

Vanuatu - Cyclone Pam

ETC Situation Report #09

Reporting period 05/06/2015 to 30/06/2015: **FINAL SITREP**

Highlights

- ETC services have been demobilised in all sites in Vanuatu and the ETC operation was officially closed on 15 June 2015.

Response

Category 5 Cyclone Pam struck the Pacific country of Vanuatu on 13 March 2015 severely damaging the telecommunications and electrical power infrastructure across the islands.

The Government of Vanuatu requested the World Food Programme (WFP), as global lead of the Emergency Telecommunications Cluster (ETC), to respond to the emergency. Acting as the focal point for the humanitarian community, the ETC rapidly mobilized, working closely with the National Disaster Management Office (NDMO) to meet urgent communications needs and ensure an efficient and coordinated telecommunications response.

The ETC operation was supported by its network of partners, including: emergency.lu, Ericsson Response, Télécoms Sans Frontières (TSF), NetHope and their partner, British Telecom (BT).



Emergency.lu VSAT & Ericsson Response WIDER equipment set-up at the Samaritan's Purse office on Tanna Island to support the humanitarian community. Photo: Ericsson Response/ Mike Duffin; Ericsson Response/ Daniel Schott



Regular meetings were held at both global and local levels with the response community to ensure a coordinated response.

The operation was initially planned to close down by the end of May, however, a delay in the restoration of the national network backbone, as indicated by NDMO, triggered the extension of the ETC's support until mid-June. After just three months, national infrastructure and services had been restored, and the ETC could conclude its operation, demobilizing all equipment and personnel from the country

During the three month operation, the ETC network provided shared communications services at ten sites across Vanuatu:

ISLAND	SITES	PROVIDED BY	SERVICES	EQUIPMENT	CUSTOMER
Espiritu Santo	Luganville	Telecoms Sans Frontieres	Internet connectivity	BGAN	Government of Vanuatu
Vanua Lava	Sola	Telecoms Sans Frontieres	Internet connectivity	BGAN	Humanitarian Community
Efate	Port Vila (NDMO)	Internet Services Provider Ericsson Response	Internet connectivity	ISP WIDER	Government of Vanuatu, Humanitarian Community
	Port Vila (Hotel Kaiviti)	Telecoms Sans Frontieres Internet Services Provider Ericsson Response	Internet connectivity	BGAN ISP WIDER	Humanitarian Community
	Port Vila (Hotel Melanesian)	Internet Services Provider World Food Programme Ericsson Response	Internet connectivity	ISP WIDER	Humanitarian Community
	Port Vila (Airport)	Internet Services Provider World Food Programme Ericsson Response	Internet connectivity	ISP WIDER	Humanitarian Community
Tanna	Isangel (Samaritan's Purse office)	emergency.lu World Food Programme Ericsson Response	Internet connectivity	VSAT WIDER	Government of Vanuatu, Humanitarian Community
	Isangel (NDMO)	BT	Internet connectivity	VSAT	Government of Vanuatu
Aoba/Ambae	Saritamata	BT	Internet connectivity	VSAT	Government of Vanuatu, Humanitarian Community
Malekula	Lakatoro	BT	Internet connectivity	VSAT	Government of Vanuatu

Achievements

Close cooperation with the National Disaster Management Office (NDMO) and the Office of the Chief Information Officer ensured a coordinated response. This operating model was a first for the ETC and one that should be replicated where possible in the future. Local services providers were able to quickly recover and restore communication networks in Vanuatu. The operation shifted from an emergency response to recovery phase in the first month after the cyclone had struck.

During the three months of this operation, over 300 humanitarians accessed internet provided by the ETC and its partners.

Challenges

Lack of power and logistics were the two major challenges during the ETC operation in Vanuatu:

- Due to extensive damage of the power grid, all response efforts in Vanuatu were heavily reliant on solar chargers and generators.
- Shipping equipment to Port Vila between islands and internationally implied high logistics costs and lengthy transport time.

Staffing

An inter-agency response team comprising 25 specialists from WFP, Ericsson Response, NetHope, Télécoms Sans Frontières, Swedish Civil Contingencies Agency (MSB) and emergency.lu were deployed in four phases to support provision of services.

Funding

- The original requirements for the ETC response were estimated at \$400,000. This figure was later revised to \$250,000, due to rapid recovery of local providers, especially restoration of communications networks.
- The ETC is grateful to British Telecom, Central Emergency Response Fund (CERF), Ericsson Response, emergency.lu and MSB for financial and in-kind contributions to the ETC Vanuatu operation.

Information

All information related to the Vanuatu ETC operation can be found on the ICT Emergency website:

www.ETCluster.org

Contacts

The ETC Vanuatu operation is now closed. To contact the Global ETC cell, email: Global.ETC@wfp.org



Signs from the community on Tanna island where the ETC deployed internet services to support the humanitarian response. Photo: Ericsson Response/ Daniel Schott; Ericsson Response/ Mike Duffin.



Acronyms

BT	British Telecom
ETC	Emergency Telecommunications Cluster
ICT	Information and Communications Technology
MSB	Swedish Civil Contingencies Agency
NDMO	National Disaster Management Office
TSF	Télécoms Sans Frontières
VSAT	Very Small Aperture Terminal
WFP	World Food Programme
WIDER	Wireless LAN in Disaster and Emergency Response

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) was 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)