

## **Philippines – Typhoon Haiyan**

### **ETC Situation Report #30**

#### **Reporting period 29/01/14 to 12/02/14**

**Author:** Adam Ashcroft, WFP

### **Highlights**

- Local internet service providers are recovering from the typhoon and restoring connectivity. In those areas with reliable local connectivity, the ETC has migrated users from ETC wireless networks. In Tacloban, users in three sites have been migrated to local networks.

### **Achievements**

#### **GUIUAN**

- 3G internet connectivity is now available via local ISP Globe with speeds of up to 4 Mbps.
- VHF coverage is now available between Guiuan and Tacloban.
- Prefabs in which to store ICT and electrical equipment have been constructed.

#### **TACLOBAN**

- Users in three sites have been migrated from ETC wireless networks to the local ISP PLDT as commercial internet services are restored across the city. A further two sites are expected to be migrated over the coming week.
  - The ETC is recovering equipment in those sites in which users have been migrated to commercial ISPs.
- Inveneo staff conducted a four-day training course focused on familiarising participants with Ubiquiti wireless kit and tower climbing practice. The training was well received.
- Problems were experienced with the Wireless Access Controllers, however these have now been resolved and a firewall has been established to prevent such problems occurring again.
- The microwave link at the Palo warehouse has been moved to ICRC premises where there is a 24-hour power supply. This has improved reliability of the internet link.

#### **ROXAS**



- 
- ETC wireless services in Roxas have been decommissioned as humanitarian workers have now been migrated to local internet providers.
  - Channel 4 of the VHF repeater will be activated this week for use by the UN and NGO community.

#### ESTANCIA

- The ETC is monitoring and assessing the restoration of local internet services in order to ascertain when users can be migrated from ETC services. It is likely that ETC services will continue until the end of February as commercial services remain unreliable.

### Challenges and Gaps

#### ESTANCIA

- The local ISP is unreliable which may delay the decommissioning of the BT VSAT.

### Planned Activities

#### ESTANCIA

- Work with PLDT to establish a reliable internet link.

#### TACLOBAN

- Continued migration of users from ETC to local networks.

### Meetings

#### Global ETC teleconference

- The next Global ETC teleconference will be held on 12/02/14 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 18/02/14 at 10:00 in Manila at the Plan International office. Meeting details are available on the ICT Emergency Website.

##### Guiuan

- Local ETC coordination meetings are held every Thursday. Meeting details are available on the ICT Emergency Website.

##### Tacloban



- The Local ETC coordination meetings are held every Thursday. The next meeting will be held on 13/02/14. Meeting details available on the ICT Emergency Website.

## Acronyms

BT	British Telecom
ETC	Emergency Telecommunications Cluster
ICRC	International Committee of the Red Cross
ICT	Information and Communications Technology
ISP	Internet Service Provider
IT	Information Technology
Mbps	Megabytes per second
NGO	Non-Governmental Organization
PLDT	Philippines Long Distance Telephone Company
UN	United Nations
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](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		<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> </ul>
Tacloban	Humanitarian Operations Centre	FAO office Stadium (OSOCC and IHP camp) IFRC office Samaritan's Purse office Save the Children office UNICEF office Logs Cluster warehouse, Palo UNHCR office WFP warehouse WFP office Norwegian Church Aid	WFP, Ericsson Response	3	<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>

Cebu	Logistics Hub	Cebu Airport	WFP, IrishAid	3	<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>
		Inter-agency office	WFP		<ul style="list-style-type: none"> <li>Internet connectivity</li> <li>Internet connectivity services</li> <li>VHF simplex radio communications</li> </ul>
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	VHF radio communications
Estancia		Municipal Hall	NetHope (and partner BT), Save the Children, WFP, Government of the Philippines		<ul style="list-style-type: none"> <li>Internet</li> <li>Phone/Voice</li> <li>ICT Helpdesk</li> <li>Printing</li> </ul>
		Paon Beach Club			
Guiuan	Humanitarian Operations Centre	IOM offices	emergency.lu, Ericsson Response, WFP, IOM, IHP	5	<ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>
		New IHP base camp (located at the university)/inter-agency office	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> </ul>

					<ul style="list-style-type: none"> <li>Planned: Voice over IP telephony services</li> </ul>
		Airport			<ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>
		ICRC office			<ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>
		Internews Radio Bakdaw Radio Station			<ul style="list-style-type: none"> <li>Internet connectivity</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		<ul style="list-style-type: none"> <li>Internet connectivity</li> <li>Voice over IP telephony services</li> <li>Basic ICT helpdesk</li> <li>Planned: VHF radio communications and Radio programming</li> </ul>
		Plan International office	TSF		<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>
Bogo City		World Vision Office	World Vision		<ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>
Bantayan Island		Adelaida Pension House	Oxfam, NetHope		<ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>
Concepcion		Jun Bee Recreation Centre			<ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>
Basey		Field Hospital	ICRC, WFP	-	<ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>
Maya		IFRC office	NetHope, IFRC, WFP	-	<ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>



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
Tacloban	Rami Shakra, WFP	Team Leader	<a href="mailto:rami.shakra@wfp.org">rami.shakra@wfp.org</a> +63 917 528 9146
Guiuan	Tomas Gustafsson	Team Leader	<a href="mailto:tomas.gustafsson@wfp.org">tomas.gustafsson@wfp.org</a> +63 915 861 0606
Cebu	John Bursa, WFP	ETC Coordinator	<a href="mailto:john.bursa@wfp.org">john.bursa@wfp.org</a> +63 915 216 4938
Dubai	Adam Ashcroft, WFP	IM Officer	<a href="mailto:adam.ashcroft@wfp.org">adam.ashcroft@wfp.org</a> +971 50 904 3437