

## **ETC Services for Communities (S4C)**

### **S4C Services Catalogue**

**October 2017**

### **Overview**

The ETC2020 Strategy envisions the Emergency Telecommunications Cluster (ETC) community and ecosystem of partners extending services to communities affected by disasters. The ETC will provide or broker information and communications technology solutions, meeting identified needs, to enable communities to communicate, access information, and participate in humanitarian emergencies. The cluster has undertaken projects in the field to provide or broker Services for Communities (S4C). This document formalizes these services as part of the ETC Services Catalogue.

The draft ETC Services Catalogue was presented to the ETC Plenary in March 2017 and **endorsed as 'fit for purpose with some minor modifications'**. The suggested modifications are included in this version. The plenary further directed that:

- This catalogue should not be a final version, but rather a continuous work in progress aligned with changing technology. As such, this services catalogue needs to be reviewed regularly.
- These new services should be context-driven and provided based on needs. Requirements should be identified as part of the ETC assessment process and with full collaboration of key stakeholders i.e. assessment of information and communications needs of affected populations must be conducted in coordination with the local CwC/community engagement lead agency or working group.
- The ETC is primarily a broker of S4C services and inclusion of services in the catalogue does not mean the ETC is going to do everything itself. As such, the ETC will provide these services on a best effort basis.
- Local capacities and solutions should be considered for mobilization first, to avoid harming local businesses and support sustainability. Services provided should adhere to the 'do no harm' principle.
- Finally, a mapping exercise should be conducted to identify organisations with capabilities to deliver these services. The mapping should be both global and national, especially in high risk countries as part of our emergency preparedness and response readiness work stream.

## Services

### **S4C1: Internet Connectivity / Access**

Shared internet connectivity distributed via Wi-Fi hotspots or other access technologies. Depending on available bandwidth, some services might be restricted. Access system to anonymise users to ensure data privacy and protection.

Ref. number	S4C1
Standard/Optional service	Standard
Activation time	Within 1 <sup>st</sup> month and progressively expanded
Purpose	Communities cannot communicate or access information in the way they did before, or the way they need to now, because they can't access mobile or internet networks
Description	<ul style="list-style-type: none"> <li>• S4C1.1 Shared internet connectivity distributed from a single location (internet café / hot spot)</li> <li>• S4C1.2 Shared internet connectivity distributed in a wide coverage area e.g. a camp, migration route, etc.</li> <li>• S4C1.3 Shared internet connectivity distributed to the premises of partners e.g. humanitarian broadcasters or call centres</li> <li>• S4C1.4 Broker service provision through local mobile network operators (MNOs) or internet service providers (ISPs)</li> </ul>
Standard features	<ul style="list-style-type: none"> <li>• Shared bandwidth</li> <li>• Network administration</li> <li>• Protection of users identify and data</li> </ul>
Activation triggers	<ul style="list-style-type: none"> <li>• Emergency declared and ETC activated</li> <li>• Assessment confirmed no reliable data connectivity is available, and this channel is a preferred means to access information and communicate by affected communities</li> <li>• S4C1.3 On request of partner organization(s)</li> </ul>
Deactivation triggers	<ul style="list-style-type: none"> <li>• Reliable data connectivity established/re-established or</li> <li>• Emergency project completed and services decommissioned or</li> <li>• Hand-over arrangements established with local partner(s)</li> </ul>
Responsibilities of service recipients	Community members have end-user devices to access internet services (either their own, or made available through partners e.g. at an internet cafe)
Name of provider(s)	

### S4C2: Voice Calls

Basic voice calls to the national and international phone network for the affected communities.

Ref. number	S4C2
Standard/Optional service	Standard
Activation time	Within 1 <sup>st</sup> week and progressively expanded
Purpose	Communities cannot communicate effectively in the way they did before, or the way they need to now, because they can't access mobile networks or can't communicate effectively face to face or are in hard to access/conflict areas.
Description	<ul style="list-style-type: none"> <li>• S4C2.1 Basic voice connectivity to the national phone network for the affected communities</li> <li>• S4C2.2 Basic voice connectivity to the international phone network for the affected communities</li> <li>• S4C2.3 Broker service provision through local mobile network operators (MNOs)</li> </ul>
Standard features	<ul style="list-style-type: none"> <li>• GSM voice calls</li> <li>• Satellite voice calls</li> <li>• VoIP telephony</li> </ul>
Activation triggers	<ul style="list-style-type: none"> <li>• Emergency declared and ETC activated</li> <li>• Assessment confirmed no reliable voice connectivity &amp; voice calls confirmed as preferred means to access information and communicate by affected communities</li> </ul>
Deactivation trigger	<ul style="list-style-type: none"> <li>• Reliable voice connectivity established/re-established or</li> <li>• Emergency project completed and services decommissioned or</li> <li>• Hand-over arrangements established with local partner(s)</li> </ul>
Responsibilities of service recipients	Community members have end-user devices and SIM cards to access voice services (either their own, or made available through partners)
Name of provider(s)	

### **S4C3: Electrical power services**

Electrical power solutions for charging mobile devices of affected communities and powering key humanitarian installations that serve affected communities, while also avoiding negative impact on local markets and on the environment.

