

Philippines – Typhoon Haiyan

ETC Situation Report #27

Reporting period 31/12/13 to 03/01/14

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Highlights

- ETC internet services are now being provided in 24 locations across six different towns to over 5,400 humanitarian workers.
- The ETC is providing wireless, printing and helpdesk services to inter-agency and WFP staff at new offices in Cebu, Guiuan and Tacloban.
- The ETC continues to establish new microwave internet links between its offices in Tacloban and organizations based in Palo, just outside the city. New internet connections have been provided to IFRC and Samaritan's Purse offices.

Achievements

CEBU

- The new inter-agency office is up and running and staff have moved in. The ETC is providing wireless, printing and helpdesk services.
 - To date, UNHAS, WHO, WFP and UNHCR staff have moved in. UNICEF and UNFPA have also expressed interest in moving staff in.

GUIUAN

- The inter-agency office is up and running and staff have moved in. The ETC is providing wireless, printing and helpdesk services.
- An electrician has arrived to assist with generator installation.
- An EMC VSAT has arrived and will be installed to provide backup connectivity for the WFP office as well as the inter-agency community.
- The ETC continues to support the humanitarian community with the programming of VHF and vehicle radios.
- Full-time ICT support at the IHP camp is ongoing.



TACLOBAN

- Internet connectivity has been established at the new Samaritan's Purse office and the IFRC office in Palo.
- The ETC continues to liaise with PLDT regarding ISP connections for humanitarian organizations in Tacloban.
- 3,311 users are registered on the ETC wireless network.
- The ETC continues to assist the humanitarian community with the programming of radios and general ICT support.

ROXAS

- A VHF repeater is currently being installed. The site will provide good coverage, potentially 20/30% of the island. This will cover a number of NGO hubs.
- ICT support to the humanitarian community and WFP is ongoing.

Challenges and Gaps

GUIUAN

- Certain materials are in short supply such as cables and connectors.
- Cement is required to construct the foundation for the VSAT due to be installed at the WFP office for backup internet connectivity.

TACLOBAN

- Extensive damage to power grids means that continuous access to electricity is a challenge. Power surges 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 for generator support.
- Cement is required to construct the foundation for the VSAT due to be installed at the WFP office for backup internet connectivity.
- The mast in Palo is being heavily used for various microwave internet links. The mast may have to be rebuilt to improve performance of microwave links.

ROXAS

- The VHF repeater has not yet been installed as weather has not been suitable.
- Equipment for VSATs due to be installed for backup internet connectivity has not yet arrived.

ESTANCIA



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- A Nethope VSAT arrived to replace the emergency.lu Rapid Deployment Kit, however a replacement LNB is required before it can be installed.

Planned Activities

GUIUAN

- Installation of the EMC VSAT at the WFP offices to provide backup internet connectivity.
- Planning will begin for an HF network and radio room.
- A radio coverage map will be developed.

TACLOBAN

- Internet connectivity will be provided to UNHCR following a request to the ETC.
- Inventory of VSAT equipment in Palo.
- Deployment of additional staff to replace Noel Griffin and Neil Murphy-Dewar.
- Potential rebuild of the mast in Palo to improve microwave internet connectivity.
- Provision of 24-hour electricity supply and security lighting to the Logistics Cluster warehouse in Palo.
- Recruitment of a diesel generator mechanic.

ROXAS

- Delivery of correct LNBS for Nethope VSATs.
- Finalize repeater installation for expansion of the VHF network.

ESTANCIA

- Shipment of a replacement LNB for the Nethope VSAT, which will then be installed as a replacement for the emergency.lu Rapid Deployment Kit.
- VHF will no longer be provided as radio services are not required.

CONCEPCION

- Installation of a Nethope VSAT to provide internet for the humanitarian community.

Meetings

Global ETC teleconference

- The next Global ETC teleconference will be held on 03/01/13 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 07/01/13 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. Meeting details available on the ICT Emergency Website.

Tacloban

- The Local ETC coordination meetings are held on Tuesdays and Thursdays. The next meeting will be held on 07/01/14. Meeting details available on the ICT Emergency Website.

Acronyms

EMC	Emerging Markets Communications satellite company
ETC	Emergency Telecommunications Cluster
ICT	Information and Communications Technology
IFRC	International Federation of Red Cross and Red Crescent Societies
IHP	International Humanitarian Partnership
ISP	Internet Service Provider
IT	Information Technology
LNB	Low Noise Block downconverter
NGO	Non-Governmental Organization
PLDT	Philippines Long Distance Telephone Company
UNFPA	United Nations Population Fund
UNHAS	United Nations Humanitarian Air Service
UNHCR	United Nations Refugee Agency
UNICEF	United Nations Children's Fund
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal
WFP	World Food Programme
WHO	World Health Organization

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



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		<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	City Hall Stadium (OSOCC and IHP camp) Airport IFRC office Samaritan's Purse office Save the Children office UNICEF office ACF office Logs Cluster warehouse, Palo Dept. of Health, Palo	WFP, Ericsson Response	1	<ul style="list-style-type: none"> VHF radio communications Radio programming Internet connectivity VoIP Basic ICT helpdesk Radio Training
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

					<ul style="list-style-type: none"> • Basic ICT helpdesk • ETC equipment secured storage • Local ETC working group meetings • <i>Planned: radio training</i>
		Inter-agency office	WFP		<ul style="list-style-type: none"> • Internet connectivity • Internet connectivity services • VHF simplex radio communications
Roxas	Humanitarian Operations Centre	Capiz Provincial Capitol Building	NetHope (and partner BT), Ericsson Response, Save the Children, WFP Government of the Philippines	2	<ul style="list-style-type: none"> • Internet connectivity • Voice over IP telephony services • Printing services • ICT Helpdesk • <i>Planned: VHF radio communications</i>
		National Food Authority (NFA)/WFP office			<ul style="list-style-type: none"> • Internet
Estancia		Municipal Hall	NetHope (and partner BT), Save the Children, WFP, Government of the Philippines		<ul style="list-style-type: none"> • Internet • Phone/Voice • ICT Helpdesk • Printing
		Paon Beach Club			
Guiuan	Humanitarian Operations Centre	IOM offices	emergency.lu, Ericsson Response, WFP, IOM, IHP	5	<ul style="list-style-type: none"> • Internet connectivity
		New IHP base camp (located at the university)/inter-agency office	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>

		Airport			<ul style="list-style-type: none"> Internet connectivity
		Internews Radio Bakdaw Radio Station			<ul style="list-style-type: none"> Internet connectivity
		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		<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		<ul style="list-style-type: none"> Internet connectivity
		Hospital	Plan International, NetHope	-	<ul style="list-style-type: none"> Internet connectivity
Basey	<i>Planned</i>	<i>tbc</i>	<i>ICRC, WFP</i>	-	<ul style="list-style-type: none"> <i>Internet connectivity</i>
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"> <i>Internet connectivity</i>
Concepcion	<i>Planned</i>	<i>tbc</i>	<i>Concern Worldwide, WFP</i>		<ul style="list-style-type: none"> <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:

CITY	NAME	TITLE	Contacts
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