Digicel

Partnerships for Saving Lives

Disaster Connectivity Maps

An introduction to Digicel Group

32 markets

#1 position in 22 markets

29 **4G markets**

4 **74%** coverage

3G **86%** coverage

15 markets **TV & broadband**

645k homes passed

Digicel Foundation

2,745,820 **Persons Affected**

$130,882,388 **Investments to date**

2,290 **Projects**

Building a better future

Commonwealth of Dominica – "*The Nature Island of the Caribbean*"

- Dominica is NOT the Dominican Republic!!
- Columbus passed on Sunday, 3rd November 1493 and gave the island her name, from the Latin word for Sunday.
- 750 kms² between the French islands of Guadeloupe and Martinique.
- French rule from 1690's-1763 and British rule from 1763-1978.
- Independent republic from 3rd November 1978.
- Official population of 71,293 (2011 census), but 20% less in recent years due to emigration following natural disasters, most notably Tropical Storm Erika in 2015 and Hurricane Maria in 2017.
- Home to Boiling Lake, the world's second-largest hot spring, lush mountainous rainforests and many rare plants, animals and bird species. Also home to Morne Trois Pitons National Park - a UNESCO World Heritage Site. 365 Rivers, 3 lakes and 8 inactive volcanoes.
- GDP/capita of US$7,452, pre-Hurricane Maria in September 2017.

Dominica's recent record of weather related damage

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2011	Record level flooding and landslides associated with heavy rain caused in excess of **US$100 million** in damage
2013	Heavy rains caused landslides, falling rocks and flooding costing more than **US$20 million** of rehabilitation works
2015	Tropical Storm Erika caused substantial devastation estimated at **US$482 million**
2017	Hurricane Maria caused extensive damage to 98% of the country's buildings and to the country's entire infrastructure, with damage estimated at **US$1.37 billion**

