

The ETC provides the emergency response community with the communications services they need to operate effectively and efficiently, and to save lives.

The Emergency Telecommunications Cluster (ETC) is a global network of organizations working together to provide shared communications services in humanitarian emergencies.

Within 48 hours of activation, the ETC provides vital security communications services and voice and internet connectivity to assist the response community in their life-saving operations. Within four weeks, ETC services are expanded for continued emergency relief.

Vital Communications Services

- Security Communications services including Communication Centres (COMCENs) and two-way radio network covering common operational areas.
- Voice & Data Communications services including shared internet connectivity from wireless 'hotspot'.
- Customer Support services including Help desk dedicated to technical support, and basic printing, copying, scanning.
- Coordination services including dedicated ETC Coordinator, regular meetings and collaboration with existing groups, liaison with government authorities for ETC related matters.
- Information Management services including dedicated space on ETC information management and collaboration platform.

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





Partnering for Effective Response

23 humanitarian, private sector and government organizations partner with the ETC to fulfil its mandate and objectives.

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

ETC activities are field-driven, with plans and projects reviewed and endorsed by local working groups.

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



ETC2020: A New Strategy for Humanitarian Connections

Traditionally, the ETC has served the humanitarian community, enabling the coordination and distribution of life-saving aid. Through ETC2020, the network will expand to serve a wider community of responders including humanitarians, governments and the affected populations themselves.

The 'ETC2020' strategy will guide the network over the next five years as it evolves to enable innovative and more effective humanitarian assistance, facilitating delivery of digital aid.

By 2020, the ETC will create an emergency response environment that provides humanitarians, governments and disaster-affected people with a seamless, resilient and principled communications experience.

The World Food Programme (WFP) is global lead of the ETC, responsible for overall coordination of the communications response in emergencies where the cluster is activated. As global lead, WFP is driving development of ETC2020.

To enhance response predictability, the global lead is also normally ETC lead at a country level.

The ETC country lead is responsible for coordinating the deployment and implementation of security communications and internet connectivity services.

ETC services are deployed in defined 'common operational areas' - areas approved by the Humanitarian Country Team in which the majority of response organisations are based.

The Global ETC cell can be contacted at Global.ETC@wfp.org

For more information about the ETC, and to view the complete Service Catalogue, visit: www.ETCluster.org