



## OPERATION OVERVIEW

Between 1-9 April, Cyclone Harold tore through the Pacific, causing widespread destruction in Vanuatu and Fiji. The ETC implemented **shared connectivity services** and the restoration of **broadcast radio and television transmission infrastructure** in Vanuatu and the provision of **satellite terminal equipment** to the Fiji National Disaster Management Office (NDMO).



Cyclone Harold impacted  
**4 PACIFIC ISLAND COUNTRIES**



ETC services provided in  
**VANUATU AND FIJI**



**ETC RESPONDED WITH**  
government, regulatory  
bodies, regional satellite  
experts and private sector



Crisis Connectivity Charter  
was activated on  
**10 APRIL 2020**



ETC received  
**US\$199,262** from  
CERF for response in  
Vanuatu

ETC services provided



**CONNECTIVITY SERVICES** set up in **3 SITES IN VANUATU**—  
West Coast Santo, north-east Malekula and South Pentecost islands



**2 DAMAGED RADIO/TV BROADCAST SITES**  
restored in Santo and Malekula in Vanuatu



**3 SITES IN VANUATU INSTALLED WITH SOLAR POWER** to  
support connectivity equipment

# ETC response to Cyclone Harold

## CYCLONE HAROLD

Between 1-9 April, Cyclone Harold made landfall across the Pacific, causing widespread destruction in the Solomon Islands, Vanuatu, Fiji and Tonga. At the same time, most Pacific Island countries were in a state of emergency as they responded to COVID-19 and enforced travel restrictions to slow the spread of the virus. The ETC in the Pacific worked with national partners, government authorities, regulatory bodies and the private sector in **Vanuatu and Fiji** to implement country emergency telecommunications preparedness and response plans for Cyclone Harold.

## CRISIS CONNECTIVITY CHARTER

On 10 April, the Crisis Connectivity Charter (CCC) was activated for the third time in its history to support recovery efforts. CCC signatories **Inmarsat and Intelsat** supported the emergency telecommunications response in Fiji and Vanuatu. The CCC is an industry-led agreement coordinated by the ETC. It can be activated in an emergency to provide a reliable and scalable end-to-end satellite-based response. Enhanced coordination amongst satellite operators, government and humanitarian agencies allows the response community to more effectively plan, refine and improve its response to disasters.

## RESPONSE IN VANUATU

The ETC in the Pacific was allocated US\$199,262 from the Central Emergency Response Fund (CERF) for its response to Cyclone Harold in Vanuatu.

The CERF allocation was used to support **shared connectivity services** and solar power solutions in three cyclone-affected locations: West Coast Santo, north-east Malekula and south Pentecost Islands during the first 90-days of the response. The ETC responded with national authorities and Intelsat – and assisted by regional satellite partners Wantok Vanuatu, Gilat Australia and Av-Comm – to set up shared connectivity services via satellite for humanitarians and affected communities in these three cyclone-affected locations.

Using the CERF funding, the ETC also assisted local implementing partner, Vanuatu Broadcasting and Television Corporation (VBTC), to restore **broadcast radio and television transmission** infrastructure in Santo and Malekula, to bring key sources of information for the affected communities – such as Radio Vanuatu – back on air.

## RESPONSE IN FIJI

In the first phase of the response, the ETC extended the provision of satellite terminal equipment to the Fiji National Disaster Management Office (NDMO) to provide connectivity for the remote teams deployed to conduct assessments, food assistance distribution and other response activities in **Kadavu and Southern Lau islands**, which were both severely damaged by Cyclone Harold. The satellite capacity was enabled by Inmarsat.

## THE ETC IN THE PACIFIC CONTINUED TO RESPOND TO THE COVID-19 EMERGENCY AT THE SAME TIME AS RESPONDING TO THE CYCLONE HAROLD EMERGENCY

**All information about ETC Cyclone Harold Operations is available on the website:**

<https://www.etcluster.org/emergency/pacific-cyclone-harold>