Concepcion by the end of next week.

- An EMC VSAT is due to be installed in the coming days. A site is currently being identified.

GUIUAN

- The ETC will assist with the demobilisation of the OSOCC camp.

- A radio coverage map will be developed.

- A complete inventory of ICT equipment in Guiuan will be carried out.

- Extension of internet connectivity to the airport.

TACLOBAN

- Internet is planned to be extended to Department of Health offices.

- The internet link to the new office will be finalised. An assessment has already been completed.

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

- 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 are available on the ICT Emergency Website.

Local ETC coordination meetings

Manila

- The next Local ETC coordination meeting will be held on 24/12/13 at 14:00 in Manila at the Plan International office. Meeting details available on the ICT Emergency Website.

Guiuan

- Local ETC coordination meetings are held every Thursday. The next meeting will be held on 19/12/13. 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 17/12/13. Meeting details available on the ICT Emergency Website.

Acronyms

BT	British Telecom
EMC	Emerging Markets Communications satellite company
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
PLDT	Philippines Long Distance Telephone Company
UNHAS	United Nations Humanitarian Air Service
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal (Satellite ground station)
WHO	World Health Organization
WFP	World Food Programme

Contacts & Additional Information

All information related to the Philippines ETC operation can be found on the ICT Emergency website: http://ictemergency.wfp.org/web/ictepr/emergencies2013/philippines

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	• 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 Tacloban Stadium (OSOCC and IHP camp) Tacloban airport	WFP, Ericsson Response	5	• VHF radio communications • Radio programming • Internet connectivity • Basic ICT helpdesk • *Planned: radio training*
Cebu	Logistics Hub	Cebu Airport	WFP, IrishAid	2	• 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 • *Planned: radio training*
		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	2	• Internet connectivity • Voice over IP telephony services • Printing services • *Planned: VHF radio communications*

			the Children, WFP Government of the Philippines		
		Estancia Municipal Hall	NetHope (and partner BT), Save the Children, WFP, Government of the Philippines		• Internet connectivity • Voice over IP telephony services • Basic ICT helpdesk • *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 • Internet connectivity • ICT helpdesk • VHF radio communications, radio programming and training • *Planned: Voice over IP telephony services*
		New IHP base camp (located at the university)	Emergency.lu, Ericsson Response, IHP, WFP		• Coordination services • Internet connectivity • ICT helpdesk • VHF radio communications, radio programming and training. • *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 • Voice over IP telephony services • Basic ICT helpdesk • *Planned: VHF radio communications and Radio programming*
		Plan International office	TSF	1	• Internet connectivity
	Planned	*Hospital*	*Plan International, NetHope*	-	• *Internet connectivity*

Basey	*Planned*	*tbc*	*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:

CITY	NAME	TITLE	Contacts
Tacloban	Neil Murphy-Dewar, WFP	Team Leader	neil.murphy-dewar@wfp.org +63 927 661 3884
Guiuan	Per Hallenborg	Team Leader	Per.hallenborg@wfp.org +63 915 913 9523
Cebu	Karen Barsamian, WFP	ETC Coordinator	karen.barsamian@wfp.org +63 915 216 4938
	Adam Ashcroft, WFP	IM Officer	adam.ashcroft@wfp.org