

# National Emergency Telecommunication Plans Best practices and guidelines

---

HUMANITARIAN CONNECTIVITY CHARTER PAKISTAN WORKSHOP 2024.  
11 Dec 2024

**Maritza Delgado**

Emergency Telecommunications Programme Officer  
Telecommunication Development Bureau (BDT)  
International Telecommunication Union (ITU)

# A National Emergency Telecommunication Plan (NETP)

- Sets out a strategy to enable and ensure communications availability during all phases of the disaster management cycle,
- Promotes coordination across all levels of government and private sector
- Engages **stakeholders to think through the life cycle of a potential disaster, determining the required ICT capacities and capabilities for emergency responses**
- Establishes a governance framework of roles and responsibilities.

## PHASES OF DISASTER MANAGEMENT

### 1 Mitigation

All actions aimed at minimizing the adverse impacts of hazardous events.

### 4 Recovery

All actions aimed at restoring or improving livelihoods and health, as well as economic, physical, social cultural and environmental assets, systems and activities of an affected population.



### 2 Preparedness

Aims to build the capacities needed to efficiently manage all types of emergencies and achieve to deliver prompt response to the affected population.

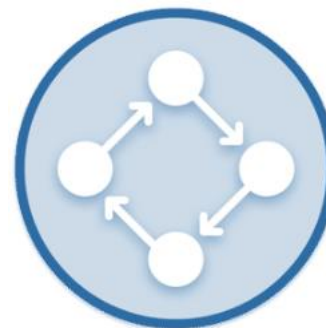
### 3 Response

All the activities needed to provide timely help to those affected. ICTs are key to ensure timely flow of vital information for fast decision making.

## ITU Guidelines for national emergency telecommunication plans



**Multi-Hazard**



**Multi-Phase**



**Multi-Technology**



**Multi-Stakeholder**

## Principles of a NETP

# Enabling environment for the implementation of NETPs

**Policies, laws and regulations are key to emergency telecommunications.**

**They are the foundation to:**

- Define roles and responsibilities of all stakeholders involved.
- Determine the framework for coordination mechanisms, communication channels and operating procedures
- Identify decision-makers and decision-making structures withing relevant agencies
- Establish a formal basis for achieving the goals and priorities of the institutions.

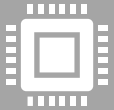


# Legal and Regulatory Frameworks



## Coordinate

- \* Continuous national consultation and coordination with all stakeholders
- \* Working mechanisms and agreements with national and international entities



## Regulate

- \* Ensure the sector is resilient and compliant to standards and best practices related to DM requirements
- \* Ensure that mobile network operators have in place BCP and disaster continuity plans



## Facilitate

- \* A fast response to the needs of the humanitarian community in the aftermath of disasters, with licensing and frequency allocation.
- \* Facilitate importation of emergency telecommunications equipment



## Innovate

- \* Establish new processes to tackle needs of emergency responders during times of crisis.
- \* Use technologies for information sharing and communication with all stakeholders



## EXAMPLES

- Priority call routing first responders, government officials, emergency operating centres, call centers, etc.
- Limit commercial calls (max 2 min) within the region of interest for several hours (ex. 24h) to reduce network congestion.
- Encourage SMS within the region of interest to reduce network congestion.
- Contingency plans requirement for telecom operators to keep offering services during emergency situations (mobile base stations, satellite backhaul, etc).
- Redundancy requirement for telecom operators.
- Grant temporary licensing of spectrum (no fees) to increase capacity to extend network coverage during emergencies
- Type approval/homologation exemptions during emergencies, ex., for satellite terminals. Require only international standards and check possible harmful interference with other terminals.
- Prepare contingency plans for pandemics, such as COVID 19
- Frequency allocations for emergency response, ex., PPDR (public protection and disaster relief) Allocate frequencies that allow for broadband and narrowband radio-communications
- Require SOPs for first responders' communications and for government officials.

# Roles and responsibilities of stakeholders

What has worked

What are the gaps

How to improve