![Emergency Telecommunications Cluster logo]

Philippines – Typhoon Haiyan

ETC Situation Report #28

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

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Highlights

- ETC internet services are now being provided in 30 locations across nine towns and cities.

- Internet connectivity has now been established for the humanitarian community in Bogo City, Bantayan Island and Concepcion

- In Tacloban, internet connectivity has been extended to the UNHCR office and the WFP warehouse.

- A VHF repeater has been installed in Roxas providing security telecommunications services to the humanitarian community.

Achievements

CEBU

- To date five organizations have moved into the new inter-agency offices: UNHAS, WHO, WFP, UNHCR and UNFPA. UNICEF has also expressed interest in moving in. The ETC is providing wireless, printing and helpdesk services.

GUIUAN

- The electrical networks of the IHP camp and the inter-agency office are being integrated.

- Construction of a prefab in which to store equipment is ongoing.

- Installation of an EMC VSAT is ongoing. This will provide primary connectivity for the WFP office and backup connectivity for the inter-agency office.

- John Jeffries, an electrician from Irish Aid, has joined the team.

- The ETC continues to provide wireless, printing and helpdesk services at the inter-agency and WFP offices.

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

TACLOBAN

- Internet connectivity has been established at the UNHCR office and WFP warehouse.

- The ETC continues to liaise with PLDT regarding ISP connections for humanitarian organizations in Tacloban.

- The ETC continues to assist the humanitarian community with the programming of radios and general ICT support.

ROXAS

- A VHF repeater has been installed and is providing security telecommunications services to the humanitarian community. Radio training and radio programming services are also being offered.

   - In the last few days however, the repeater has not been fully functional due to lack of power from the solar panels; a result of cloudy weather.

- WIDER has been reconfigured which has increased bandwidth for humanitarian workers.

- ICT support to the humanitarian community and WFP is ongoing.

ESTANCIA

- A NetHope VSAT has been installed as a replacement for the emergency.lu Rapid Deployment Kit which has been decommissioned and shipped out.

CONCEPCION

- Internet connectivity has now been installed for the humanitarian community at Jun Bee Recreation Centre.

BOGO CITY

- Internet connectivity has now been installed for the humanitarian community at the World Vision office.

BANTAYAN ISLAND

- Internet connectivity has now been installed for the humanitarian community at Adelaida Pension House.

Challenges and Gaps

GUIUAN

- Certain materials are in short supply such as cables and connectors.

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.

ROXAS

- Cloudy weather conditions have meant that the solar panels have not been sufficiently charged to power the VHF repeater which is consequently not fully operational.

Planned Activities

GUIUAN

- Complete installation of the EMC VSAT.

- Complete integration of IHP camp and inter-agency office electrical networks.

- Complete prefab construction.

- Assessment missions to Borongan and Salcedo to determine VHF requirements.

- Planning will begin for an HF network and radio room.

- A radio coverage map will be developed.

ROXAS

- Documentation of ICT services in preparation for handover.

Meetings

Global ETC teleconference

- The next Global ETC teleconference will be held on 15/01/13 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 14/01/13 at 10:00 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 every Thursday. The next meeting will be held on 16/01/14. Meeting details available on the ICT Emergency Website.

Acronyms

EMC	Emerging Markets Communications satellite company
ETC	Emergency Telecommunications Cluster
HF	High Frequency
ICT	Information and Communications Technology
IHP	International Humanitarian Partnership
ISP	Internet Service Provider
IT	Information Technology
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
WIDER	Wireless LAN in Disaster and Emergency Response

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		• 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 UNHCR office WFP warehouse WFP office Dept. of Health,	WFP, Ericsson Response	1	• VHF radio communications • Radio programming • Internet connectivity • VoIP • Basic ICT helpdesk • Radio Training

		Palo			
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*
		Inter-agency office	WFP		• 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	• Internet connectivity • Voice over IP telephony services • Printing services • ICT Helpdesk • *Planned: VHF radio communications*
		National Food Authority (NFA)/WFP office			• Internet
Estancia		Municipal Hall	NetHope (and partner BT), Save the Children, WFP, Government of the Philippines		• Internet • Phone/Voice • ICT Helpdesk • Printing
		Paon Beach Club			
Guiuan	Humanitarian Operations Centre	IOM offices	emergency.lu, Ericsson Response, WFP, IOM, IHP	5	• Internet connectivity
		New IHP base camp (located at the	Emergency.lu, Ericsson Response, IHP,		• Coordination services • Internet connectivity

		university)/inter-agency office	WFP		• ICT helpdesk • VHF radio communications, radio programming and training. • *Planned: Voice over IP telephony services*
		Airport			• Internet connectivity
		Internews Radio Bakdaw Radio Station			• Internet connectivity
		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		• Internet connectivity • Voice over IP telephony services • Basic ICT helpdesk • *Planned: VHF radio communications and Radio programming*
		Plan International office	TSF		• Internet connectivity
		Hospital	Plan International, NetHope	-	• Internet connectivity
Bogo City		World Vision Office	World Vision		• Internet connectivity
Bantayan Island		Adelaida Pension House	Oxfam, NetHope		• Internet connectivity
Concepcion		Jun Bee Recreation Centre			• Internet connectivity
Basey	*Planned*	*tbc*	*ICRC, WFP*	-	• *Internet connectivity*
Maya	*Planned*	*Japanese Red Cross Office*	*NetHope, Japanese Red Cross, Relief International, WFP*	-	• *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
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