

## **Philippines – Typhoon Haiyan**

### **ETC Situation Report #23**

#### **Reporting period 17/12/13 to 20/12/13**

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### **Highlights**

- Over 4,500 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*

- Radio training is being provided to humanitarian staff. To date 10 staff have received training.
- Wireless connectivity has been extended to the airport.
- 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.
- Full-time ICT support at the OSOCC and IHP camp.
- The ETC is assisting with the installation of power supply infrastructure at the WFP office and camp.
- 1,485 users are registered on the ETC network. In addition, between 80 – 100 staff are connected to ETC internet via local government, ICRC and IOM offices.

#### *TACLOBAN*

- The Department of Health is now connected to the internet as is the Logistics Cluster warehouse in Palo.



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- 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.
  - 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.
    - The ETC continues to extend connectivity to humanitarian organizations via microwave link. To date support has been provided to ACF Spain, NCA, WHO, Samaritan's Purse, CARE International and WFP.
  - Over 2,700 users are registered on the ETC network.

#### *CEBU*

- Electrical work at the new WFP office has finished.
- Negotiations are ongoing with PLDT to provide a fibre link at the new WFP office.
- WFP has decided to move into the second floor of the new office building rather than the fifth. This is a smaller area but is still equipped with ICT infrastructure.
- The ETC continues to assist the humanitarian community with the programming of radios.

#### *ROXAS*

- Greater bandwidth is now being provided at the humanitarian hub in the Capiz Provincial Capitol Building due to reconfiguration of WIDER and a switch from the VSAT to DSL.
  - This will also improve bandwidth in Estancia and Borongan.
- Internet has now been provided to the National Food Authority (NFA).
- Providing connectivity to NGOs in the area is a priority.
- A VHF repeater is currently being installed. The site is good and will provide good coverage, potentially 20/30% of the island which will cover a number of NGO hubs.
- Humanitarian organizations have moved from the operational hub to various locations throughout Roxas.
- A VSAT will soon be deployed to Estancia to provide internet to the humanitarian community there.
- Ongoing ICT support to the humanitarian community and WFP.
- Over 500 users now registered on the ETC wireless network.



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## 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.
- An electrician is required in Guiuan.

## Planned Activities

### *ROXAS*

- Installation of a repeater for expansion of the VHF network.
- Potential installation of an emergency.lu Rapid Deployment Kit at the Paon Beach Club in Estancia for provision of internet connectivity.

### *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.
- Enable internet users to contact ICT helpdesk via email.

### *CEBU*

- Finalise new WFP office and move staff in.

## Meetings

### **Global ETC teleconference**

- The next Global ETC teleconference will be held on 24/12/13 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 26/12/13. Meeting details available on the ICT Emergency Website.



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## Tacloban

- The Local ETC coordination meetings are held on Tuesdays and Thursdays. The next meeting will be held on 24/12/13. Meeting details available on the ICT Emergency Website.

## Acronyms

ACF	Action Contre La Faim
DSL	Digital Subscriber Line
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
NCA	Norwegian Church Aid
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
WIDER	Wireless LAN for Disaster and Emergency Response
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/ictopr/emergencies2013/philippines>

For more information, or to be added or deleted from the mailing list, please contact: [Philippines.ETC@wfp.org](mailto: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"> <li>Operational coordination of ETC services deployment</li> <li>Engagement with partners (government, UN, NGO, private sector)</li> <li>Coordination with other clusters</li> <li>Guidance on importation and licensing of equipment</li> <li>Coordination of regular Global ETC teleconferences and Local ETC working group meetings</li> <li>Ongoing information management</li> </ul>
Tacloban	Humanitarian Operations Centre	City Hall	WFP, Ericsson Response	5	<ul style="list-style-type: none"> <li>VHF radio communications</li> <li>Radio programming</li> <li>Internet connectivity</li> <li>VoIP</li> <li>Basic ICT helpdesk</li> <li>Radio Training</li> </ul>
		Stadium (OSOCC and IHP camp)			
		Airport			
		Logs Cluster warehouse, Palo			
		Dept. of Health, Palo			
Cebu	Logistics Hub	Cebu Airport	WFP, IrishAid	2	<ul style="list-style-type: none"> <li>Internet connectivity and printing services</li> <li>VHF simplex radio communications at the logistic hub</li> <li>Radio programming</li> <li>Basic ICT helpdesk</li> <li>ETC equipment secured storage</li> <li>Local ETC working group meetings</li> <li><i>Planned: radio training</i></li> </ul>
		Waterfront Airport Hotel	WFP		<ul style="list-style-type: none"> <li>Internet connectivity services</li> <li>VHF simplex radio communications</li> </ul>
Roxas	Humanitarian	Capiz Provincial	NetHope (and	2	<ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>

	Operations Centre	Capitol Building	partner BT), Ericsson Response, Save the Children, WFP Government of the Philippines		<ul style="list-style-type: none"> <li>Voice over IP telephony services</li> <li>Printing services</li> <li>ICT Helpdesk</li> <li><i>Planned: VHF radio communications</i></li> </ul>
		Estancia Municipal Hall	NetHope (and partner BT), Save the Children, WFP, Government of the Philippines		<ul style="list-style-type: none"> <li>Internet connectivity</li> <li>Voice over IP telephony services</li> <li>Basic ICT helpdesk</li> <li><i>Planned: VHF radio communications</i></li> </ul>
		National Food Authority (NFA)			<ul style="list-style-type: none"> <li>Internet</li> </ul>
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"> <li>Coordination services</li> <li>Internet connectivity</li> <li>ICT helpdesk</li> <li>VHF radio communications, radio programming and training</li> <li><i>Planned: Voice over IP telephony services</i></li> </ul>
		New IHP base camp (located at the university)	Emergency.lu, Ericsson Response, IHP, WFP		<ul style="list-style-type: none"> <li>Coordination services</li> <li>Internet connectivity</li> <li>ICT helpdesk</li> <li>VHF radio communications, radio programming and training.</li> <li><i>Planned: Voice over IP telephony services</i></li> </ul>
		Guiuan City Hall	Emergency.lu, Ericsson Response, WFP		<ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>
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"> <li>Internet connectivity</li> <li>Voice over IP telephony services</li> <li>Basic ICT helpdesk</li> <li><i>Planned: VHF radio communications and Radio programming</i></li> </ul>



		Plan International office	TSF	1	<ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>
		Hospital	Plan International, NetHope	-	<ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>
Basey	<i>Planned</i>	<i>tbc</i>	<i>NetHope, WFP</i>	-	<ul style="list-style-type: none"> <li><i>Internet connectivity</i></li> </ul>
Maya	<i>Planned</i>	<i>Japanese Red Cross Office</i>	<i>NetHope, Japanese Red Cross, Relief International, WFP</i>	-	<ul style="list-style-type: none"> <li><i>Internet connectivity</i></li> </ul>
Concepcion	<i>Planned</i>	<i>tbc</i>	<i>NetHope, Save the Children, WFP</i>		<ul style="list-style-type: none"> <li><i>Internet connectivity</i></li> </ul>

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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