Hurricane Maria: The Storm

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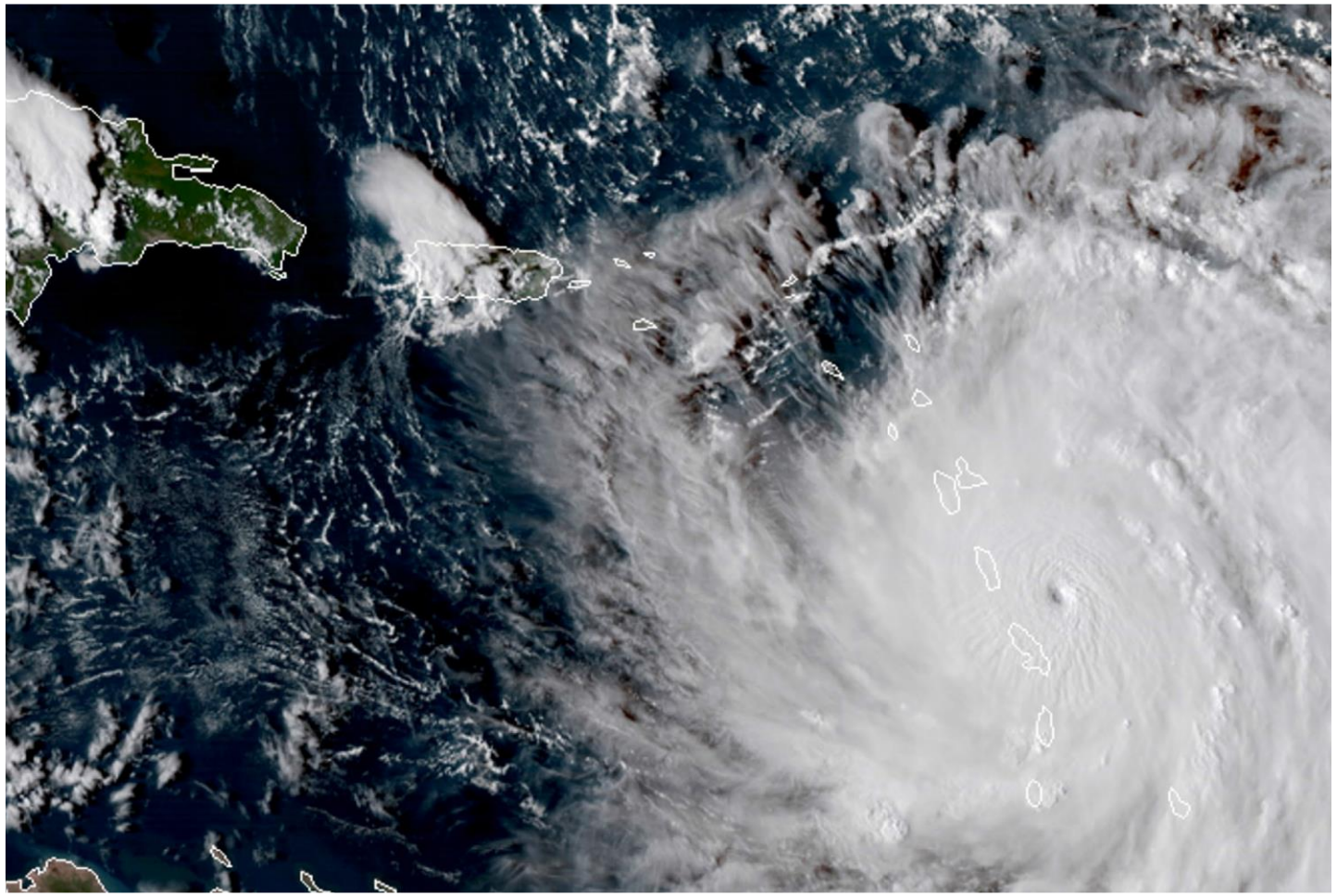
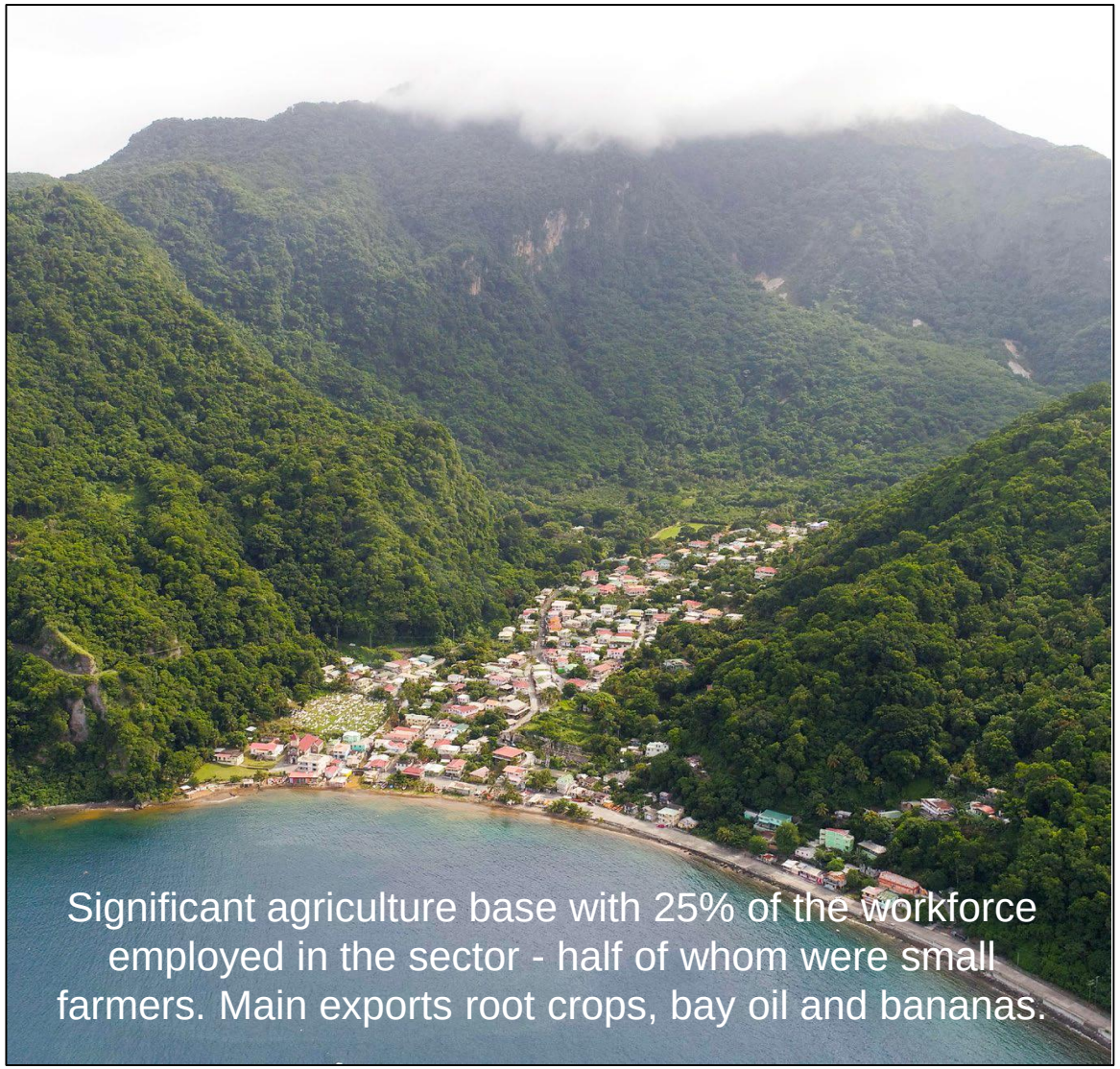


