

Vanuatu - Cyclone Pam

ETC Situation Report #04

Reporting period 24/03/2015 to 07/04/2015

Highlights

- 1x emergency.lu VSAT was successfully installed on Tanna Island.
- A BT team of 4x specialists successfully installed 1x VSAT on Ambae Island and 1x VSAT on Malekula Island.
- The ETC is now providing shared internet connectivity services at 7x sites across Vanuatu. 2x sites have been decommissioned.
- The ETC continues to support the government with its communications needs to enable it to communicate with people on remote islands.
- Logistics is a major challenge as shipping equipment from Port Vila to the islands is costly and takes up valuable time.

Situation Overview

Now in the fourth week of the operation after Tropical Cyclone Pam hit Vanuatu, the Emergency Telecommunications Cluster (ETC) is working closely with the Government of Vanuatu to coordinate ICT efforts to ensure a swift and efficient response, avoid duplication of efforts and ensure resources are channeled where they are most needed.

The National Disaster Management Office (NDMO) has indicated that it expects the national network backbone to be operational within three weeks and further deployment of ETC equipment is no longer necessary. Basic GSM services have been largely restored and local Internet Service Providers are working hard to reestablish the national network backbone. 3G is still a challenge.

Response

- 1x emergency.lu VSAT was successfully installed in Isangel (Tanna Island), replacing the immediate response portable satellite terminal (BGAN), provided by Telecoms Sans Frontieres (TSF), in order to provide extended internet connectivity services to the humanitarian community.



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- 1x BT VSAT was also successfully deployed to Isangel (Tanna Island) to support the NDMO with dedicated internet access.
 - 1x BT VSAT was successfully installed by the 4x specialists BT team in Saritamata (Ambae Island) for the use of the government and humanitarian workers operating in that location.
 - 1x BT VSAT was successfully installed in Lakatoro (Malekula Island) for the use of Government.
 - Ericsson Response WIDER - a solution which manages and distributes internet connectivity - installed by the 2x Ericsson Response Specialists in-country, has been demobilized in 2x locations in Port Vila: the Melanesian Hotel and the NDMO because it is no longer required as the local ISP has now been restored. It is still supporting 1x site in Isangel (Tanna Island) and 2x additional sites in Port Vila: the airport and Hotel Kaiviti.
 - 10x satphones were shared with the Government of Vanuatu to enable representatives to communicate directly with counterparts on remote islands.
 - 4x 5.5 kVa generators and 10x flexible solar panels were provided to the Government by the ETC to be used to recharge the 10x satphones.
 - The ETC has cancelled a request for 2x ICT specialists from Stand-by Partners to support the operation due to faster than expected recovery of the national infrastructure and subsequent demobilising of ETC services.
 - Nyanaprakash Muniandy replaced Oscar Caleman on the ground as ETC Coordinator.

Planned Response

- No further deployments of satellite equipment will take place at this stage.

Challenges

- Logistics is a major challenge due to the high costs and length of time required to ship equipment from Port Vila to remote islands.
- Power still remains a challenge due to extensive damage to the power grid.

Meetings

- The local ICT Working Group meeting took place on Wednesday 01 April at 15:00 in the NDMO conference hall in Port Vila. The next meeting will be held: TBC.



Information

- ICT responders operating on the ground in Vanuatu are encouraged to share their contact details with Vanuatu.ETC@wfp.org to facilitate local coordination and allow the ETC to better understand needs.
- Dedicated information-sharing space has been created on the ETC website: <http://ictemergency.wfp.org/web/ictopr/emergencies2015/cyclone-pam>. Organisations involved in the ICT response are encouraged to share updates with the ETC community to support the overall humanitarian response.

Shared ICT Services

ISLAND	LOCATION	PROVIDED BY	SERVICES	EQUIPMENT	CUSTOMER
Espiritu Santo	Luganville	TSF	<ul style="list-style-type: none"> Internet connectivity 	BGAN	GoV
	Port Vila (Hotel Kaiviti)	ISP, Ericsson Response	<ul style="list-style-type: none"> Internet connectivity 	ISP, WIDER	Humanitarian Community
	Port Vila (Airport)	ISP, Ericsson Response	<ul style="list-style-type: none"> Internet connectivity 	ISP, WIDER	Humanitarian Community
	Port Vila (NDMO)	ETC services decommissioned			
	Port Vila (Hotel Melanesian)	ETC services decommissioned			
Tanna	Isangel (Samaritan's Purse)	emergency.lu, WFP, Ericsson Response	<ul style="list-style-type: none"> Internet connectivity 	VSAT, WIDER	Humanitarian Community
	Isangel (NDMO)	BT	<ul style="list-style-type: none"> Internet connectivity 	VSAT	GoV
Aoba/Ambae	Saritamata	BT	<ul style="list-style-type: none"> Internet connectivity 	VSAT	GoV, Humanitarian Community
Malekula	Lakatoro	BT	<ul style="list-style-type: none"> Internet connectivity 	VSAT	GoV



Contacts

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Acronyms

BGAN	Broadband Global Area Network – <i>portable global satellite internet network with telephony</i>
ETC	Emergency Telecommunications Cluster
GSM	Global System for Mobile communications
ICT	Information and Communications Technology
NDMO	National Disaster Management Office
NGO	Non-Governmental Organization
TSF	Telecoms Sans Frontieres
UN	United Nations
UNDAC	UN Disaster Assessment and Coordination
WFP	World Food Programme

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

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

Background on the crisis:

Severe Tropical Cyclone Pam struck Vanuatu (population 234,000), affecting the capital of Port Vila, as an extremely destructive category 5 cyclone on the evening of 13 March at around 11 p.m. local time. The cyclone's eye passed close to Efate Island, where the capital is located, with winds estimated to have reached 250kmph and gusts peaking at around 320kmph.

On behalf of the humanitarian community, the Emergency Telecommunications Cluster (ETC) is responding in Vanuatu in close cooperation with the government National Disaster Management Office (NDMO).

Sources: OCHA Vanuatu Tropical Cyclone Pam Situation Report, Emergency Telecommunications Cluster (ETC)