

Hurricane Matthew – Haiti, Jamaica, Cuba, The Bahamas, Dominican Republic

Global ETC Teleconference

Date: 09/10/16 Time: 13:00 UTC

Teleconference started at 13:06 UTC

Agenda

1. Update from the ETC Focal Point for Latin America and the Caribbean
2. Update from the participants

Minutes

Update from the ETC Focal Point for Latin America and the Caribbean

Haiti

- The Emergency Telecommunications Cluster (ETC) has deployed two personnel to Haiti: Karen Barsamian from the Fast IT and Telecommunications Emergency and Support Team (FITTEST), the IT emergency response capacity of Global ETC lead World Food Programme (WFP), and LP Svensson, from ETC member Ericsson Response. Both will arrive on the ground on 09 October. They will carry out a needs assessment and they bring equipment to provide basic connectivity services where needed.
- Latest information from Digicel indicates over 22x technical teams are on the ground trying to restore services back. In Grand'Anse, 70% of the services are up and running and in Sud and Sud-Est about 95%.
 - However, connectivity issues are being reported as well as network congestions. Voice services are working in the majority of the areas. 2G services are intermittent.
 - On the road to Jeremie, there are not signal yet but Digicel is working on that.

Update from the participants

Save the Children

- Save the Children requested information regarding the Satcomms network, especially Iridium. Gabriela Alvarado, WFP Regional IT Officer, informed that there have not been any reported issues on Iridium.
- A fly-away satellite kit will be deployed from London. If humanitarian organisations require its connectivity services, a point-to-point link can be set up.

Telecoms Sans Frontieres (TSF)

- TSF sought information on the town of Dame-Marie as it seems there are heavy communications issues. WFP Regional IT Officer will gather more information on that.
- A TSF team was deployed from Mexico and arrived on 09 October carrying a satellite kit.
 - TSF asked about a strategic location where this satellite kit could be deployed. As local ETC working group meetings will start shortly, that would be the best forum to discuss it.
- TSF is operating in Les Cayes and Jeremie. The team has set up connectivity services at the Regional Emergency Operations Centres (COUDs) in both sites open to humanitarian organisations working in these areas.
- TSF continue to provide voice services to the population where the Digicel and other operators' networks have not been restored yet.

Ericsson Response

- An emergency responder has been deployed from Ericsson Response to support the ETC. He carries several WIDER kits for distribution and management of internet connectivity. Additional Ericsson Response volunteers are on standby.
- On a commercial level, Ericsson is working with Digicel by sending the required equipment to restore faster the 2G and 3G networks.

World Vision Haiti

- World Vision in Haiti is operating in Jeremie and probably in the near future in Les Cayes.

Internews

- Internews is sending a FM radio kit to Jeremie on 09 October.
- Natcom towers have been severely damaged in the south of the island. Digicel and Natcom have an agreement and Natcom is currently providing services in Sud through Digicel.

Teleconference / Meeting ended at 13:32 UTC

Next Teleconference/ Meeting will be held on Tuesday 09 October at:

08:00 Panama
09:00 New York
13:00 UTC
15:00 Rome
17:00 Dubai

Acronyms

ACF	Action Contre le Faim (Action against Hunger)
COUD	Regional Emergency Operations Centre in Haiti
ETC	Emergency Telecommunications Cluster
FITTEST	Fast IT and Telecommunications Emergency and Support Team
IT	Information Technology
TSF	Telecoms Sans Frontieres
UN	United Nations
U.S.	United States



WFP World Food Programme
WIDER An Ericsson Response solution that manages and distributes Internet connectivity.

Attendance

Chair:	Jalal Shah (Global ETC cell)	Italy
ACF	Julien Brun	France
Americares	Jonathan Tripler	United States
CARE	Astor Chirinos	United States
Cisco TacOps	Sue-Lynn Hinson	United States
Ericsson Response	Brent Carbno	Canada
Internews	Ben Noble	Haiti
NetHope	Gabriele Almon	United States
Samaritan's Purse	Ryan Blizek	United States
Save the Children	Mark Hawkins	Kenya
	Cristian Alfaro	Guatemala
	Philippe Dudley	United Kingdom
TSF	Alexander James Thomas	France
U.S. Dep. of State	Joseph Burton	United States
WFP	Gabriela Alvarado	Panama
	Joseph Choi	Italy
	Edisher Giorgadze	United Arab Emirates
	Erika Iglesias	United Arab Emirates
	Erika Iglesias	United Arab Emirates
World Vision Haiti	Rigaud Pierre	Haiti

All information related to ETC operations can be found on the website: www.ETCluster.org

For more information, or to be added or deleted from the mailing list, please contact:
Global.ETC@wfp.org

Minutes: Erika Iglesias, WFP