



ETC RESPONSE SOLUTION: Voice & Data Services

The ETC Response Solution provides much more than just internet and voice services. For humanitarians, it's connectivity to save lives.

The ETC Response Solution is used by the **Emergency Telecommunications Cluster (ETC)** in disaster operations to provide humanitarian workers with reliable and effective internet connectivity and voice communications services. From ordering urgent food supplies, to submitting security reports, humanitarians rely on these vital communications networks.

Partnering for Advanced Technology Tools

As global lead of the ETC, the **World Food Programme (WFP)** works closely with partners to set the requirements and develop the solution on behalf of the humanitarian community.

The ETC Voice and Data services comprises key technologies - emergency.lu and Ericsson Response.

Initially a public-private partnership between the Government of Luxembourg and Luxembourg-based companies, **emergency.lu** is a multi-layer platform to fill the communications gap at the onset of large-scale disasters. The solution consists of satellite infrastructure and capacity; communication and coordination services including Voice over IP (VoIP), asset tracking and mapping; and satellite ground terminals for short and long-term deployment.

Provided by **Ericsson Response**, WIDER is a central globalised management solution that allows the ETC to distribute and manage access to internet services. In humanitarian emergencies, where bandwidth can be limited, WIDER provides humanitarian users with more cost effective, reliable and secure access to internet connectivity.

WFP utilizes its Fast IT & Telecommunications Emergency & Support Team (FITTEST) to support assembly, development and deployment of the ETC Response Solution.



The Emergency Telecommunications Cluster (ETC) is a network of organizations that work together to provide shared communications services in humanitarian emergencies.

Within 48 hours of a disaster, the ETC provides vital security communications services and voice and internet connectivity to assist humanitarian workers in their life-saving operations.





To distinguish between humanitarians and other users, WIDER requires individuals to register before internet access is provided. Once users create their account, they can access a limited amount of bandwidth for 24 hours. To extend the time and to get higher – and faster - bandwidth allowance, users must confirm their account with the ETC support desk onsite.

Tried & Tested Technology

The maiden deployment of the ETC Response Solution was in Bentiu, Unity State near the border between South Sudan and Republic of the Sudan in 2012. Since independence, the population in Bentiu had swelled from 7,000 to nearly 90,000 as a result of returnees and refugees fleeing conflict. Humanitarian organizations promptly expanded operations to cope with escalating requirements. With the ETC Response Solution, aid workers in the area had reliable connectivity services – for the first time - to coordinate their essential operations.

Since then, elements of the ETC Response Solution have been used to respond to the conflict emergency in Mali and Typhoon Haiyan in the Philippines.

Modular & Sustainable

The ETC Response Solution consists of pre-configured modules that can be added on to the core solution according to requirements on the ground. It is possible to link remote sites, providing vital connectivity to additional common operational areas.

The ETC is responsible for providing emergency telecommunications services to the relief community only where there are gaps in local capacity. When commercial providers recover and resume operations, the ETC migrates humanitarian workers from short-term emergency internet infrastructure to locally provided services. Depending on needs, modules of the ETC Response Solution can also be employed with other means of connectivity.

Together with its partners, the ETC constantly evaluates and enhances the solution to ensure a robust and reliable network. The ETC Response Solution can also serve as a platform for additional services such as VoIP calls and location services.

Along with its partners, the ETC is constantly working to enhance the Response Solution to ensure a robust, reliable and secure internet network for humanitarian operations.

For more information about the ETC Response Solution, and to view the ETC Service Catalogue, visit: www.ETCcluster.org

To request services or advice, please contact the ETC Coordinator in country.

The Global ETC Support Cell can be contacted at Global.ETC@wfp.org.