

## Vanuatu - Cyclone Pam

### ETC Situation Report #07

Reporting period 06/05/2015 to 21/05/2015

ETC Vanuatu Sitreps are distributed every two weeks. The next report will be issued on or around 04/06/15.

### Highlights

- The Regional Bureau in Bangkok has confirmed the extension of the ETC's support until 15 June, in line with the request from the Government of Vanuatu. Decommissioning of equipment will now be finished by 20 June.
- Over 300 humanitarians have registered to use internet connectivity provided by ETC partners, emergency.lu and Ericsson Response, on Tanna Island.
- The ETC continues to provide connectivity to the government and humanitarians in 5x identified sites across Vanuatu.
- The ETC has demobilized 1x BT satellite kit and it is being prepared to be shipped back.
- ETC equipment not in use has been donated to the Government of Vanuatu.

### Situation Overview

The Emergency Telecommunications Cluster (ETC) continues to work closely with the Government of Vanuatu to address the ICT needs of the government and the humanitarian community during the third month of the operation. ETC support is needed beyond the end of May due to a delay in the restoration of the national network backbone, as indicated by the National Disaster Management Office (NDMO). The ETC has extended the operation until 15 June to fulfill current connectivity needs in Vanuatu.





---

The ETC is continuing to provide internet connectivity to key government sites and humanitarians operating on Tanna with equipment from emergency.lu, Ericsson Response and NetHope partner, BT.

## Response

- The Regional Bureau in Bangkok has confirmed the extension of ETC's support until 15 June, in line with the request from the Government of Vanuatu. An additional five days will be needed for decommissioning the equipment.
  - Information about the demobilisation of ETC services has been shared with NDMO (National Disaster Management Office) and ETC partners.
  - ETC partner, emergency.lu, has already confirmed the extension of its support until mid-June.
  - Ericsson Response confirmed that their equipment will remain operational until 20 June and will check their staffing plan on the ground to support until then.
  
- The ETC continues to provide connectivity in 5x locations across Vanuatu:
  - ETC partners, emergency.lu and Ericsson Response, continue to provide internet connectivity for the humanitarian community on Tanna at the Samaritan's Purse office with over 300 registered users on WIDER, an ETC tool which distributes and manages internet connectivity.
  - 2x BT satellite kits remain operational on Ambae and Malekula islands providing internet connectivity to support government operations.
    - 1x BT satellite kit was decommissioned on Tanna and is ready to be shipped back.
  - TSF BGANs are still providing connectivity in Luganville on Espiritu Santo and in Sola on Vanua Lava.
  
- ETC equipment not in use, including 9x generators, 10x satellite phones and 10x solar panels, has been donated to the Government of Vanuatu.
  
- Regional Bureau in Bangkok is working closely with ETC coordinator on the ground in order to close down the operation smoothly.

## Planned Response

- No further deployments of emergency communications equipment is required by the ETC.



---

## Challenges

- Logistics of shipping equipment from the islands back to Port Vila remains a challenge due to the high cost of chartering aircraft (a charter plane to Port Vila can cost up to US\$10,000) and the length of time it takes to transport valuable equipment by sea.

## Meetings

- The next Global ETC Vanuatu teleconference will take place Tuesday 26 May at 06:30 UTC.

## Information

- ICT responders operating on the ground in Vanuatu are encouraged to share their contact details with [Vanuatu.ETC@wfp.org](mailto:Vanuatu.ETC@wfp.org) to facilitate local coordination.
- Dedicated information-sharing space has been created on the ETC website: <http://ictemergency.wfp.org/web/ictopr/emergencies2015/cyclone-pam>. Organisations involved in the ICT response are encouraged to share updates with the ETC community to support the overall humanitarian response.

## Shared ICT Services

ISLAND	LOCATION	PROVIDED BY	SERVICES	EQUIPMENT	CUSTOMER
Espiritu Santo	Luganville	TSF	<ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>	BGAN	GoV
Vanua Lava	Sola	TSF	<ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>	BGAN	Humanitarian Community
Efate	Port Vila (Hotel Kaiviti)	ETC services decommissioned			
	Port Vila (Airport)	ETC services decommissioned			
	Port Vila (NDMO)	ETC services decommissioned			
	Port Vila (Hotel Melanesian)	ETC services decommissioned			
Tanna	Isangel (Samaritan's Purse)	emergency.lu, WFP, Ericsson Response	<ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>	VSAT, WIDER	Humanitarian Community
	Isangel (NDMO)	ETC services decommissioned			
Aoba/Ambae	Saritamata	BT	<ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>	VSAT	GoV, Humanitarian Community
Malekula	Lakatoro	BT	<ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>	VSAT	GoV



---

## Contacts

**Vanuatu.ETC@wfp.org**

Dragan Mocevic, ETC Coordinator

[dragan.mocevic@wfp.org](mailto:dragan.mocevic@wfp.org)

Cell: +678 546 9920

Iridium: +881 622431795

## Acronyms

BGAN	Broadband Global Area Network – <i>portable global satellite internet network with telephony</i>
BT	British Telecom
ETC	Emergency Telecommunications Cluster
GoV	Government of Vanuatu
ICT	Information and Communications Technology
NDMO	National Disaster Management Office
TSF	Telecoms Sans Frontieres
VSAT	Very Small Aperture Terminal
WFP	World Food Programme
WIDER	Wireless LAN in Disaster and Emergency Response

**All information related to ETC operations can be found on the ICT Emergency website: [www.ETCluster.org](http://www.ETCluster.org)**

**For more information, or to be added or deleted from the mailing list, please contact: [Vanuatu.ETC@wfp.org](mailto:Vanuatu.ETC@wfp.org)**

### **Background on the crisis:**

Severe Tropical Cyclone Pam struck Vanuatu (population 234,000), affecting the capital of Port Vila, as an extremely destructive category 5 cyclone on the evening of 13 March at around 11 p.m. local time. The cyclone's eye passed close to Efate Island, where the capital is located, with winds estimated to have reached 250kmph and gusts peaking at around 320kmph.

On behalf of the humanitarian community, the Emergency Telecommunications Cluster (ETC) is responding in Vanuatu in close cooperation with the government National Disaster Management Office (NDMO).

Sources: OCHA Vanuatu Tropical Cyclone Pam Situation Report, Emergency Telecommunications Cluster (ETC)