ETC Service Catalogue

June 2020

Contents

1. Executive Summary

The Emergency Telecommunication Cluster's (ETC) Service Catalogue was first introduced in 2010 to capture the list of services the cluster could provide as part of an emergency response or preparedness activity. This document reflects the updated list of services that the ETC provides in a humanitarian operation, in line with the change in users, needs, available technology since 2010, and as a result of the implementation of the ETC2020 Strategy established in 2015. It also provides an overview of the Emergency Preparedness and Response activities undertaken at global and local levels.

Changes to the ETC Service Catalogue are made where there is an emerging need. The addition of a service requires a successful field application, the identification of organization(s) that would deploy it and the existing or possibility of building capacity to deploy and support the service in an operation, with endorsement from the Global ETC partners.

The ETC works with three user groups:

1. **Humanitarian Organisations**: This includes UN agencies, International and National Non-Governmental Organisations, Red Cross/Red Crescent movements and the private sector when working as part of an emergency response.
2. **National and local Authorities**: Including but not limited to and depending on the context: National Disaster Management Office, national and local authorities, Ministry of Telecommunications/Information Communication Technology.
3. **Affected Population:** Community members that are affected or at risk during or prior to a humanitarian crisis.

	Users		
Services:	**Humanitarian Organisations**	**National and local authorities**	**Affected Population**
Internet Connectivity	✓	✓	✓
Telephony	✓	✓	✓
Customer Support	✓	✓	✓
Security Communications System (SCS)	✓	✓	
Unmanned Aircraft Systems (UAS) Coordination	✓	✓	
Common Feedback Mechanism (CFM)	✓	✓	✓
Local broadcaster support	✓	✓	✓

Table 1: ETC services and customer segmentation.

2. ETC Emergency Preparedness

The ETC engages in ETC Global Preparedness and ICT Country Preparedness. For ICT Country Preparedness, the ETC works with national stakeholders to strengthen country capacity and improve countries' resilience to emergencies. The ETC also builds its own global capacity by engaging with its international network of partners to provide and deploy capacity when required during an emergency.

By considering preparedness at all stages of an ETC response plan the ETC conducts sustainable and durable response activities that contribute to country resilience and ICT preparedness. The value of this approach taken by the ETC has been most evident during the COVID-19 response in 2020, where services previously set up in Mozambique, Central African Republic, the Pacific and Libya were leveraged to enable the communication of key messaging and feedback with the affected population in each country.

2.1. ETC Global Preparedness

To ensure that the ETC has sufficient capacity to support an ever-increasing number of national and global emergencies, the ETC builds global partnerships, ensures global coordination of emergencies and preparedness activities, coordinates global emergency stocks, and builds the capacity of its partners.

2.1.1. Partnerships

The ETC establishes effective partnerships as part of emergency preparedness, with the ETC and partners working in close coordination to support resource mobilization, capacity building and solution development, keeping pace with changing user expectations, and ensuring there is sufficient global capacity including staff and equipment to support an ever-increasing number of emergencies.

2.1.2. Global Coordination

The ETC engages with partners at a global level focusing on preparedness in numerous ways, including:

- Hosting the Global Preparedness Working Group for ETC partners
- Developing and sending preparedness materials, such as the ETC-ITU Emergency Telecommunications Tabletop Simulation Guide and the ETC-ITU Emergency Telecommunications Preparedness Checklist.
- Coordinating with partner organizations.
- Engaging in the establishment of emergency telecommunications standards.
- Engaging in development and management of emergency response rosters and surge capacity.
- Development of products and tools that provide relevant ICT information to stakeholders including ICT country profiles and connectivity maps.
- Monitoring of forums and early warning platforms including the Global Disaster Alert and Coordination System (GDACS).

2.1.3. Emergency equipment stocks

- Prepositioning emergency equipment at the global level at UNHRD warehouses (Brindisi, Dubai and Panama) and in some partners' hosting countries (i.e. Sweden, Luxembourg).
- Regional and country prepositioning of equipment takes place on a case by case basis.

