Vanuatu - Cyclone Pam

ETC Situation Report #06

Reporting period 21/04/2015 to 05/05/2015

ETC Vanuatu Sitreps are distributed every two weeks. The next report will be issued on or around 19/05/15.

Highlights

- Over 330 humanitarians have registered to use internet connectivity provided by ETC partners, emergency.lu and Ericsson Response, on Tanna island.

- The ETC continues to provide connectivity to the government and humanitarians in 6x identified sites across five islands in Vanuatu.

- The ETC has shipped 2x emergency.lu satellite equipment kits from Vanuatu to Nepal to assist in the ETC response there following the earthquake.

- Logistics is a challenge due to the high cost of chartering aircraft (a charter plane can cost up to US$10,000) and the length of time it takes to transport equipment by sea.

ETC partner Ericsson Response connects local power company, UNELCO, to the ETC network on Tanna. *Photo: Ericsson Response/ Michael Duffin*

Situation Overview

Entering the third month of the operation in Vanuatu, the Emergency Telecommunications Cluster (ETC) continues to work closely with the Government of Vanuatu to ensure a coordinated response to the ICT needs of the government and the humanitarian community as the operation begins to draw to a close. Today, the humanitarian response is concentrated on Tanna. The ETC is continuing to provide internet connectivity to key government sites and

The ETC provides timely, predictable and effective Information Communications Technology services to support the humanitarian community in carrying-out their work efficiently, effectively and safely.

humanitarians operating on Tanna with equipment from emergency.lu, Ericsson Response and NetHope partner, BT.

The National Disaster Management Office (NDMO) has indicated that a delay in the restoration of the national network backbone means it will require ETC support beyond May. A tentative plan to demobilize the 4x deployed VSATs in Vanuatu has been shared.

Response

- The ETC has connected 6x identified government sites and the humanitarian community on Tanna island in line with the Government's needs.

    o These sites include Lenakel Hospital, the Customs office, the Education office, the Agriculture office, the Police office and the Courthouse.

- ETC continues to provide connectivity in 6x locations across Vanuatu:

    o ETC partners, emergency.lu and Ericsson Response, continue to provide internet connectivity for the humanitarian community on Tanna at the Samaritan's Purse office with over 330 registered users on WIDER, an ETC tool which distributes and manages internet connectivity.

    o Satellite equipment from NetHope member, BT, remains operational on Ambae, Malekula and Tanna islands providing internet connectivity to support government operations.

    o TSF BGANs are still providing connectivity in Luganville on Espiritu Santo and in Sola on Vanua Lava.

- Since the beginning of the operation, the emergency.lu VSAT on Tanna has facilitated more than 900 GB of data.

- A third wave of responders from Ericsson Response has arrived in Port Vila to assist with dismantling emergency.lu equipment.

- The ETC has shipped 2x emergency.lu satellite equipment kits from Vanuatu to Nepal to assist in the ETC response there following the earthquake on 25 April.

Planned Response

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

Challenges

- Logistics of transporting equipment from the islands back to Port Vila is a challenge due to the high cost of chartering aircraft (a charter plane to Port Vila can cost up to US$10,000) and the length of time it takes to transport valuable equipment by sea.

- The budget is being closely monitored in order to plan demobilization of equipment accordingly.

Meetings

- The last local ICT Working Group meeting took place on Wednesday 01 April at 15:00 in the NDMO conference hall in Port Vila.
- The next Global ETC Vanuatu teleconference will take place Wednesday 13 May at 06:00 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/ictepr/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	• Internet connectivity	BGAN	GoV
Vanua Lava	Sola	TSF	• 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	• Internet connectivity	VSAT, WIDER	Humanitarian Community
	Isangel (NDMO)	BT	• Internet connectivity	VSAT	GoV
Aoba/Ambae	Saritamata	BT	• Internet connectivity	VSAT	GoV, Humanitarian Community
Malekula	Lakatoro	BT	• Internet connectivity	VSAT	GoV

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Acronyms

BGAN	Broadband Global Area Network – *portable global satellite internet network with telephony*
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)