

**SESSION REPORT**  
**EMERGENCY TELECOMMUNICATIONS CLUSTER – TODAY’S NETWORKS FOR  
TOMORROW’S EMERGENCIES**  
**14 October 2015; 15:15-16:30**

The Office for the Coordination of the Humanitarian Affairs (OCHA) and the Emergency Telecommunications Cluster (ETC) facilitated a breakout session *Today’s networks for tomorrow’s emergencies* on 14 October 2015 during the Innovation Marketplace at the World Humanitarian Summit Global Consultation. The session aimed to derive learning and recommendations from the experiences of the two recently launched industry connectivity charters and to explore innovations, partnerships and resilience developments within the telecommunications sector to address humanitarian emergencies.

**I. Summary**

1. The session was attended by 19 participants including mobile and satellite operators, industry associations, NGOs, governments and the humanitarian community.
2. Satellite Operators Eutelsat, Hispasat, Inmarsat, Intelsat, SES, Thuraya and Yahsat have signed the Crisis Connectivity Charter in partnership with OCHA and ETC prior to the session on 14 October.
3. The satellite industry Crisis Connectivity Charter prearranges satellite solutions and equipment to establish an emergency response mechanism that can be quickly activated to meet humanitarian needs. The charter increases industry collaboration and coordination to enhance efficiency. The charter also allows the satellite industry to build on best practices, which could be shared in other areas of humanitarian action.
4. The Mobile Industry Charter was first launched on 2 March 2015. Since its launch, the mobile charter has received positive responses within the industry. Signatories to the charter currently represent more than 31 per cent of industry subscribers in 20 of the most vulnerable countries to natural disasters. Ericsson became the latest signatory on 14 October.
5. The purpose of the mobile industry Humanitarian Connectivity Charter is to exemplify industry best practices, harmonize collective efforts and scale standardized activities to strengthen disaster preparedness and response. The charter reflects a shared vision and a framework within which mobile network operators (MNOs) commit to pre-disaster capacity building, cooperation on enhanced coordination, and bridging the gap between the humanitarian community and governments.
6. Digital information and platforms have an increasingly important role in assisting humanitarian efforts. For example, digital identity could benefit refugees when governments institute identity requirements before issuing SIM cards.
7. The Charters enable MNOs to identify appropriate actions to undertake in emergency preparedness and response.

**II. Recommendations**

1. OCHA and the ETC should continue to promote the two Charters as industry models to encourage and guide other industries and clusters in emergency preparedness and response.
2. The cross-industry partnership between the mobile and satellite industries should be further enhanced through coordination to expedite emergency response and ensure broader communication support to victims of disasters.
3. Promote the ETC and the Working Group on Emergency Telecommunications as leading examples for integrating the private sector into the clusters’ planning and operations. Such platforms will allow different players to communicate lessons and coordinate support to create shared value.

4. Replicate GSMA's Nepal example of working with regulators to resolve regulatory impediments by initiating dialogue between governments, regulators and the private sector before and during emergencies to target specific priorities.
5. Incorporate adaptability into the disaster response mechanism to allow adjustments.
6. Establish clear responsibilities and leadership roles which can then be implemented in emergencies.

### III. Participants

#### Panelists:

Aarti Holla, Secretary-General, European Satellite Operators' Association (ESOA)

Brent Carbno, Program Director, Ericsson Response

Oscar Caleman, Fast IT & Telecoms Emergency & Support Team (FITTEST), World Food Programme

Kyla Reid, Head of Disaster Response, Mobile for Development, GSMA

#### Moderator:

Gianluca Bruni, Chief, Global Emergency Telecommunications Cluster (ETC) Cell

#### Participants:

Alan Kuresevic, SES Techcom

Elvina Quaison, AFFORD UK

Frank Russ, Intelsat

Haidar Bagir, World Food Programme

Ian Ridley, World Vision International

Jeff Wright, World Vision International

Joe Burton, US Department of State

Maina Abbasi, Afghan Diaspora

Marianne Donven, Luxembourg Ministry of Foreign Affairs

Moritz Meier-Ewert, UN HLP Global Research

Nada El Marji, Inmarsat

Priya Behrens-Shah, Welthungerhilfe

Simon Gray, Eutelsat

Steve Scott, Australia Ministry of Foreign Affairs