2.1.4. Global ETC Training and Simulations for Humanitarian Responders

The ETC works on building the capacity of humanitarian responders through trainings and simulations. ETC training and exercises target different skill sets and are scheduled regularly to meet the capacity building needs on the ground and keep pace with evolving technologies. Simulations put participants through intensive field conditions over the course of several days and reinforce skills covered in other ETC training courses, putting them into practice in a true-to-life emergency simulation.

The ETC currently supports the following global training and exercises:

- **ETC Coordination Course:** The ETC Coordination Course is designed to equip humanitarian responders with the knowledge and tools to coordinate or support the coordination of inter-agency ICT emergency response operations.
- **Let's Net:** Let's Net provides humanitarian ICT staff with the skills to deploy, manage and support the ETC Internet connectivity and telephony services during emergency operations.
- **Let's Comm:** Let's Comm training provides humanitarian ICT staff with skills to deploy radio-based security communications systems.
- **Services for Affected Populations:** This training equips humanitarian responders with the tools and an awareness of the technologies for delivering and sustaining ETC services for the affected population in an emergency context. (Name pending)
- **Preparedness:** This is designed to equip humanitarian actors with the knowledge, skills, attitudes, and tools to enable them to undertake ETC preparedness activities in-country. (Name pending)
- **gear.UP:** This is a large-scale inter-agency simulation which is designed to further advance the emergency response capabilities of the ETC, where participants work in teams to deploy the ETC services under challenging conditions and timeframes. The exercise is held jointly with the Logistics Cluster to strengthen the cooperation between the Clusters and to foster joint approaches in inter-Cluster coordination and access to funding mechanisms.

2.2. ETC Country Preparedness

National governments are responsible for leading disaster management systems and for managing the mechanisms, tools, and resources of these systems. As part of the ETC2020 strategy to improve and decentralise response readiness The ETC works with stakeholders in vulnerable countries and regions to strengthen ICT preparedness holistically at a country level working with national and local government agencies, civil society groups, humanitarian organizations, the private sector, and the population itself.

2.2.1. Technical Assistance for national and local authorities

Technical assistance is provided to national and local authorities to support their ICT emergency preparedness, which typically cover:

- **National authority operational readiness:** reviewing systems and processes of the national authority and providing recommendations.

- **Holistic country assessment:** considering national goals and national ability including the private sector.
- **Coordination:** supporting authorities to set up an ICT coordination group.

2.2.2. Infrastructure Capacity Augmenting for National and local authorities

The ETC prepares for and provides services from the ETC Service Catalogue for national and local authorities during an emergency or as part of a capacity augmentation preparedness activity. The ETC can handover this infrastructure or services when appropriate as part of a continuous effort to build capacity and preparedness.

2.2.3. Training and Simulations for Governments, national and local authorities

The ETC strengthens the capacity of national and local authorities and encourages knowledge-sharing between stakeholders through customized training, workshops and simulation exercises focused on country ICT preparedness.

- **ICT Emergency Management for Governments and Partners (ICT4Gov):** This course is designed for national and local authorities to develop knowledge and skills to plan, implement and manage ICT solutions to support emergency response preparedness.
- **ETC-ITU Emergency Telecommunications Tabletop Simulations:** The ETC and ITU have co-authored a tabletop simulation guide, to support and standardise such simulations. These simulations are desk-based and help participants test and refine national plans, particularly national emergency telecommunications plans including policies and regulatory frameworks. These tabletop exercises also give a view of whether networks, redundant communications capacity, personnel, and other telecommunication systems are in place and ready to be used for disaster response.

3. ETC Coordination, Information Management and Communications in operations

The ETC ensures predictable and effective IT response leadership and accountability at both the global and national level in humanitarian emergencies and builds strong relationships with its partners.

The ETC is activated on request by the Humanitarian Coordinator or Resident Coordinator after consultation with the Humanitarian Country Team (HCT). Where the Emergency Telecommunications Cluster or Sector response is activated, the designated UN lead agency is responsible for the local coordination of the ICT response together with its partners. The scope of what is required in an ICT response continuously evolves, with the ETC services adapted to address the current needs of a response.