Ref. number	S4C3
Standard/Optional service	Standard
Activation time	Within 1 <sup>st</sup> week and progressively expanded
Purpose	There is no on-grid electricity or other means to charge mobile devices of communities, which hinders their ability to access information and communicate or premises of organisations providing critical humanitarian information have no electrical power
Description	<ul style="list-style-type: none"> <li>• S4C3.1 Charging station available in a single location</li> <li>• S4C3.2 Large scale charging stations distributed in a wide coverage area e.g. a camp</li> <li>• S4C3.3 Portable charging devices distributed to communities through partners or in collaboration with Emergency Shelter/Non-Food Items (NFI) Cluster</li> <li>• S4C3.4 Electrical power to the premises of partners e.g. humanitarian broadcasters or call centres</li> <li>• SC43.5 Mobile charging stations to be used to support affected communities moving from one location to another e.g. on a migration route</li> </ul>
Standard features	<ul style="list-style-type: none"> <li>• Multi-device charging</li> <li>• Charging cables to avoid electrocution hazard</li> </ul>
Activation triggers	<ul style="list-style-type: none"> <li>• Emergency declared and ETC activated</li> <li>• Assessment confirmed no on-grid electricity or other means to charge communication devices</li> <li>• S4C3.4 on request of partner organization(s)</li> </ul>
Deactivation trigger	On grid electricity is established/re-established or commercial charging services resume or emergency project completed and services are decommissioned or hand-over arrangements established with local partner(s)
Responsibilities of service recipients	Community members have end-user devices to charge
Name of provider(s)	

#### **S4C4: Call centers or hotlines**

Support humanitarians or governments with projects that help communities to communicate or access important humanitarian information through provisioning technology solutions for call centres or hotlines.

Ref. number	S4C4
Standard/Optional service	Optional
Activation time	On request
Purpose	Affected communities are unable to access information about humanitarian aid, request assistance, and provide confidential feedback to the humanitarian agencies and authorities
Description	<ul style="list-style-type: none"> <li>• S4C4.1 Establish a hotline, in partnership with government and telephony operators</li> <li>• S4C4.2 A scalable call centre management system to handle volume of calls</li> <li>• S4C4.3 Call centre information management system that enables operators to access information updates (from clusters, government, humanitarian agencies) and respond to inquiries from affected communities</li> </ul>
Standard features	<ul style="list-style-type: none"> <li>• Short codes</li> <li>• Internet connectivity (S4C1.3)</li> <li>• Call centre management system</li> <li>• Call centre information management solution</li> <li>• Electrical power</li> </ul>
Activation triggers	<ul style="list-style-type: none"> <li>• Emergency declared and ETC activated</li> <li>• On request of partner organization(s) based on community information and communication assessment</li> </ul>
Deactivation trigger	Emergency project completed and services are decommissioned or hand-over arrangements established with local partner(s)
Responsibilities of service recipients	Community members can access end-user devices to make voice calls
Name of provider(s)	

### **S4C5: Technology solutions for humanitarian broadcasters**

Support humanitarians or governments with projects that help communities to access important humanitarian information through technology solutions for broadcasting. This might include rehabilitation of damaged radio/TV stations.

Ref. number	S4C5
Standard/Optional service	Optional
Activation time	On request
Purpose	Affected communities are unable to access information about humanitarian aid and request assistance
Description	<ul style="list-style-type: none"> <li>• S4C5.1 AM/FM radio solution that will enable broadcasters receive, create and transmit humanitarian content</li> <li>• S4C5.2 Rehabilitation of damaged radio or TV stations</li> </ul>
Standard features	<ul style="list-style-type: none"> <li>• AM/FM radio equipment</li> <li>• Internet connectivity (S4C1.3)</li> <li>• Power solution (S4C3.4)</li> </ul>
Activation triggers	<ul style="list-style-type: none"> <li>• Emergency declared and ETC activated</li> <li>• On request of partner organization(s) based on community information and communication assessment</li> </ul>
Deactivation trigger	Emergency project completed and services are decommissioned or hand-over arrangements established with local partner(s)
Responsibilities of service recipients	Community members have radio receivers to access broadcast content (either their own, or made available through partners)
Name of provider(s)	

### **S4C6: Platform services**

Technology platforms for data collection or information dissemination to communities e.g. bulk SMS platform. Work with partner organisations on acquisition or dissemination of content.

Ref. number	S4C6
Standard/Optional service	Optional
Activation time	On request
Purpose	Affected communities are unable to access information about humanitarian aid and request assistance
Description	<ul style="list-style-type: none"> <li>• S4C6.1 Bulk SMS platform to broadcast SMS messages to communities</li> <li>• S4C6.2 Community survey platform through SMS, app, etc.</li> </ul>
Standard features	<ul style="list-style-type: none"> <li>• Bulk SMS system</li> <li>• Pre-agreements with local MNOs</li> </ul>
Activation triggers	<ul style="list-style-type: none"> <li>• Emergency declared and ETC activated</li> <li>• On request of partner organization(s) based on community information and communication assessment</li> </ul>
Deactivation trigger	<ul style="list-style-type: none"> <li>• Emergency project completed and services decommissioned or</li> <li>• Hand-over arrangements established with local partner(s)</li> </ul>
Responsibilities of service recipients	Community members have mobile devices (either their own, or made available through partners)
Name of provider(s)	