

## Vanuatu

### Global ETC Teleconference #1

Date: 27/10/2023 Time: 10:00 UTC

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All information related to ETC operations can be found on the website:

[www.etcluster.org/emergency/vanuatu-tropical-cyclone-lola](http://www.etcluster.org/emergency/vanuatu-tropical-cyclone-lola)

For more information or to be added or deleted from the mailing list please contact:

[Pacific.ETC@wfp.org](mailto:Pacific.ETC@wfp.org)

## Attendance

### Chair

Cisco  
Emergency.lu  
GSMA  
ICRC  
iMMAP  
IOM

WFP

### Komi Amedjonekou (Global ETC)

Matt Altman  
Roland Nurenberg  
Bryce David Hart  
Jean Claude Havyarimana  
Carlo Stazzi  
Mari Montgomery  
Mudiwa Mapuranga  
Bilha Wairimu Kaguma  
Min Sun  
Elizabeth Millership  
Namrita Chand  
Oscar Coleman  
Marie Elena Bock  
Phyza Jameel  
Mufaro Masuka

## Agenda

1. Situation update
2. Global ETC update
3. Partner updates

## Minutes

### 1. Situation update

- Tropical Cyclone (TC) Lola formed out of a depression on 20 October and later turned into a category 5 cyclone by 24 October. Both domestic and international flights were rescheduled as TC Lola made landfall in Vanuatu on 24 October.
- It is estimated that the total population affected by the tropical cyclone is 60,000. The Vanuatu National Disaster Management Office (NDMO) has estimated that around 27,500 people are in need of assistance.
- There has been reports of significant damage to schools and healthcare facilities, no direct loss of life was reported, however, there were two deaths recorded from a landslide following the cyclone.
- Power and communications have been affected significantly. Currently, a state of emergency has not yet been declared.
- Many of the affected areas were still recovering from Cyclones Judy and Kevin which hit Vanuatu earlier this year in March. TC Lola has impacted the recovery efforts.
- Penama and Malampa provinces are the priority areas for the NDMO to respond.
- The networks of the two Mobile Network Operators—Vodafone and Digicel—were both down after the cyclone passed. They are currently restoring their services. Digicel has restored about 90% of its services.
- There were reports of telecommunications towers being completely destroyed and most of the damage reported is on Pentecost.

### 2. Global ETC update

- The ETC in the Pacific is supporting the government-led rapid assessment teams with three satellite phones and six prepaid SIMs to provide connectivity for the initial damage assessment in the outer islands.
- Logistics partners are assisting the technicians to travel to the affected areas and begin assessments on VSAT sites.
- The Vanuatu Broadcasting and Television Corporation (VBTC) have FM repeaters in some of the areas with national radio. However, presently, most communication is taking place via Facebook.
- Starlink terminals set up and/or supported by the ETC in Provincial Emergency Operations Centres (PEOCs) during Cyclones Judy and Kevin earlier in 2023 are reported to be functional and are providing connectivity. Government responders in the PEOCs are using these devices to communicate with the NDMO on the mainland of Efate. There are five Starlink terminals deployed in PEOCs in Torba, Sanma, Penama, Malampa, and Tafea.
- The link to the ETC Vanuatu page is <https://www.etcluster.org/emergency/vanuatu-tropical-cyclone-lola>.

### 3. Partner updates

#### CISCO

- Currently monitoring and on standby if there is a need or request.

#### GSMA

- Digicel is on track to restore its services while Vodafone is slightly behind this.

#### IOM

- Currently monitoring and collaborating with colleagues on the ground in Vanuatu. Also liaising with colleagues in Canberra, Australia, noting that they are busy with the field enumerators using the Kobo tool.

In reviewing the developments on the ground and the capacity of the National ETC to coordinate the restoration of connectivity services, no further Global ETC calls are necessary for the TC Lola response.

## Acronyms

ETC	Emergency Telecommunications Cluster
FITTEST	Fast IT and Telecommunications Emergency and Support Team
GSMA	Global System for Mobile Communications Association
IOM	International Organization for Migration
OCHA	Office for the Coordination of Humanitarian Affairs
UAE	United Arab Emirates
UNICEF	United Nations Children's Fund
VSAT	Very Small Aperture Terminal
WFP	World Food Programme

**Minutes: Namrita Chand, Pacific ETC Information Management Officer**