3.1. ETC Coordination

When activated the ETC carries out the following activities:

Strengthens existing coordination mechanisms such as the local ICT Working Group and is only activated for as long as needed to ensure effective coordination of a humanitarian response and takes part of the Inter Sector Coordination Group (ISCG).

- **Conducts needs assessments** Once activated the ETC conducts several needs assessments, both cluster/sector specific and as part of a joint inter-agency assessment exercises. The aim of the assessments is to determine the service requirements versus what is available on the ground and by doing so find gaps, avoid duplication of efforts, and inform strategic decision-making.
- **Response Planning**: After conducting assessments and determining needs and gaps, an ETC response plan is prepared and agreed with as broad a range of partners as possible. Existing in-country competencies are found and used as much as possible, with preparedness, including capacity strengthening amongst partners and national authorities being part of the response plan, along with Service continuity.
- **ETC Response:** During a response the ETC augments or establishes an effective coordination mechanism, including hosting coordination meetings, Information Management (IM) and monitoring and evaluation of the cluster activities and services, thus ensuring any response activities adapt to the changing needs of partners, authorities and the affected population.
- **Service Continuity**: Once the cluster activities can be efficiently transitioned from emergency response to recovery because there is no longer any gaps, the ETC either hands over services, equipment and possibly coordination to the most appropriate entity on ground for cost-sharing arrangements or preparation of future crisis, or exit all its activities. The cluster is then deactivated.
- **Best Practices and Lessons Learned**: The examination of best practices and lessons learned from past humanitarian relief efforts, offer valuable insight for making improvements on the execution of future emergencies operations.

3.2. Information Management (IM) and Communications

The ETC conducts Information Management (IM) and communications activities at the global level as well as for operations in which the ETC/ETS is activated to ensure that key operational information is shared with all relevant stakeholders, including the Global ETC, country management teams, partners, and all those involved in a given response, throughout all phases of a response effort. This facilitates coordination and decision-making, strengthens advocacy efforts, and avoids duplication of efforts. The ETC IM team collects, processes, analyses, and disseminates information with three key objectives:

- **Sharing of Operational Information** focused on providing information related to implementing ETC/ETS services in a specific context or emergency.
- **Monitoring and Evaluation** focused on reporting on the performance of the ETC.
- **Advocacy and Communications** uses information to raise awareness, increase understanding and build collective commitment for the ETC in support of its objectives mainly through the production of creative content such as stories, blogs and social media posts. It is an important advocacy tool and a critical component of sharing the ETC's response with a wider audience.

4. ETC Services

The ETC provides services for three customer segments: humanitarian organisations, national and Local authorities, and the affected population. The following section describes which services the ETC provides and for whom.

4.1. Internet Connectivity

Access to the internet has become an essential service for all ETC users. The following section outlines the purpose for providing internet connectivity for each group, and a description of the typical service provided.

4.1.1. Connectivity for Humanitarian Organisations

Purpose: Internet connectivity is an essential tool for all humanitarian organisations. The ETC deploys an internet connectivity service, distributed via a Wi-Fi network for humanitarian organisations on a temporary basis when the national infrastructure is either damaged, does not provide enough capacity, or where it makes operational sense to have a shared service. As soon as practical, shared services are transitioned to national infrastructure with long term cost sharing arrangements between partners if appropriate, or individual organisations purchase an independent internet connection and the shared service is removed.

Description: Shared internet connectivity is distributed from a single location (e.g. a humanitarian hub), expanding to other specific sites where necessary. Typically, service is provided in a location where more than one organization has established a presence.

The type of access and use of the service depends on both resources available and requirements. Typically, in the early hours of a sudden onset emergency, portable low capacity devices are used, transitioning to higher capacity services and a larger Wi-Fi networks as an emergency unfolds.

