

TSF SITREP n°3 - 29/03/2015

General Context

The severe tropical cyclone Pam entered in Vanuatu Territorial Waters on 12th March 2015. The very strong winds (up to 250 km/h) caused much destruction, notably to communication infrastructures, cutting a huge majority of the 65 inhabited islands from the capital city, Port-Vila. As of 28th March, people in the evacuation centres have returned home. There are 11 confirmed fatalities and 166000 people affected over 22 islands with 15000 destroyed habitations.

TSF Deployment

TSF team counts 6 members and several local staffs. While the head of mission remains in Port-Vila for general coordination, 2 teams have been deployed to Erromango and Tanna to provide Humanitarian Calling Operation to the affected population and setup Internet access for the Humanitarian Community gathering in the area. Assessments conducted in the islands north from Efate indicate that GSM coverage is back to normal in this area. TSF is still providing satellite phones to the UNDAC teams on their assessments.

Team

Name	Position	Location	Phone Contact	E-mail contact
Sébastien LATOUILLE	Head Of Mission	Port-Vila	+678 547 5087 +870 77 63 80 958 +66 845 392 103	vanuatu@tsfi.org
Alexander James THOMAS	HCO Manager	Tanna island, Tafea	+678 547 7615	vanuatu@tsfi.org
Sébastien LANNES	ICT Specialist	Erromango island, Tafea	+678 547 5090 +678 775 2980	vanuatu@tsfi.org
Pascal VILLENEUVE	HCO Manager	Erromango island, Tafea	+678 775 2970	vanuatu@tsfi.org
Florian VICHOT	ICT Specialist	Tanna island, Tafea	+678 547 50 88 +678 775 2979	vanuatu@tsfi.org
Loïc FINAS	ICT Specialist	Tanna island, Tafea	+678 547 5089 +678 775 2987	vanuatu@tsfi.org

Coordination

TSF is operating in close collaboration with UNOCHA and is part of the UNDAC teams. The first assessment team flew to the island of Erromango on Tuesday, March 17th, 2015 with one TSF staff member.

TSF is also coordinating its operations with the NDMO (National Disaster Management Office) and the Prime Minister's Office through the OGCIO, and has committed to providing data and voice services to every 5 **Provincial Emergency Operational Centres** (PEOC) to communicate with the National Centre (NEOC).

TSF participates to ETC meetings in order to update the cluster members about the telecoms situation.

Now that NGOs are settling in Tanna, TSF is trying to assess whether we can setup an Internet hub for NGOs in key locations.

Assessments

Port-Vila

Mobile operators have mobilized their technical teams to provide a quick telecom network restoration, especially in Port-Vila where the humanitarian coordination hub is concentrated. According to mobile operators, the mobile cells have been widely restored in Port-Vila. The massive arrival of relief workers in Port-Vila is putting pressure on the GSM network and the quality of calls is deteriorated (interferences, connections lost). The 3G network is overloaded at peak hours.

	Port-Vila / Network infrastructure	
	Before disaster	After disaster
Mobile network (GSM)	Working	Working, overloaded
Land phones	Working	Working
Internet access	Working	Working, overloaded

North Vanuatu

TSF's assessment team confirmed that voice communication has been restored in all the islands North from Port-Vila. GSM network is available on both TVL and Digicel at pre-landfall capacity. Internet services are still down except in Port-Vila.

In order to ensure availability and capacity Internet access to response teams, TSF is setting up BGANs in the main government and NGOs coordination centres until the first VSAT kits arrive to setup mid to long term communication, but transporting them between Brisbane and Port-Vila and from Port-Vila to the islands is still a challenge regarding their size and weight.

Tafea Province

The province of Tafea has been severely affected, especially the islands of Erromango and Tanna where distribution of aid is still only just starting. The GSM network there is inexistent except in the centre of Isangel – Tanna where both TVL and Digicel have setup temporary installation to provide basic service.

TSF teams are providing Humanitarian Calling Operations on both islands and BGAN connections are available to the humanitarian country team. TSF is also supporting the ETC in setting-up connectivity to the future coordination HUB in Isangel.

