

Regional ETC Overview and Partner Coordination

ETC Caribbean (WFP MCO), CDEMA, ITU, EICT-TG



What the ETC Is and How We Operate in the Caribbean

REGIONAL ROLE

Regional coordination mandate

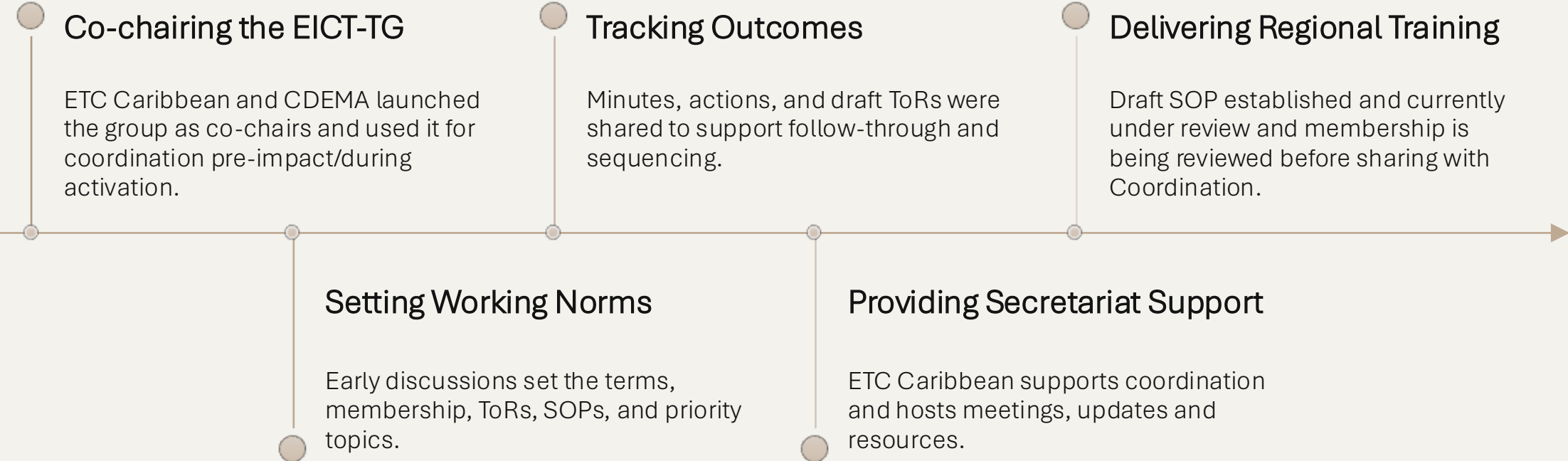
- ETC Caribbean supports emergency telecoms preparedness/response in region; coordinates w/ governments/NEMOs, humanitarian partners, private sector to connect responders & communities before/during/after disasters.
- Role distinct from WFP TEC internal functions; focuses externally on **interagency/government preparedness**, partner engagement, info sharing, coordination products.
- Co-leads **EICT-TG** with CDEMA under CDPG-DM.

CORE LINES OF EFFORT

Three priority workstreams

- **Preparedness & capacity strengthening:** Regional and national preparedness assessments, gap/risk identification, and training/simulation support.
- **Response coordination:** Activation and coordination mechanisms, partner engagement, and operational information sharing during emergencies.
- **Data/visibility:** Collecting and analysing regional preparedness/response data and reporting on lessons learned and gaps.

CDEMA EICT Technical Group - Institutionalization



Operationalizing NETPs and Roaming With ITU

NETP OPERATIONALIZATION

The ITU and ETC have co-organized regional preparedness workshops that explicitly covered implementing National Emergency Telecommunications Plans (NETPs), strengthening coordination, and refining SOPs for crisis situations.

Operational tools in emergencies: During Hurricane Melissa coordination, the operation referenced activation and use of **disaster connectivity maps** to identify outages against baselines and inform response prioritization. Mid-action review supported kick-off of NETP in Jamaica.

ROAMING AGREEMENT FRAMEWORK

The ITU and ETC are working worked together on a roaming agreement framework for Mobile Network Operators, intended for adoption by national regulators / ECTEL Member States to improve continuity of communications during emergencies.

SVG Spotlight: Institutionalising the Telecommunications Subcommittee

01

WHY IT MATTERS

Moves coordination into NETP-aligned governance with clear leadership, roles, and accountability.

02

ASSESSMENT MISSION

Kingstown mission used ITU–ETC consultations to define relaunch roadmap based on ITU/ETC Checklist.

03

INSTITUTIONALISATION IN PRACTICE

- Governance, membership
- ToRs, SOPs prioritised
- Priority actions, follow-up

04

TECHNICAL FOCUS AREAS

- MoUs/FLAs, legal gaps, inventory, outages, BCP/BCM, roaming

Jamaica: Hurricane Melissa Response

COORDINATION ACHIEVEMENTS

- ODPEM led; ETS coordinated w/ CDEMA, partners. Daily briefings with OCHA/NEOC
- ETS deployed Kobo; started Dashboard integration w/ MapAction for monitoring of set-up sites (68 locations).
- ETC partners supported temporary connectivity in key locations such as hospitals and government offices, as well as WFP operation hubs.

CHALLENGES ENCOUNTERED

- Fragmented asset inflow, Starlink deployments complicated distribution; power constraints disrupted connectivity.
- Access limits reduced visibility; airport closures, phased deployments, security clearance constrained travel.
- Match resources (donations) to sites, including visibility on availability and needs.
- Understand priority recovery from operators to guide support efforts.

Implications for satcom providers and regulators

COORDINATION BEFORE DEPLOYMENT

Jamaica response showed challenges with multiple incoming assets/deployments; providers need clear coordination, activity tracking, and shared visibility for service status.

Preparedness and interoperability

Regional/national preparedness assessments, training, simulation, and SOP refinement enable faster, predictable emergency telecoms asset use. SVG work highlights governance, membership, and formal procedures.

REGULATORY READINESS

- **Roaming agreement frameworks**, led by national regulators, are critical to ensuring cross-network continuity during crises.
- Readiness can be strengthened through:
 - Centralized inventory and capacity tracking
 - Baseline and outage mapping
 - Sharing of BCP/BCM plans
- Integration of satellite comms into emergency VHF networks as part of the national telecommunications backbones enhances **interoperability and reliability**.
- Consideration of **free subscription models** (SpaceX disaster relief plan) as business continuity and enable access for communities, but need for agreement and liaison with operators, including restoration priorities/map.