

TELECOMS SANS FRONTIERES



Typhoon Ruby - Philippines

From 06/12/2014 to 15/12/2014



**ICT Support to the Humanitarian Response
and Affected Communities**

1. Team composition and contacts

Borongan

Sebastien LATOUILLE (Head of mission – Bangkok base): +639497162602

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2. Chronology of events

12/07: arrival in Manila

12/08: Coordination meetings with UNDAC and NDRRMC

12/09: Coordination meetings with Local telecoms operators

12/10: Deployment of 2 team members for assessment in Masbate Island

12/10: Deployment of 2 team members to Eastern Samar

12/11: Assessments in Eastern Samar

12/12: Setup of Internet connections at Dolores and Oras LGUs

12/12: Relocation of team from Masbate to Eastern Samar

12/12: Coordination with PDRRMC and OCHA

12/13: Calling operations in Arteche

12/13: Setup of Internet connection in Borongan Provincial Government office

12/14: Humanitarian Internet Communication Center

3. TSF's ICT support to the Humanitarian community

TSF deployed from its regional base of Thailand to the Philippines in response to Typhoon Ruby on December 6th 2014. The team of 4 has been coordinating in Manila pre-landfall and offered its support to the UNDAC team. After landfall, 2 members were deployed to Island of Masbate to conduct first assessment on December 10th while the 2 other members reached Eastern Samar. Since December 12th, TSF is supporting the local government as well as the Humanitarian community in North-East Samar with Internet access at strategic locations.

Parallel to that, TSF is providing assistance to the affected population with free access to emails, social network and International calls.

Support to the UNDAC Mission

- The UNDAC team requested TSF support but deployment to the affected area did not occur eventually.

Support to Local Authorities

Setup of a BGAN connection in Dolores

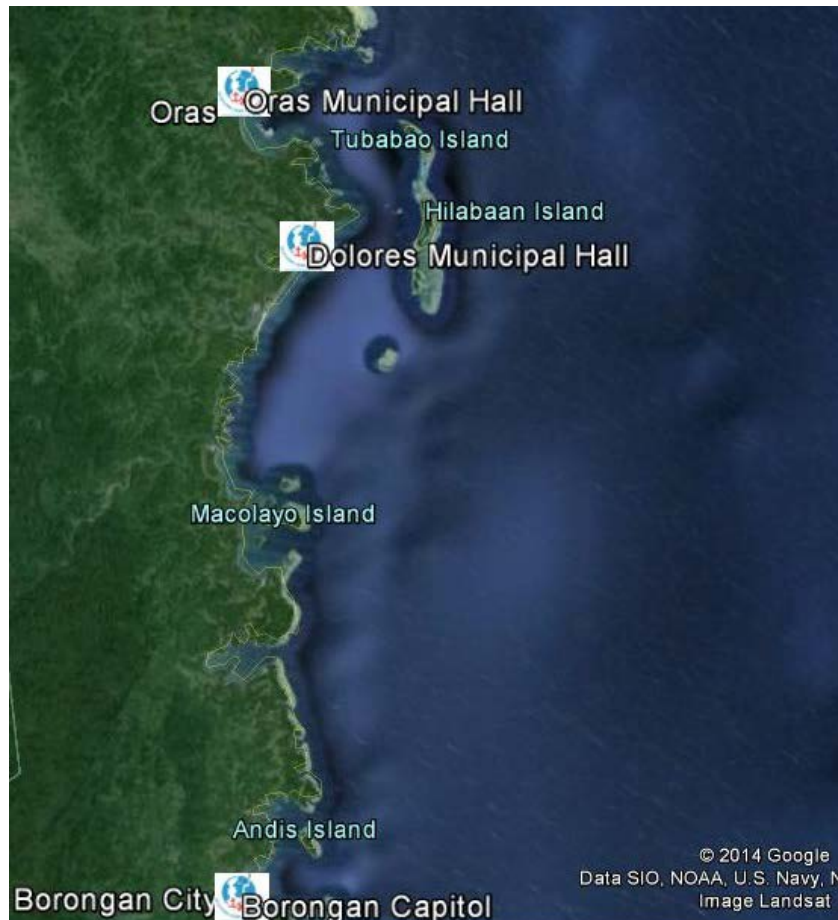
- Start: 12/12/2014
- Beneficiaries: Dolores LGU, DOH, Islamic relief
- Average consumption/day: 410 MB

