

The ETC in the Philippines is providing vital IT and telecommunications services to support the humanitarian community's response to Typhoon Haiyan.

The **Emergency Telecommunications Cluster (ETC)** is a network of organizations that work together to provide shared communications services in humanitarian emergencies. UN agencies and programmes, NGOs, Stand-by Partners, government and other humanitarian organizations partner with the ETC to fulfil its mandate and objectives.

The ETC has been activated in the Philippines in response to Super Typhoon Haiyan (known locally as Yolanda). The ETC is providing security communications, data connectivity and coordination services to the humanitarian community responding to the crisis.

Achievements

- Deployment of ETC response team, within 24 hours of the emergency, to provide emergency communications services to the humanitarian community. The team includes an ETC Coordinator and ETC NGO Coordinator to engage with the NGO community on service requirements and provision.
- Provision of free data connectivity to the humanitarian community in Cebu, Guiuan, Estancia, Roxas and Tacloban, with equipment contributed by BT (British Telecom), emergency.lu, Ericsson Response, Inveneo and the World Food Programme (WFP) and support from a number of partners including the Logistics Cluster, NetHope, the Government of the Philippines, Plan International and Save the Children.

Planned Activities

- Partnering with NGO consortium NetHope to better serve the NGO community in four additional locations (Iloilo, Basey, Borongan and Maya).
- Additional joint assessment missions with humanitarian partners to determine locations in need of ETC services.
- Scaling and optimising of existing rapidly deployed ETC solutions to ensure more stable and reliable ICT services for the humanitarian community.



The cluster approach strengthens response effectiveness through ensuring predictable and sufficient capacity, leadership, partners, accountability and coordination.

In emergencies, members exchange information and expertise and provide personnel, equipment and solutions.



ETC Services

CITY	LOCATION	SERVICES	PROVIDED BY
COORDINATION			
Manila	WFP Philippines office	<ul style="list-style-type: none"> Project management and overall coordination of ETC solution deployment Engagement with partners (government, UN, NGO, private sector) and coordination with other clusters Guidance on importation and licensing of equipment Coordination of regular Global teleconferences and Local Working Group meetings and Ongoing information management 	World Food Programme (WFP), World Vision International
LOGISTICS			
Cebu	Cebu Airport, Waterfront Hotel	<ul style="list-style-type: none"> Internet connectivity and printing services VHF simplex radio communications services Coordination of local ETC working group meetings Secured ICT equipment storage 	WFP
OPERATIONS			
Borongan	<i>Planned</i>	<i>Planned services include voice and data connectivity, security communications, electrical support and ICT help desk services</i>	<i>NetHope, BT, Plan International, WFP</i>
Estancia	Estancia Municipal Hall	<ul style="list-style-type: none"> Internet connectivity Voice of IP telephony services 	NetHope, BT
Guiuan	IHP camp	<ul style="list-style-type: none"> Internet connectivity Voice of IP telephony services 	emergency.lu
Ormoc	City Hall (IHP camp)	<i>Planned services include security communications, electrical support and ICT help desk services</i>	<i>WFP</i>
Roxas	Capiz Provincial Government Building	<ul style="list-style-type: none"> Internet connectivity Basic ICT helpdesk Printing services Voice over IP telephony services 	NetHope, BT, Ericsson Response, WFP
Tacloban	City Hall, Stadium (UN OSOCC, IHP camp, NGO hall), Airport, Save the	<ul style="list-style-type: none"> Radio communications around main operational area Internet connectivity Basic ICT helpdesk Voice over IP telephony services 	emergency.lu, Ericsson Response, Invaneo, WFP

Staff from all humanitarian organizations can use ETC services, regardless of membership. A list of FAQs on ETC services in the Philippines can be found on the ICT Emergency website.

Representatives from humanitarian organizations interested in participating in inter-agency ICT services and information-sharing are encouraged to attend local working group meetings.



For more information about the Emergency Telecommunications Cluster (ETC) in the Philippines, visit: ictemergency.wfp.org or contact: Philippines.ETC@wfp.org

On behalf of the ETC, WFP thanks key partners for their contribution to this response, including BT, emergency.lu, Ericsson Response, NetHope, Plan International and Save the Children.