

Crisis Connectivity Charter - Technical Annex

Disaster Alert Procedure: Triggering the Charter Mechanism

There are 2 distinct Steps to the alert escalation procedure:

Step 1 - The ETC will trigger the Charter calling a conference call of all Charter Signatories. Each Charter Signatory will commit to have their designated Point of Contact (PoC) present on the first telephone conference. This conference call will take place within the *first 12 hours of triggering the Charter*. The ETC will use this first conference call to inform Charter Signatories of the context and the first requirements of the disaster. In case of competing solutions the charter signatories affirm their commitment to the ETC to reach an accord between themselves. If a pre-planned response(s) for the effected area has or have already been identified, then this/these will be offered to the ETC as immediately available solution(s). If no pre-planned response has been identified, then Step 2 will be activated.

Step 2 - All Charter Signatories will investigate what resources are available for the affected area after the first conference call and then hold their own conference call to agree on the most suitable responses to the disaster. The Charter Signatories will then hold a second conference call with the ETC within 48 hours of the triggering of the Charter. Thereafter, a Plan of Action will be defined and recommended to the ETC.

The PoC for each Charter Signatory will be responsible for coordinating all actions relating to their solution to ensure a smooth implementation.

Logistics

The ETC will offer full logistic support from Dubai Humanitarian Response Depot or within the country of response, including, but not limited to, storage, transport to disaster areas, transport within disaster areas, return transport to storage (if applicable) and exportation. Charter Signatories understand that from time to time in certain countries, extenuating circumstances beyond the ETC's control may prevail, that prevent the ETC from providing full logistic support.

End-to-End Connectivity

The Charter Signatories accept responsibility for ensuring full operational capabilities for the satellite network up until the Ethernet port of the modem. The ETC will take responsibility for all LAN network issues behind the modem such as WiFi, WiMAX, etc.

Training

Humanitarian Entities will provide information on their own Training Schedule for First Responders in order to enable Charter Signatories to participate in that process to train and capacity build First Responders on specific equipment that may be deployed during a disaster.

Information Sharing Matrix

This Matrix would detail all pre-planned responses identified by the Charter Signatories, including the following:

- Coverage in terms of countries within operator footprints.
- Bandwidth/speed details.
- Volume limits, if any.
- Equipment in pre-positioned storage.
- The POC will create detailed deployment plans for each pre-planned solution (Installation & Activation process, Contact numbers for operation centers, etc.). Available capacity will be determined at the time of Activation.

For areas not covered by a pre-planned response, this Matrix would contain details of other possible solutions. There would be no commitment to reserve bandwidth unless agreed between the ETC and individual Charter Signatories.

Preparedness

All Charter Signatories commit to facilitate and, where possible, actively participate in simulations organised by or in coordination with the ETC. The ETC and Charter Signatories will agree to a schedule



for these simulations at the beginning of each year to maximize coordination. ESOA and GVF members will support coordination of Charter Signatory participation in these simulations.

The simulations will serve as tests for the proper functioning of the pre-planned responses available in geographical areas identified by ETC as urgent or high-risk. All Charter Signatories will provide resources free of charge for simulations, but the ETC will be responsible for all equipment transport, licensing and importation issues.

Each PoC will ensure all relevant documentation for their pre-planned solutions is made available to all first responders.