Telecoms Centres

The telecoms centres set up by TSF are delivering common services as agreed with NDMO. Other governmental departments can use the services directly or through their NDMO representative.

Currently deployed telecoms centres are:

- **PEOC of SANMA, Luganville, Espiritu Santo Island**
 - Voice and data (satellite)
 - 968 Mo consumed

- **PEOC of TORBA, Sola, Vanue Lava Island**
 - Voice and data (satellite)
 - 1776 Mo consumed

- **PEOC of PENAMA, Saramata, Ambae Island**
 - Voice and data (satellite)
 - 1341 Mo consumed

- **PEOC of MALAMPA, Lakatoro, Malekula Island**
 - Voice and data (satellite)
 - 48Mo consumed

- **French Red Cross Office North Tanna**
 - Data (satellite)
 - 569 Mo consumed

- **Care International, Erromango**
 - Data (satellite)
 - 1154 Mo consumed

- **Humanitarian HUB – Port-Vila**
 - Data TVL
 - Wi-Fi bridge from NDMO

- **Humanitarian HUB – Tanna**
 - Data (satellite) : 250Mo consumed
 - Data (VSAT in collaboration with Vodafone Foundation)
 - Wi-Fi bridge

Humanitarian Calling Operations (HCO)

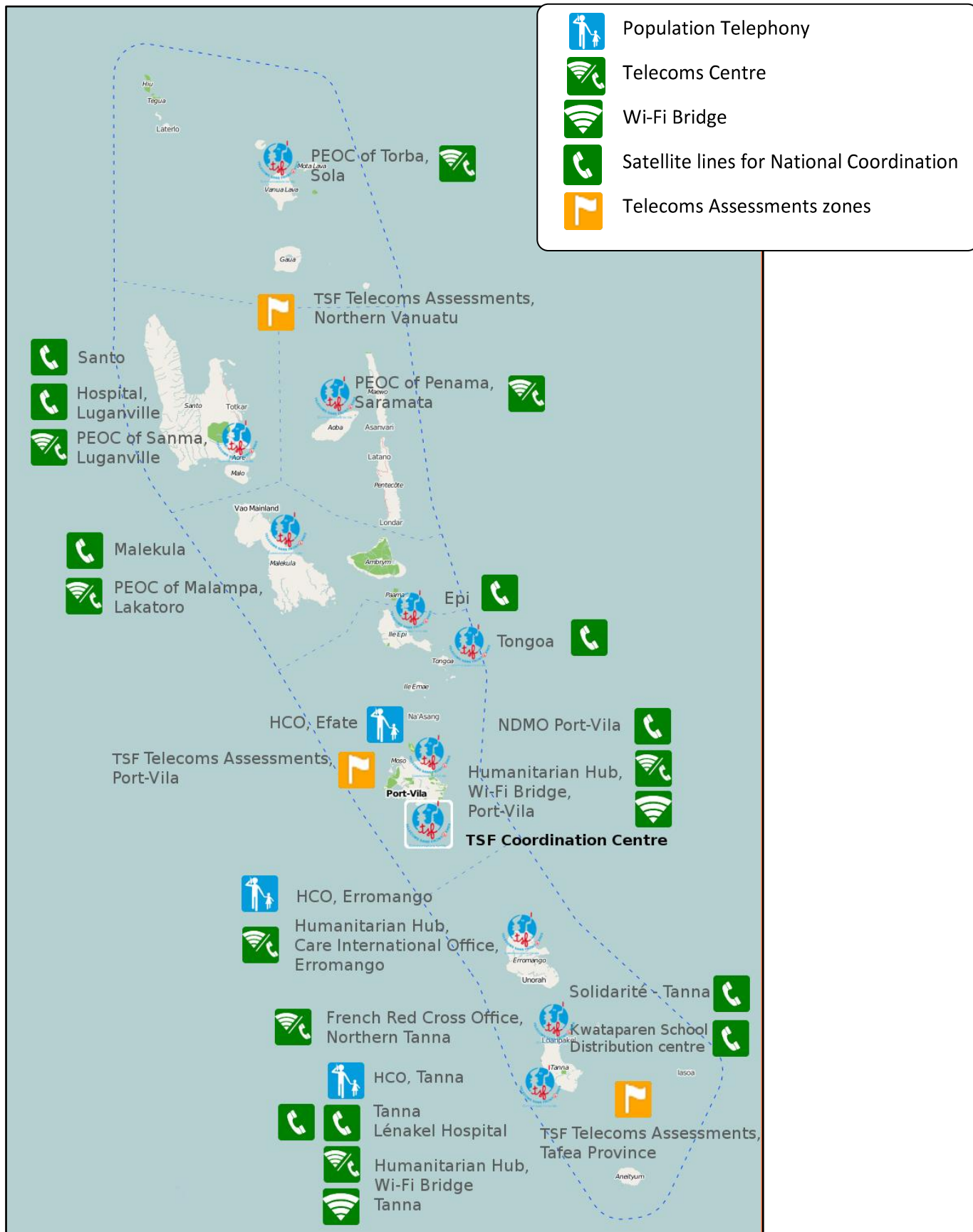
- **Efate 20/03/2015 – 21/03/2015**
 - TSF conducted the first HCOs on the north of the Island of Efate where 500 households have been destroyed by Cyclone PAM and GSM network was still unavailable
 - 79 Families benefitted from TSF's calling operations for 596 minutes

