Philippines, Typhoon Rai / Odette

Global ETC Teleconference #3
Date: 05/01/2022 Time: 13:00 UTC

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

For more information or to be added or deleted from the mailing list please contact:

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Attendance

Chair	Prakash Muniandy	UAE
Cisco Crisis Response	Matt Runyan	USA
	Waylan Green	USA
Ericsson Response	Lars Ruediger	Germany
Government of Luxembourg	Gilles Hoffmann	Luxembourg
ICRC	Dennis Burcer	Philippines
ITU	Paul Hamilton	Geneva
MSB	Daniel Hjarne	Sweden
NetHope	Stephanie Siy	USA
	Ingolfur Haraldsson	Iceland
	Dagbjartur Brynjarsson	Iceland
	Jason McDonald	Manila
UNICEF	Marta Dabbas Castello	Spain
USAID	Lucia Chile	USA
US Department of State	Joseph Burton	USA
WFP	Caroline Teyssier	UAE
	Prakash Muniandy	UAE
	Claire Roach	Switzerland
	Brent Carbno	Canada
	Maria Saleh	Italy
	Marta Orozcomossi	Spain
	Martin Kristensson	Sweden
	Omar Namaoui	Algeria
World Vision International	Arnel Go	World Vision
	Joel Begino	Philippines
	Anthony Kimani	Kenya
	Fidele Omondi	Kenya

Agenda

1. Situation update
2. Global ETC update
3. Partner updates

Minutes

1. Situation update

- Electricity and connectivity are starting to return to some of the affected areas, especially on the western islands. Although there have been come unconfirmed reports of intermittent recovery of connectivity on the eastern islands, there are still many areas with neither electricity nor telecommunications services.

- In Maasin city in southern Leyte and Surigao city in northern Mindanao, mobile phone and data services have recovered to a reasonable level, but remain unreliable.

2. Global ETC update

Humanitarian scale up

- The eastern islands have been identified as the area of focus for the response by the humanitarian community.

- Over the last days there have been discussions regarding the establishment of humanitarian hubs by the Office for the Coordination of Humanitarian Affairs (OCHA) in Maasin city and Surigao city.

- It is expected that humanitarian organisations will also need to set up operations on Dinigat Island and Siargo Island as well as some of the smaller eastern islands due to the logistical difficulties in travelling from the mainland to the islands.

- As humanitarian organisations are now beginning to arrive on the ground, it is expected that by the end of the week there will be a clearer picture of their plans.

ETC Response

- Four Mobile Operations Vehicle for Emergencies (MOVE) units have been deployed by the Department of Information and Communications Technology (DICT) in Sipalay City on Negros Island, Alegria City on Cebu Island, and in Butuan City and Surigao City in north-eastern Mindanao, where the main government coordination hub is located.

- WFP has supported DICT to set up 11 more VSATs in various sites on Dinagat Island (three sites), Siargo Island (five sites), and Soccorro Island (one site).

- The ETC plans to expand connectivity services to humanitarians trhough regular ETC service points in the locations where it is already supporting the government response.

- Additional locations will likely be established depending on where humanitarians begin to set up their operations. The ETC is engaged in the inter-cluster coordination forum regarding the priority areas where humanitarians are beginning to respond.

- The VSATs deployed so far in support of DICT have all been KA or KU-band VSATs procured on the local market with local service provision. There have been issues with rain fade, causing services to go up and down. The ETC is looking into providing more reliable connectivity over VSAT, including with the C-band VSATs offered by emergency.lu. Where possible the plan is to boost connectivity with links over microwave or VSAT from various providers.

- As more humanitarians arrive there will be a need to set up a Helpdesk function so that people can access the services.

- The ETC is looking into supporting DICT with user management using equipment from Ericsson Response and Cisco Crisis Response in order to provide effective and secure connectivity services to humanitarians and communities in the affected areas.

- The ETC will confirm with Cisco Crisis Response the exact requirements for the equipment and when and where it is needed. Cisco staff in-country may not be able to support the deployment but some local partners of Cisco Crisis Response may be able to assist with the setup of the equipment.

- Visas are being obtained for international staff to support the response. Two staff members from WFP FITTEST and the Global ETC are expected to deploy in the coming days, followed by two ICT specialists from Ericsson Response.

- Word Vision International has offered to support the ETC with staff members who are already on the ground in the Philippines.

