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

- Provision of internet and ICT services in 24 locations across six towns to over 5,500 humanitarian workers.

- Installation of ICT infrastructure in two inter-agency offices in Cebu and Guiuan and a WFP office in Tacloban. Internet, printing and helpdesk services are being provided in all locations.

- Liaison with local Internet Service Provider (ISP) to provide high-speed bandwidth to the humanitarian community in six locations.

- Provision of radio, radio programming and training to the humanitarian community across affected areas.

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

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

Planned Activities

- Provision of data connectivity in three additional locations: Basey, Concepcion and Maya.

- Continued extension of internet connectivity via microwave link to organizations in Palo, just outside Tacloban.

- Provision of security telecommunications services in Roxas.

- Establishment of an HF radio network and a radio room in Guiuan as well as the creation of a radio coverage map.

ETC Services

CITY	LOCATION	SERVICES		PROVIDED BY
COORDINATION AND LOGISTICS				
Manila	WFP Philippines office	• Administrative coordination • Guidance on equipment importation and licensing		World Food Programme (WFP)
Cebu	Airport Inter-agency office	• Coordination hub • Logistics coordination • Internet, printing and ICT helpdesk services	• VHF simplex radio communications services • Secure ICT equipment storage • Ongoing information management	WFP
OPERATIONS				
Borongan	Provincial Government Building Plan International Office Hospital	• Internet connectivity • Voice over IP Telephony services	• ICT Helpdesk	NetHope, BT, Plan International, WFP
Estancia	Municipal Hall Paon Beach Club	• Internet connectivity • Voice over IP telephony services	• ICT Helpdesk	NetHope, BT, Save the Children, WFP, Govt. of the Philippines, emergency.lu
Guiuan	IHP camp/inter-agency office IOM office Airport Internews Radio Bakdaw Station City Hall	• Internet connectivity • Radio communications	• ICT Helpdesk • Radio programming and training	emergency.lu, Ericsson Response, WFP, IHP, Irish Aid, MSB
Roxas	Capiz Provincial Capitol Building National Food Authority (NFA) /WFP office	• Internet, printing and ICT helpdesk services	• Voice over IP telephony services	NetHope, BT, Ericsson Response, WFP, Govt. of the Philippines, MSB
Tacloban	City Hall Samaritan's Purse Stadium (OSOCC) UNICEF Airport Department of Health Save the Children Logistics Cluster ACF IFRC WFP	• Radio communications around main operational area • Internet connectivity	• Basic ICT helpdesk • Voice over IP telephony services	Ericsson Response, WFP

556
Registered users of ETC Wi-Fi in Roxas

3,350
Registered users of ETC Wi-Fi in Tacloban

1,672
Registered users of ETC Wi-Fi in Guiuan

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: ETCluster.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.

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