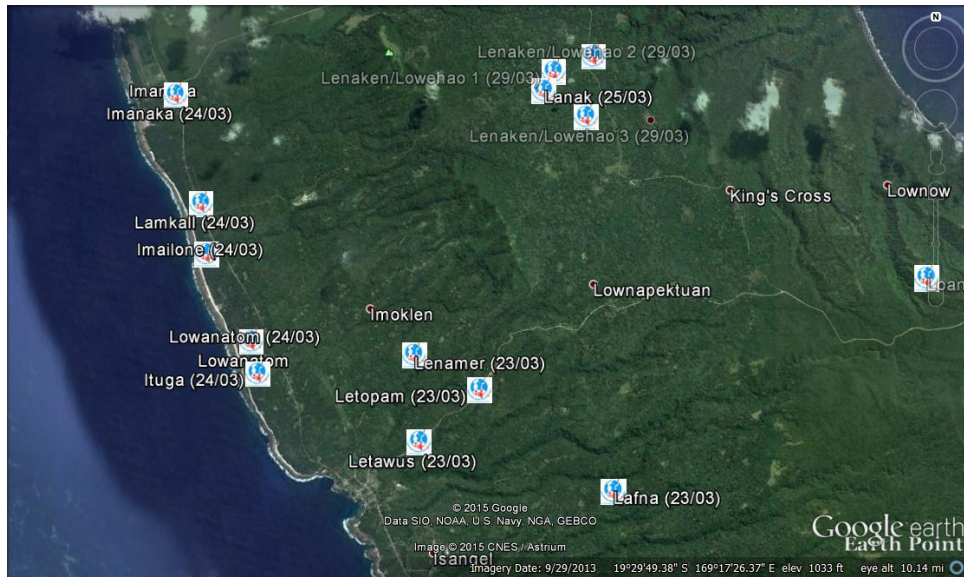
- **Tanna 22/03/2015 – ongoing**
 - TSF experts arrived on the island of Tanna to support the ETC teams in setting up a connection for the future Coordination hub. HCO teams are now spreading all over the island to reach affected populations in remote locations that have been cut from their families for now more than a week.
 - 340 Families benefitted from TSF's calling operations for 2407 minutes

- **Erromango 23/03/2015 – ongoing**
 - TSF's team reached the island of Erromango with the first cargo of food to reach the island since the disaster lead by Care International. The team is following Care International's distributions plan to provide free calls along with the food.
 - 142 families benefitted from TSF's calling operations for 483 minutes