- The normal clearing processes are still in effect for the importation of telecommunications equipment. For those organisations working under a tax exemption, the documentation needs to be worked out before shipment. WFP is attempting to pre-clear one VSAT for shipment from Malaysia but has not yet received an answer.
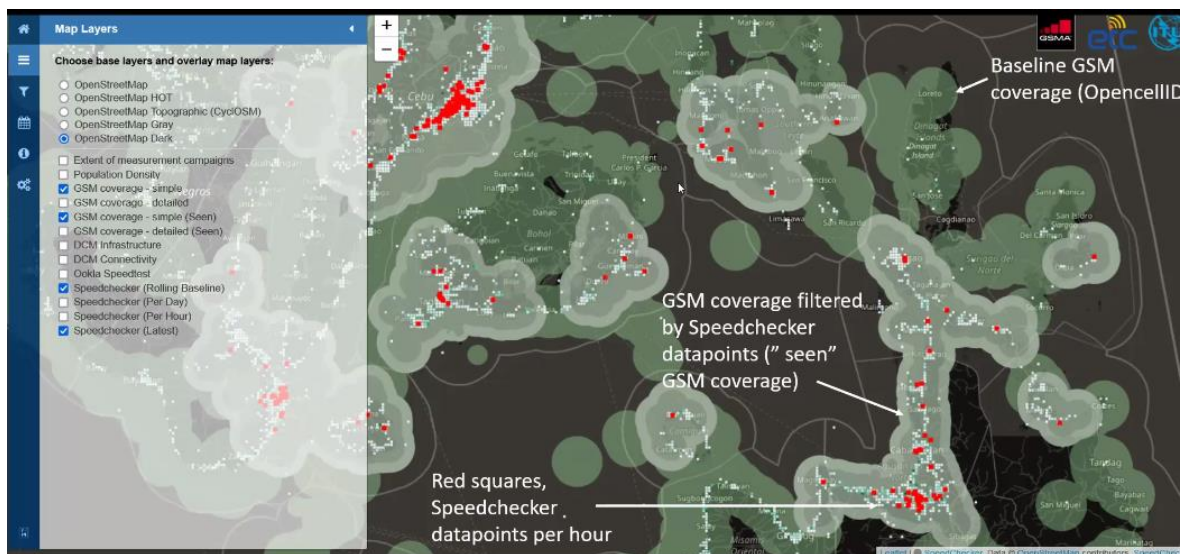
3. Partner updates

NetHope

- NetHope deployed an emergency coordinator to the Philippines on 30 December. The coordinator is currently in Manila and preparing a deployment to the field.

- 12 requests for site installations have been received from NetHope's members. NetHope are looking into hiring technicians locally to support with installations.

- NetHope is able to deploy equipment to support the ETC. Depending on funding, they may also be able to support with the installation.

- DICT made a request to NetHope for assistance with a fallen radio tower in Cebu. They have also requested handheld radios. NetHope has included this in their appeal.

- A large request was received from the Department of Education in Leyte to connect 231 schools and administrative buildings. These schools have been run remotely for a year and connectivity is required to allow teachers to upload educational material. NetHope is looking into this request and asking for more detailed information.

ITU

- ITU is continuing to gather data for the [Disaster Connectivity Map](#) (DCM) for the Philippines and has focused its data gathering campaign more closely on the areas along the path of the typhoon.

- The map shows an increase in connectivity over the past two weeks, but with many areas still experiencing outages, especially Dinigat Island.

- By increasing the resolution of the map, information on upload speed, download speed, and latency can be viewed. The underlying data on quality of service can be shared as a CSV file upon request.

Screenshot: Disaster Connectivity Map

Cisco Crisis Response

- "Konektado", a strategic emergency communications response vehicle, has been deployed in the municipality of Trinidad on Bohol island and is serving the local government as well as the local population. It will remain there for at least another two weeks until services are restored.

The next teleconference meeting will be held on 13 January 2022 at 12:00 UTC

12:00	UTC
13:00	Rome
16:00	Dubai
19:00	Bangkok
20:00	Manila

Acronyms

CERF	Central Emegency Relief Fund
DCM	Disaster Connectivity Map
DICT	Department of Information and Communications Technology
ETC	Emergency Telecommunications Cluster
FITTEST	Fast IT and Telecommunications Emergency Support Team

ICRC	International Committee of the Red Cross
INGO	International Non Governmental Organization
ITU	International Telecommunication Union
MOVE	Mobile Operations Vehicle for Emergencies
MSB	Swedish Civil Contingencies Agency
OCHA	Office for the Coordination of Humanitarian Affairs
UAE	United Arab Emirates
UNICEF	United Nations Children's Fund
USAID	U.S. Agency for International Development
VSAT	Very Small Aperture Terminal
WFP	World Food Programme
WVI	World Vision International

Minutes: Claire Roach, Global ETC Operational Information Management Officer