- Maria made landfall at **21:15 hours** on Monday, 18th September 2017 as a Category 5 hurricane with maximum sustained **winds of 165 mph (270 kmh)**.
- The strongest storm on record and the **first** Category 5 hurricane to **directly hit** Dominica.
- Exhibited signs of the **'Pin Hole'** Effect.
- Intensified rapidly from a **Category 1** to a **Category 5** hurricane in less than **18 hours.**
- **65** fatalities and thousands badly injured.

Pre and Post Hurricane Maria



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Hurricane Maria| THE IMPACT

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People

- 65K people directly affected
- **90% of Roofs**

Utilities

All lifeline Utilities 100% Affected

Business

➔ USD **50M** damages of infrastructure

➔ USD **119M** damages to assets

➔ USD 28M disruption of products and services

➔ USD 15M secondary losses

Sectors

USD1.3b in damages

- ✓ 30% = Housing
- ✓ 20% = Transportation
- ✓ 10% = Education
- ✓ 25% = Agriculture
- ✓ 15% = Tourism

Hurricane Maria| RESPONSE

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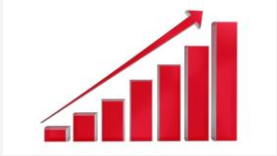
8 Markets Impacted	Digicel	*Turks & Caicos Islands, Haiti, British Virgin Islands, Anguilla, St. Maarten, Antigua & Barbuda, Cuba and Dominica*
Immediate Assistance to Staff		Additional one month salary, generators, food and supplies, relocation, overseas evacuation and counselling.
Immediate assistance to country		150 International Resources. Chartered 3 helicopters and 2 vessels to importation and distribution of emergency supplies, evacuation of persons overseas.
Immediate assistance to the Government		**CONNECTIVITY: 100 Mbps fibre, Satellite Phones, leveraging networks.**
Medium-term support		**Cash for Work community programme, rebuild six schools, 110 homes, assistance with raining US$370m in funding from agencies in Washington, Brussels and New York.**

Hurricane Maria| RECOVERY

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Digicel | **How** | **Who** | **What**

