



EMERGENCY TELECOMMUNICATIONS
CLUSTER



ETC 2020

Services to Affected Populations

Plenary Presentation - April 2015

Services to Affected Populations

For disaster affected populations needing to communicate with each other, with humanitarians, or with government or commercial services, we ensure/enable a dedicated and principled communications solution, by brokering accredited connectivity and services through our extended partnership network. For the direct humanitarian benefit of crisis affected populations, we facilitate principled restoration or extension of commercial communications service capabilities by brokering accredited and prioritized policy, regulatory, and partnership attention to communication as aid.

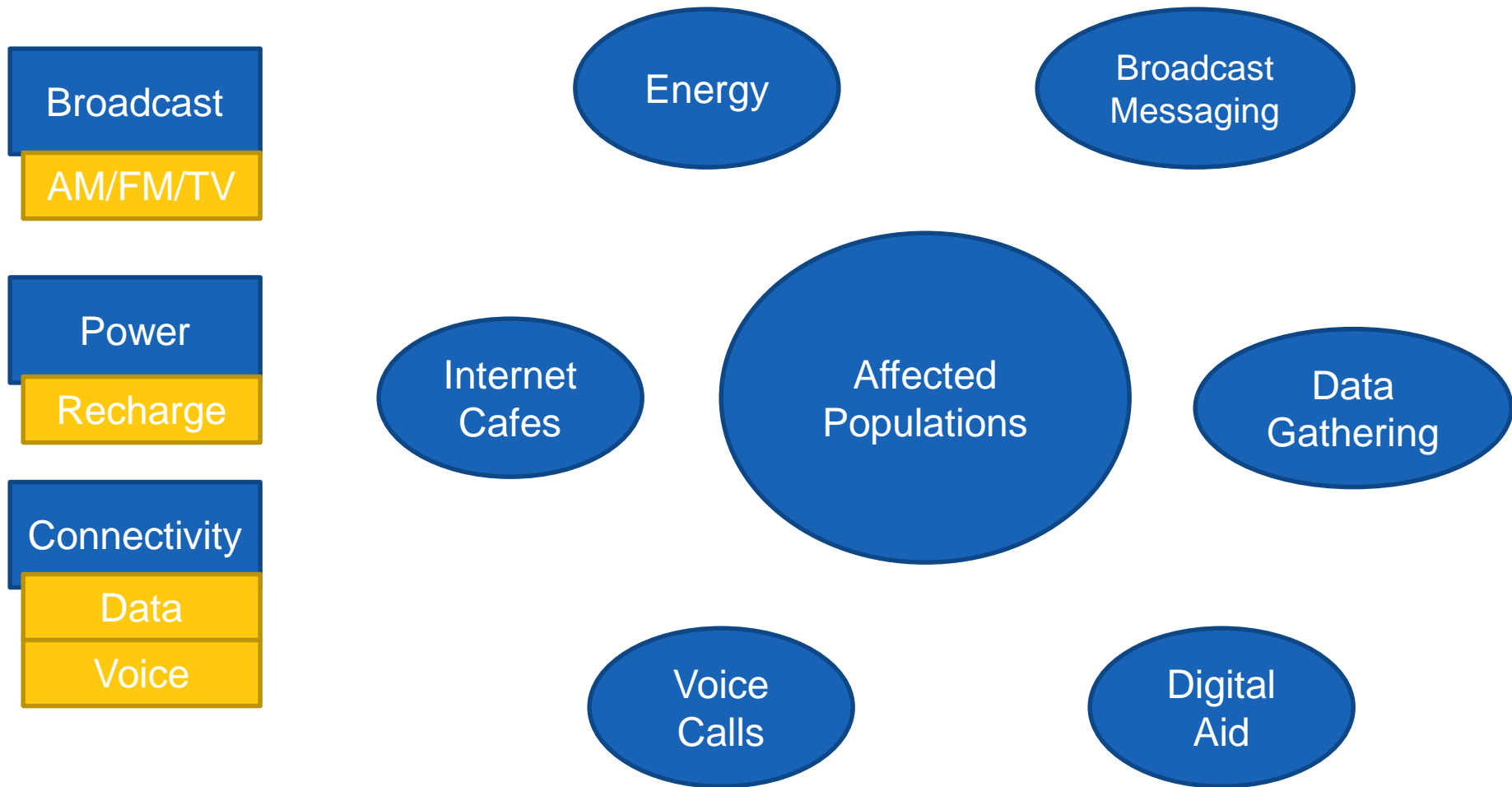
What Does Services to Affected Populations Mean?

We will provide emergency services, which align to the use of technology and communications to impact affected populations. These services will allow individuals to access digital aid, such as e-vouchers, communications (which will be two way), and facilitate the foundations for reuniting families. Our services will not interfere with local service providers, and will have a limited delivery timeframe. Where possible, our services will be two way allowing for the broadcast of critical information from humanitarian responders, and allowing for the communities to share their needs with humanitarian responders. It is critical that these services are needs based, and only commissioned once a clear assessment is done. This means that needs assessments will need to consider communications as an element during any information gathering exercise.

Who Are The Targets?

The target for our response will fall into two categories during a rapid onset disaster. First based on an overall needs assessment we will position our services for blanket distribution in a geographical area. Once we are able to determine our most highly impacted communities, our focus can then shift to a targeted service. Our response will differ based on the needs of those who were previously connected and those who were never connected.

Services to Affected Populations



What Services Will Be Delivered?

Our services will be based on the needs of the population and could include a combination of the following:

- Backhaul for digital aid (cash and vouchers).
- Allowing disaster affected populations to make a voice call.
- Internet cafes for long term support.
- Charging Stations for mobile devices.
- Assisting with broadcasting support (both over IP and traditional broadcast).
- Supporting data collection (i.e. Ebola patient tracking).
- Power (and still need to define to what level).

These services need to be defined in a service catalogue and appropriately supported.

The Role of the ETC: Partnership



Private Sector

Local
National
International

MNOs, Power, Hardware, Internet Cafes,

ETC Partners

Local
National
International

Ericson Response, GSMA, GVSF, BT, NEW

Governments

Local
National
International

National Departments dealing with disaster, telecoms, emergency.lu

NGOs

Local
National
International

Need for local & national partnerships

UN Agencies

Working with the other clusters, UN-OCHA

Who Will Deliver These Services?

Services will be delivered through partners (both within the ETC and external to the ETC), NGOs, governments and local providers. The density of the population is important since we cannot deliver services to geographically dispersed populations. The service will be therefore be location and time limited.

This will involve a shift in the ETC to encompass non-technical elements, such as local negotiation, partner management, new forms of data management (limited to support the cluster), and much more of a co-ordination role among more disparate actors.

Questions???

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