4.1.2. Connectivity for National and Local Authorities

Purpose: During natural disasters and sudden onset emergencies the ETC supports government agencies, for example the National Disaster and Emergency Management Authority in a country (hereby referred to as NDMA). The ETC ensures that the NDMA continues to operate when national networks are damaged or can quickly establish itself in a new operational area.

Description: This support could be connected to the same common service that is provided to humanitarian organisations, our could be an internet service dedicated to the NDMA. In both cases these are on a temporary basis.

4.1.3. Connectivity for Affected Populations

Purpose: The ETC enables access to information among affected populations by providing the technology and infrastructure that is lacking in crises-affected countries to improve the accessibility, affordability and usability of information and communication tools in both sudden-onset and protracted crises. The ETC never competes with national networks when providing Internet connectivity to the affected population.

Description: Internet connectivity solutions for affected populations are designed and deployed depending on each specific context, considering the different needs of men, women, boys and girls, socio economic factors, affordability, digital literacy, and existing infrastructure.

4.1.4. Internet Connectivity Solutions

Portable Internet connectivity: Portable internet connectivity devices are used in the early stages of an emergency response and during the first assessment mission. They are usually based on satellite technology as it is immune to natural disasters and the service is worldwide.

National Internet Service Provider (ISP/MNOs) connectivity with Wi-Fi: The ETC does not compete with local services providers and so locally available public infrastructure is the first option for internet connectivity to be explored, considering the level of reliability needed. These service providers could use different access technologies including: 3G, 4G, WiMAX, microwave, VSAT, optic fibre, ADSL. This solution is usually coupled with Wi-Fi access and control equipment. The ETC may also support local mobile network operators (MNOs) to recover from disasters and/or extend the service to a new area of interest to humanitarians.

ETC partner solutions: The ETC deploys dedicated VSAT and Wi-Fi access solutions through its partners which include emergency.lu, Ericsson Response, Crisis Connectivity Charter, Télécoms Sans Frontières (TSF) and NetHope among others.

Mobile data connectivity using 3G & LTE Technology: The ETC through its partners can deploy wide area internet connectivity using mobile technology in coordination with local authorities. This service can be delivered to humanitarians, local partners, and the affected population.

4.2. Customer Support

The ETC provides technical support for users to enable them to access all ETC services, including Internet connectivity and telephony.

4.2.1. Customer Support for Humanitarian Organisations

Purpose: Humanitarian workers need support to connect to ETC services and access to basic office facilities included printing, scanning and device charging facilities.

Description: A common space is made available, such as a humanitarian hub with support staff to troubleshoot connectivity problems and any other basic IT support for their device, with the following office services: printing, scanning, access to power for laptops and other personal devices.

4.2.2. Customer Support for National and Local Authorities

Purpose: Where the ETC supports the national authorities with a service such as Internet connectivity, this service comes with support to access and use this service.

Description: Where the ETC provides an Internet service with Wi-Fi access control, the authorities using the services will be supported with user authentication.

4.2.3. Customer Support for the Affected Population

Purpose: In order to remove all barriers to access information and existing coping mechanisms, the ETC provides customer support to the affected population in the form of charging stations and in relation to services delivered to them by ETC (e.g., internet connectivity). Access to electricity is a challenge in many contexts and can be a barrier to accessing otherwise available mobile networks.

Description: The ETC enables the affected population to access all services that it makes available to humanitarian responders, for example user authentication for an internet service as well as charging stations complete with electrical power solutions that enable affected communities to charge their mobile devices and contact their families and humanitarian hotlines.

4.2.4. Customer Support Solutions

Help Desk Module: Partner organisations including the Swedish Civil Contingencies Agency (MSB), develop and support a Helpdesk module for humanitarians which includes user support, printing, scanning, GPS device support and device charging.

Charging Kiosks: Charging kiosks where the affected population can charge their mobile devices are supported.

4.3. Telephony

Voice communication is essential for effective communication, regardless of the situation or customer segment. In an emergency context Internet connectivity is being used to enable voice communication. Depending on the situation, the bandwidth available and the preferences of humanitarian responders and the affected population, more traditional voice communication using a telephone connected to the Public Switched Telephone Network (PSTN) may be required.

