

Philippines - Typhoon Haiyan

ETC Situation Report #29

Reporting period 13/01/14 to 29/01/14

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Highlights

- The ETC is monitoring the restoration of local commercial internet services across all operational areas. In areas in which local providers are operational, users will be switched from ETC networks to commercial networks.

Achievements

- The ETC is monitoring the restoration of local commercial internet services across all operational areas. In areas in which local providers are operational, the ETC will migrate users from ETC networks to commercial networks.
- A customer feedback survey was launched to gather feedback from users of services provided by the ETC in the Typhoon Haiyan operation.

CEBU

- Humanitarian operations are being scaled down and the Logistics Cluster will cease operations at Mactan Airport on 29/01/14.
 - It is likely that the inter-agency office will also close in the next few weeks and ETC staff will be relocated to Tacloban.

GUIUAN

- Tropical Depression Agaton damaged some infrastructure at the WFP-administered IHP camp. The emergency.lu Regular Deployment Kit was blown off alignment disrupting internet services for around 12 hours. However, BGANs were temporarily used to provide connectivity.
- The EMC VSAT is now fully operational providing primary internet connectivity to WFP staff and backup connectivity to inter-agency staff.
- A VHF repeater network has been established providing security telecommunications services to humanitarian staff.



TACLOBAN

- Rami Shakra has replaced William Twyford as Team Leader.
- The mains power supply is being restored and becoming operational in a number of areas.
- The local ISP PLDT is also becoming operational in a number of areas. The ETC is encouraging and helping humanitarian organizations migrate to commercial providers.
- The FAO office has now been connected to the ETC wireless network.
- A microwave internet link has been established between Tacloban and Basey, a distance of 12km. Government staff and a field hospital are now receiving internet connectivity there.
- Staff members from Inveneo are assisting the ETC with the establishment of microwave internet links.
 - Inveneo also has equipment that could be donated to a local ISP whose infrastructure was destroyed during Typhoon Haiyan. This could be used to help bring their services online sooner.
- A second solar kit was installed at the repeater site to ensure both UN and NGO channels are operational during overcast or rainy periods.

ROXAS

- Humanitarian staff have moved out of the Capiz Provincial Capital Building and ETC equipment and services have been decommissioned.
 - Most humanitarian staff are now using the local ISP.
- The ETC assisted with the establishment of a Wi-Fi hotspot zone for use by the humanitarian community and has connected the new OCHA offices to the local ISP.
- Security telecommunications services continue to be provided including radio programming and training.

ESTANCIA

- It is likely that the VSAT will be decommissioned as commercial providers are coming back online.
 - The ETC will continue to monitor restoration of local internet services in order to determine when staff can be migrated.

BORONGAN

- More wireless access points were installed by Inveneo staff.

MAYA

- Internet is now being provided at the IFRC offices.



Challenges and Gaps

TACLOBAN

- Dengue fever is an ongoing threat. A number of staff have been evacuated to hospitals elsewhere in the country. All precautions are being taken.

Planned Activities

- A lessons learned exercise will take place within the coming months.
- Equipment that is being decommissioned will either be redeployed elsewhere, shipped back to its provider or stored in the Philippines for future use, for example building government capacity.

CARIGARA

- A request for connectivity has been received from Medicos del Mundo. A NetHope VSAT will be deployed there.

Meetings

Global ETC teleconference

- The next Global ETC teleconference will be held on 29/01/14 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 04/02/14 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 30/01/14. Meeting details available on the ICT Emergency Website.

Acronyms

BGAN	Broadband Global Area Network
EMC	Emerging Markets Communications satellite company
ETC	Emergency Telecommunications Cluster
FAO	Food and Agriculture Organization
HF	High Frequency
ICT	Information and Communications Technology



IHP	International Humanitarian Partnership
ISP	Internet Service Provider
IT	Information Technology
NGO	Non-Governmental Organization
OCHA	Office for the Coordination of Humanitarian Affairs
PLDT	Philippines Long Distance Telephone Company
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal
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



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	FAO office Stadium (OSOCC and IHP camp) Airport IFRC office Samaritan's Purse office Save the Children office UNICEF office Logs Cluster warehouse, Palo UNHCR office WFP warehouse WFP office Dept. of Health, Palo	WFP, Ericsson Response	3	<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	3	<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>
		Inter-agency office	WFP		<ul style="list-style-type: none"> Internet connectivity Internet connectivity services VHF simplex radio communications
Roxas	Humanitarian Operations Centre	National Food Authority (NFA)/WFP office	NetHope (and partner BT), Ericsson Response, Save the Children, WFP Government of the Philippines		2
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

		ICRC office			<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
Bogo City		World Vision Office	World Vision		<ul style="list-style-type: none"> • Internet connectivity
Bantayan Island		Adelaida Pension House	Oxfam, NetHope		<ul style="list-style-type: none"> • Internet connectivity
Concepcion		Jun Bee Recreation Centre			<ul style="list-style-type: none"> • Internet connectivity
Basey		Field Hospital	ICRC, WFP	-	<ul style="list-style-type: none"> • Internet connectivity
Maya		IFRC office	NetHope, IFRC, WFP	-	<ul style="list-style-type: none"> • Internet connectivity

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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