Setup of a BGAN connection in Oras

- Start: 12/12/2014
- Beneficiaries: Oras LGU
- Average consumption/day: 265 MB

Setup of a BGAN connection in Borongan

- Start: 12/13/2014
- Beneficiaries: PDRRMC
- Average consumption/day: 1000 MB



Support to Other Humanitarian actors

TSF BGAN connections in Dolores and Oras municipal halls are open to all Humanitarian actors.

TSF is also in discussion with PLAN International to setup a telecoms center in PLAN's office in Borongan city.



Other services

Assessments on telecoms infrastructures updated every day and shared with the local Humanitarian team

4. Assistance to affected communities

Humanitarian calling operations

- GSM coverage is present everywhere except Oras District. TSF has setup calling operations in Dolores, Oras and Arteche but the need proved to be already covered by local GSM network.

Problems faced

- Difficulty to get accurate previsions from local operators on their recovery operations.

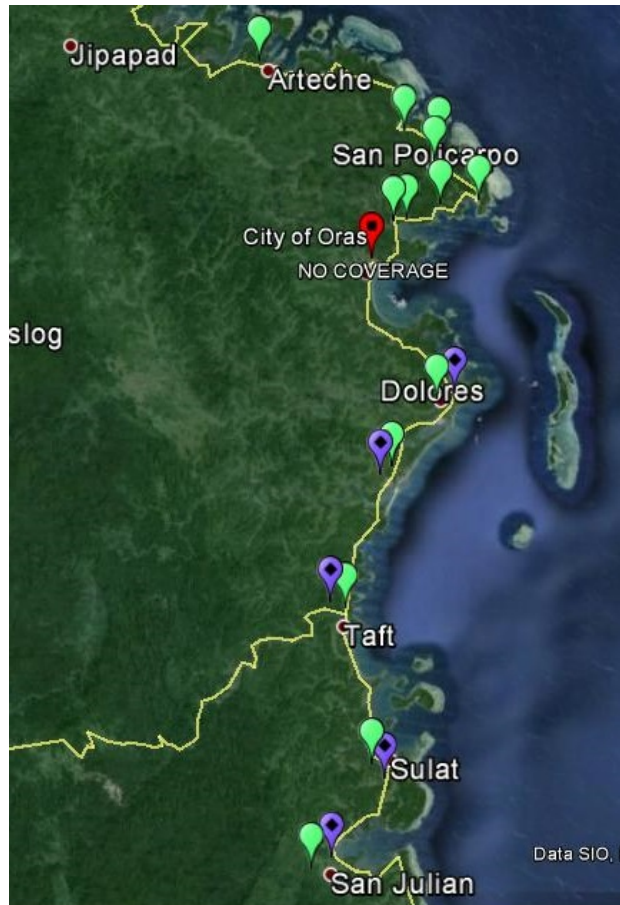
Humanitarian Internet Communication Centres

TSF is providing free access to emails and social network to the population using satellite connection.

HICC in Dolores city

- Location: Dolores Municipal Hall
- Start: 12/14/2014
- Average Consumption per day: 450 MB
- Average number of users per day: 20
- Most consulted websites:
 - Facebook

5. Telecoms Situation in North-East Samar



GSM Coverage North-East Samar Dec 14th

- 📍 No GSM Signal
- 📍 Smart GSM availability (voice only)
- 📍 Globe GSM availability (voice only)

Borongan City : mobile data (3G) available on Globe and SMART Networks.

	Affected localities		
	After disaster	Dec 14th	TSF's Response
Mobile voice service (GSM)	down	OK (except Oras)	HCO (satphones) during the first days
Mobile data (3G)	down	down	Telecoms centers in Oras and Dolores, HICC to give internet access to the affected population