The ETC provides telephony for all three main user groups: humanitarian organisations, national and local authorities, and the affected population.

4.3.1. Telephony for Humanitarian Organisations

Purpose: Humanitarian responders need access to the PSTN.

Description: This access can be achieved through: mobile networks, satellite phones, data connections that connect to a PSTN line or a dedicated PSTM link over satellite.

4.3.2. Telephony for National and Local Authorities

Purpose: National and local authorities responding to an emergency, especially the national disaster Management authority (NDMA) need access to telephony.

Description: Provide access to the PSTN which could be through several access technologies, including but not limited to mobile networks, satellite phones, data connections that connect to a PSTN line.

4.3.3. Telephony for the Affected Population

Purpose: The ETC supports affected populations with access to the PSTN to improve both access to information and reinforce the existing coping mechanisms of a community, enabling families to stay connected.

Description: Depending on the barriers to access faced by a community, being either a lack of infrastructure and or affordability, free access to a telephone can be provided.

4.3.4. Telephony Solutions

Portable satellite phones: Portable satellite phones can be used in the early stages of an emergency response.

Telephone Booths: Where affordability, access to infrastructure and user equipment is a barrier, free to use telephone booths can be established.

ETC partner specific solutions: emergency.lu currently supports access to a telephony service through their solution.

4.4. Security Communications Systems (SCS)

Security Communication Systems are an essential part of humanitarian operations, not only as a security mitigation measure, but as a backup communications system that has been used effective after sudden onset emergencies and natural disasters.

Security Communications Systems (SCS) describes the infrastructure, user equipment, policies and procedures, and applications used to support the safety and security of UN and NGO personnel in the field and is an essential part of the UN Security Management System (UNSMS).

4.4.1. SCS for Humanitarian Organisations

Purpose: During an emergency when the ETC is activated, the ETC may need to support SCS, to provide common security communications to humanitarian responders in identified locations. Provision of such services will be in line with local security requirements as defined by UNDSS.

The ETC is not responsible for provision of end user equipment or the policies and procedures of the Security Operations Centre, or other security staff that work with the SCS.

Description: The ETC supports security communications systems during an emergency using the following UNDSS guidelines for three scenarios:

Scenario A: Full reliance on public mobile phone networks for the security communications system: In locations where the mobile phone network infrastructure is available, reliable, has sufficient disaster recovery systems/procedures and is not vulnerable to interference or network saturation, the SCS will use these networks as the primary means of communication, with a possible fall back satellite communications or radio network. The ETC would support the fallback radio network in this scenario.

Scenario B: Mobile phone networks are available but prone to downtime: These are areas where the SCS can rely on the public mobile networks for day-to-day security communications, but where these networks are prone to occasional overload and or are vulnerable to natural disasters with occasional network unavailability due to capacity issues or political events. In this case the SCS will use the public mobile networks for "business as usual operations", and setup/support a fall-back system in case of failure of the public networks. Based on local parameters, these fallback systems could be a VHF/UHF network or a satellite-based solution. The ETC will be able to support the fallback Radio network in this scenario.

Scenario C: Reliable public mobile networks are not available in the operational area: These are the operational areas where the public mobile network coverage is insufficient or not reliable enough and where a separate private telecommunication network is required. In this scenario the primary means of communication will be a VHF/UHF radio network with a backup satellite-based communications system. The ETC will be able to support the radio network in this scenario.

ETC supported VHF/UHF networks: The ETC currently supports several existing digital radio networks and will not be replacing them. Where the ETC is establishing a new VHF/UHF radio network, or upgrading an existing

VHF system, the ETC will follow the UNDSS standard, supporting analogue VHF user access. If required, the ETC may establish a separate radio network for Non-Government Organisations (NGOs) where licencing for such networks can be obtained.

