

Vanuatu - Cyclone Pam

ETC Situation Report #05

Reporting period 08/04/2015 to 20/04/2015

ETC Vanuatu Sitreps are distributed every two weeks. The next report will be issued on or around 05/05/15.

Highlights

- Over 170 humanitarians have registered to use internet connectivity provided by ETC members, emergency.lu and Ericsson Response, on Tanna island.
- Ericsson Response has connected Lenakel Hospital and local power company, UNELCO, on Tanna, to the ETC network.
- As local service providers are coming back online in Port Vila the ETC can start to demobilize in the capital and focus operations on Tanna.
- The ETC is shipping back 2x emergency.lu VSATs to Dubai and 1x BT VSAT to the UK as they are no longer required given the swift recovery of the national infrastructure.
- Logistics is a major challenge as shipping equipment from Port Vila to the islands is costly and takes up valuable time.



emergency.lu VSAT and Ericsson Response WIDER equipment on Tanna (Tafea Province) is providing connectivity to over 140 humanitarian users. Photo: Ericsson response/ Michael Duffin

Situation Overview

One month on after Tropical Cyclone Pam hit Vanuatu, the Emergency Telecommunications Cluster (ETC) continues to work closely with the Government of Vanuatu to coordinate ICT efforts. While operations are scaling down in Port Vila as local commercial services are restored, the Government of Vanuatu still requires ETC support and maintenance on Tanna. The ETC is continuing to provide internet connectivity to government sites and humanitarians operating on the island

with equipment from emergency.lu, Ericsson Response and NetHope partner BT.

The National Disaster Management Office (NDMO) has indicated that it expects to restore the national network backbone as far as Ambae or Malekula as early as this week using lightweight radio transmitters as a short- to mid-term solution. Further deployment of ETC equipment to provide FM communications over satellite is therefore no longer necessary. Equipment that has not yet been deployed is to be shipped out of Vanuatu in the coming days.

Response

- Ericsson Response team has connected Lenakel Hospital and local power company, UNELCO, on Tanna to the ETC network using WIDER equipment.
- ETC partners continue to provide internet connectivity in 6x locations across Vanuatu:
 - emergency.lu and Ericsson Response equipment is installed at the Samaritan's Purse office on Tanna island. Over 170 humanitarians have registered to access the network and the number of users is growing daily.
 - Satellite equipment from NetHope member BT remains operational on Ambae, Malekula and Tanna islands providing internet connectivity to support government operations.
 - TSF BGANs are providing connectivity in Luganville on Espiritu Santo and in Sola on Vanua Lava.
- The ETC is shipping 2x emergency.lu satellite equipment to Dubai and 1x BT satellite equipment to the UK as they are no longer needed in the operation due to swift recovery of local commercial infrastructure.
- The ETC has demobilized equipment (WIDER) in the airport in Port Vila. As the Logistics hub will be demobilized, the access point is no longer required for the response operation.
- NetHope has distributed 10x satellite phones with free/demo sims for three month usage to Save the Children, International Medical Corps and IsraAID.

Planned Response

- No further deployments of emergency communications equipment is planned by the ETC.

Challenges

- Logistics remains a major challenge due to the high costs (up to US\$10,000 for a charter plane) and length of time required to ship equipment from Port Vila to remote islands.
- Power remains a challenge across Vanuatu, including Tanna, due to extensive damage to the power grid.



Meetings

- The local ICT Working Group meeting took place on Wednesday 01 April at 15:00 in the NDMO conference hall in Port Vila. The next meeting will be held: TBC.
- The next Global ETC Vanuatu teleconference will take place Tuesday 21 April at 07:00 UTC.

Information

- ICT responders operating on the ground in Vanuatu are encouraged to share their contact details with Vanuatu.ETC@wfp.org to facilitate local coordination.
- Dedicated information-sharing space has been created on the ETC website: <http://ictemergency.wfp.org/web/ictopr/emergencies2015/cyclone-pam>. Organisations involved in the ICT response are encouraged to share updates with the ETC community to support the overall humanitarian response.



Shared ICT Services

ISLAND	LOCATION	PROVIDED BY	SERVICES	EQUIPMENT	CUSTOMER
Espiritu Santo	Luganville	TSF	<ul style="list-style-type: none"> Internet connectivity 	BGAN	GoV
Vanua Lava	Sola	TSF	<ul style="list-style-type: none"> Internet connectivity 	BGAN	Humanitarian Community
Efate	Port Vila (Hotel Kaiviti)	ETC services decommissioned			
	Port Vila (Airport)	ETC services decommissioned			
	Port Vila (NDMO)	ETC services decommissioned			
	Port Vila (Hotel Melanesian)	ETC services decommissioned			
Tanna	Isangel (Samaritan's Purse)	emergency.lu, WFP, Ericsson Response	<ul style="list-style-type: none"> Internet connectivity 	VSAT, WIDER	Humanitarian Community
	Isangel (NDMO)	BT	<ul style="list-style-type: none"> Internet connectivity 	VSAT	GoV
Aoba/Ambae	Saritamata	BT	<ul style="list-style-type: none"> Internet connectivity 	VSAT	GoV, Humanitarian Community
Malekula	Lakatoro	BT	<ul style="list-style-type: none"> Internet connectivity 	VSAT	GoV



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Acronyms

BGAN	Broadband Global Area Network – <i>portable global satellite internet network with telephony</i>
ETC	Emergency Telecommunications Cluster
GSM	Global System for Mobile communications
ICT	Information and Communications Technology
NDMO	National Disaster Management Office
NGO	Non-Governmental Organization
TSF	Telecoms Sans Frontieres
UN	United Nations
UNDAC	UN Disaster Assessment and Coordination
WFP	World Food Programme

All information related to ETC operations can be found on the ICT Emergency website: www.ETCluster.org

For more information, or to be added or deleted from the mailing list, please contact: Vanuatu.ETC@wfp.org

Background on the crisis:

Severe Tropical Cyclone Pam struck Vanuatu (population 234,000), affecting the capital of Port Vila, as an extremely destructive category 5 cyclone on the evening of 13 March at around 11 p.m. local time. The cyclone's eye passed close to Efate Island, where the capital is located, with winds estimated to have reached 250kmph and gusts peaking at around 320kmph.

On behalf of the humanitarian community, the Emergency Telecommunications Cluster (ETC) is responding in Vanuatu in close cooperation with the government National Disaster Management Office (NDMO).

Sources: OCHA Vanuatu Tropical Cyclone Pam Situation Report, Emergency Telecommunications Cluster (ETC)