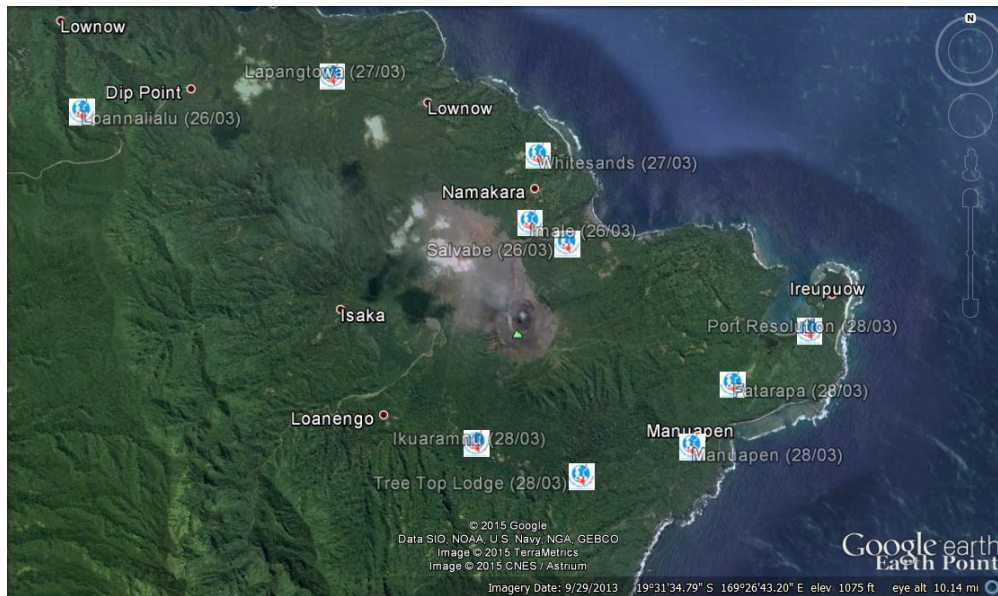
Maps of Operations

General Map of TSF's operations in Vanuatu





Calling operations West and Middle Bush – Tanna Island 23/03 to 25/03



Calling operations East – Tanna Island 26/03 to 28/03



Calling operations Erromango Island 24/03 to 28/03

National Coordination

N°Appel	Attribution	Minutes consumed
870776380525	Luganville – Hospital	555
870776442327	Malekula – Lakatoro	299
870776466478	Tanna – Isangel	520
870776467132	NDMO Director – Port-Vila	108
870776380958	Epi	645
870776380982	Tongoa	1014
870776380983	Tanna – Lenakel Hospital	326
870776382891	Kwataparen School Distribution center- Tanna	141
870776380957	Solidarite Tanna	629
870776442484	Santo	676

Chronology

15/03/2015: TSF emergency response team landed in Brisbane, Australia. Pre-coordination with UNOCHA and UNDAC.

16/03/2015: Arrival in Port-Vila. Meeting with NDMO and definition of priority needs. Coordination meetings with UNDAC and other humanitarian actors.

17/03/2015:

- ICT support to NDMO by connecting the first Provincial Emergency Operational Centre on Tanna Island. **First relief telecoms centre is established in an affected island.**
- ICT support to the NDMO by connecting PEOC in Espiritu Santo
- ICT support to UNDAC assessment team on the island of Erromango.

17/03/2015 to 24/03/2015:

- Joint operation with WFP as part of the Emergency Telecoms Cluster to deliver Satellite phones to Government's coordination centres on isolated islands.

21/03/2015 to 26/03/2015:

- TSF assessed the GSM network status in the provinces of TORBA, SANMA, PENAMA, MALAMPA and SHEFA to confirm that network is back to pre-Cyclone status.

22/03/2015:

- Arrival of TSF reinforcement team. The additional manpower will allow TSF to cover quickly the islands of Erromango and Tanna with HCOs while maintaining their support to the government and humanitarian country team.

23/03/2015 – to ongoing:

- TSF started calling operations on the islands of Tanna and Erromango, TAFEA province.

Main problems faced

- Lack of electricity (availability of generators and solar panels is scarce, fuel supply is difficult);
 - Transport to the islands (commercial flights available only to Luganville and Tanna);
1. Despite the weak transport availability, telecoms assessments will be done by TSF on every Island that the team is assisting UNDAC and NDMO with telecoms support. The lack of energy is becoming less of an issue with boats now reaching the islands to resupply.
 2. TSF is using solar energy to recharge its equipment on the islands of Erromango and Tanna.