Security Operations Centre (SOC): A Security Operations Centre (SOC) is at the centre of the Security Communications System and is the bridge between UN staff (and often NGO personnel) in the field and the field security staff. The operating hours of a SOC depends on requirements specified by UNDSS and must contain all communications technologies that form part of the Security Communications System. If required the ETC can support the technical setup of the SOC, for example the installation of radio equipment.

User equipment configuration: Where necessary the ETC can support humanitarian staff by programming and configuring end user equipment, such as: radios, satellite phones and smart phone applications. This service is provided on best-effort basis.

User training: Where necessary the ETC conducts training for end-users (UN and NGO personnel) on the proper use of the Security Communications System, along with SOC operators on the use of the communications equipment only. Standard operating procedures for the SOC operators is not covered by the ETC.

4.4.2. SCS for National and Local Authorities

Purpose: Security Communications Systems are used for both security messaging, and as a backup communication system for national and local authorities, especially in countries prone to natural disasters. For this reason, the ETC will, depending on the context, support country specific authorities involved in emergency response.

Description: This support can either be as technical assistance, providing staff to assist with the design and deployment of infrastructure, or Infrastructure support, where physical infrastructure is built and handed over to the NDMA, augmenting their capacity to respond.

4.4.3. SCS Solutions

VHF/UHF private radio networks: Where required, VHF and UHF networks are established and maintained according to the description above.

Long range communication: Where communication is required outside of common operational areas, long range communications devices are part of the SCS which include HF radio and portable satellite devices.

Security Operations Centre: Establishing the tools that the security operators need to carry out their work including emergency communications devices VHF, UHF, HF, satellite communications, internet connectivity, office equipment, printers, desks and backup power.

4.5. Unmanned Aircraft Systems (UAS) Coordination

Purpose: UAS, commonly known as drones, can be used for many applications, including search and rescue, imagery, transport, and connectivity. Humanitarian responders are increasingly deploying drones during emergencies for these applications.

While the use of drones during humanitarian responses bring many benefits, they also present a variety of challenges, including safety risks and duplication. For this reason, the ETC provides a UAS coordination service

Customers Segments: Humanitarian Organisations, National and Local Authorities.

Description: The ETC will coordinate the use of drones among humanitarian organizations through the following activities:

Activation of UAS coordination services: Activation and de-activation of ETC UAS Coordination services occurs as per any other ETC service. It is activated following an assessment that identifies a gap that needs to be filled in the humanitarian context to support the emergency operation. Once the gap is filled, services shall be transitioned and ultimately phased out.

UAS coordination can be integrated with the ETC coordination structure, or if required by assigning a dedicated UAS coordination function.

UAS Working Group (UAS WG): To support effective coordination, the ETC will engage with the response community and initiate the UAS Working Group which will convene UAS service providers with the capacity to deploy UAS services in the operation.

UAS regulations and safety information: To assist UAS service providers with regulatory compliance and safety, the ETC will provide information on what local regulations are in place, how they relate to UAS operations and where to obtain the necessary documentation and permissions.

UAS service mapping: The ETC will conduct an inventory of UAS service providers, showing which service providers are available in which location and their capacity to collect, process, store and share UAS data.

Coordination and implementation of UAS activities and services: The ETC acts as a point of contact for both the response community and UAS service providers. Through linking/bridging identified gaps and available resources, the ETC will enable local service delivery on ground, filling gaps while also avoiding duplication of efforts.

Mobilization of UAS resources: If the gap analysis indicates additional UAS resources are needed, the ETC can assist in mobilizing additional resources. This is expected to be supported by partners that contribute staff and/or technology on the ground.

4.6. Common Feedback Mechanism (CFM)

Purpose: The ETC establishes effective two-way communication systems that facilitate dialogue between local communities and assistance providers. Through these communication systems, affected populations can interact with humanitarians in a coordinated manner and ensure their voices are heard by the relevant organisation. Humanitarians in turn gain insight into people's needs and make better-informed programming decisions and facilitates collective accountability to affected populations while consolidating limited resources that are currently only available to certain humanitarian organizations individually.

Accountability to Affected Populations (AAP) is an essential part of all Humanitarian Response Plans (HRP). A common feedback mechanism is one way to improve collective accountability and to involve those affected by a crisis in the decision-making process.

Customer segment: Humanitarian organisations, National and Local Authorities, Affected Populations.

Description: The Common Feedback Mechanism (CFM) is a service, such as a call centre, that the ETC provides to local communities and humanitarian partners by allowing affected populations to obtain information on humanitarian assistance programmes, submit their feedback and get referrals to the humanitarian organizations that are best-suited to handle their issue(s).

4.6.1. CFM Solutions

While there is flexibility in how a CFM is setup, with the most appropriate choice of technology being made at the time, this following is an example of what has been used in the past.

Short Code: While not essential, best practice is to get a 'short code' a four-digit number that can be requested from the Ministry of Telecommunications in each country.

CRM software: The ETC currently uses WFP corporate tool "SugarCRM" as its customer resource management software, although not limited to this.

Call Centre: As part of a CFM, the ETC can establish a call centre with operators. The timing and location of a call centre depends upon requirements and resources.

4.7. Local broadcaster support

Purpose: The ETC provides technology solutions and infrastructure support to local broadcasters affected by disasters. With limited access to newspapers and the internet, local communities often rely on FM radios to stay up to date with ongoing events. Access to FM radio can be shared easily and relatively cheaply among many people and serves both literate and illiterate populations. When local community FM radio stations are damaged by disasters, local communities often lose their primary means of access to information. The restored FM radio stations help disseminate key messages and information to protect communities, especially the most vulnerable groups.

As an essential link to the affected population, the support provided to local broadcasters can be leveraged to improve one-way communication from Humanitarian organisation and National and local authorities.

Customer segment: Affected Populations, Humanitarian Organisations, National and local authorities.

Description: The ETC rebuilds or rehabilitates community radio stations that serve as a critical source of information for communities. Rehabilitation may include rebuilding damaged towers, replacing antennas, broadcast equipment and power systems.

4.7.1. Local Broadcaster Support Solutions

FM broadcast transmitter and studio equipment: The ETC sources transmitters and studio equipment that is appropriate for the broadcaster, ensuring that the equipment can be serviced or replaced locally, with a preference for equipment that the broadcaster is already familiar with.

Renewable power system: Where appropriate the ETC supports stations with solar power systems, where access to power prevents the local broadcaster from operating.

Towers and antennas: Towers and antennas are an essential part of a local broadcaster setup and can be rehabilitated or replaced by the ETC, with a preference for locally made and supported infrastructure.

Contact:

For further information please contact: global.etc@wfp.org or visit www.etcluster.org

5. Acronyms

- 3G Third generation mobile network
- 4G Fourth generation mobile network
- CFM Common Feedback Mechanism
- DMR Digital Mobile Radio
- ERP Emergency Response Preparedness
- e-TA Electronic Travel authorisation application
- ETC Emergency Telecommunications Cluster
- EWS Early Warning system
- GDAC Global Disaster Alert and Coordination System
- HF High Frequency
- HPC Humanitarian Program Cycle
- HRP Humanitarian Response Plan
- ICT Information Communications Technology
- IASC Inter Agency Standing Committee
- IM Information Management
- ISCG Inter Sector Coordination Group
- ISP Internet Service Provider
- ITU International Telecommunications Union
- IVR Interactive Voice Response
- LTE Long Term Evolution
- MNO Mobile Network Operator
- MSB Swedish Civil Contingencies Agency
- NDMA National Disaster Management Authority
- NGO Non-Government Organisation
- PSTN Public Switched Telephone Network
- S4C Services for Communities
- SCS Security Communications Systems
- SMS Short Message Service
- SOC Security Operations Centre
- TSF Telecom Sans Frontier
- UAS Unmanned Aircraft Systems
- UN United Nations
- UNDSS United Nations Department of Safety and Security
- UNSMS United Nations Security Management System
- VHF Very High Frequency
- WFP World Food Programme