Network & Humanitarian

- *Collaborated*
- *Supported*
- *Engaged*

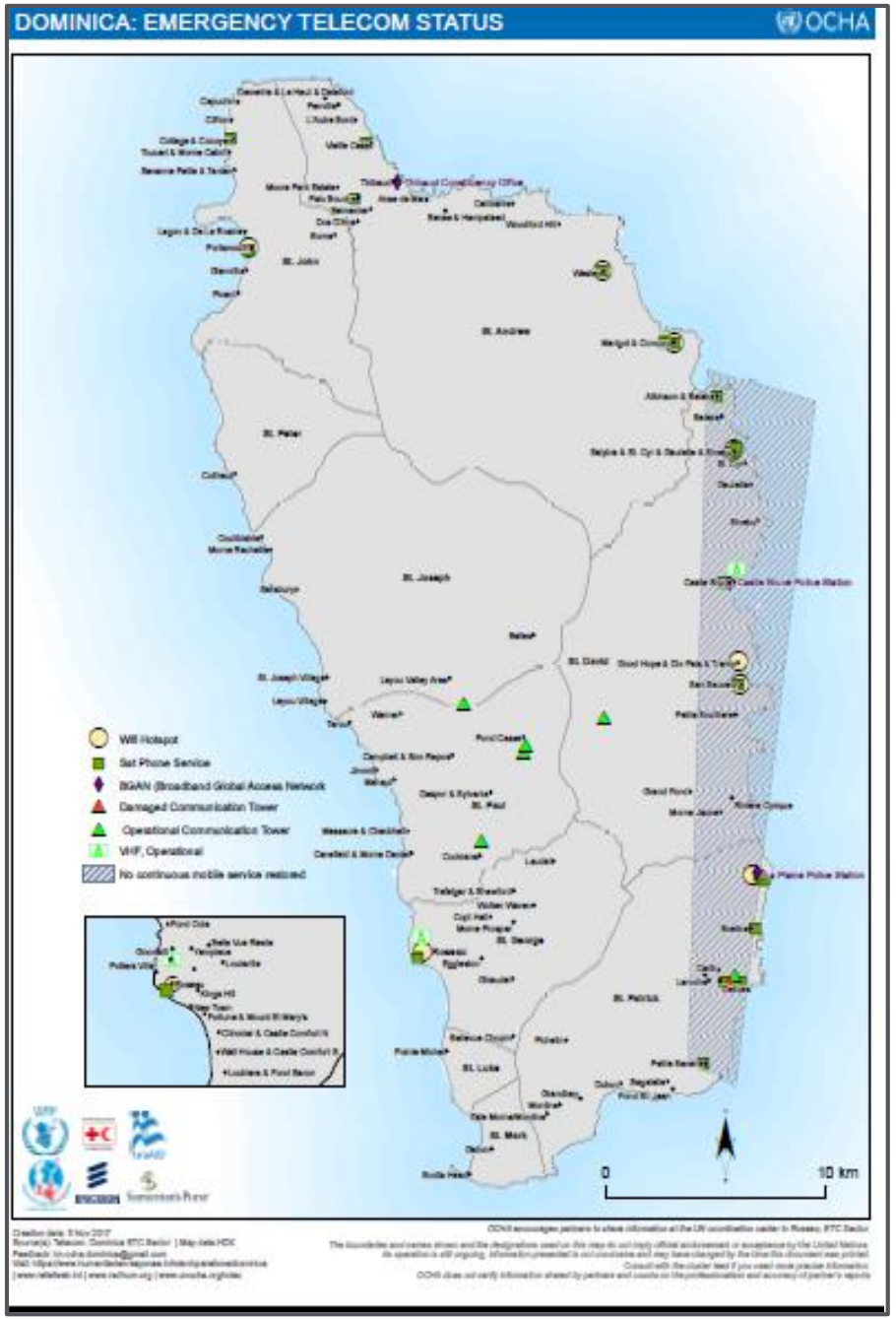
- Daily briefings reporting, and meetings

- **GoCD**
- **NGO's**
- **Utilities**
- **Telcos**

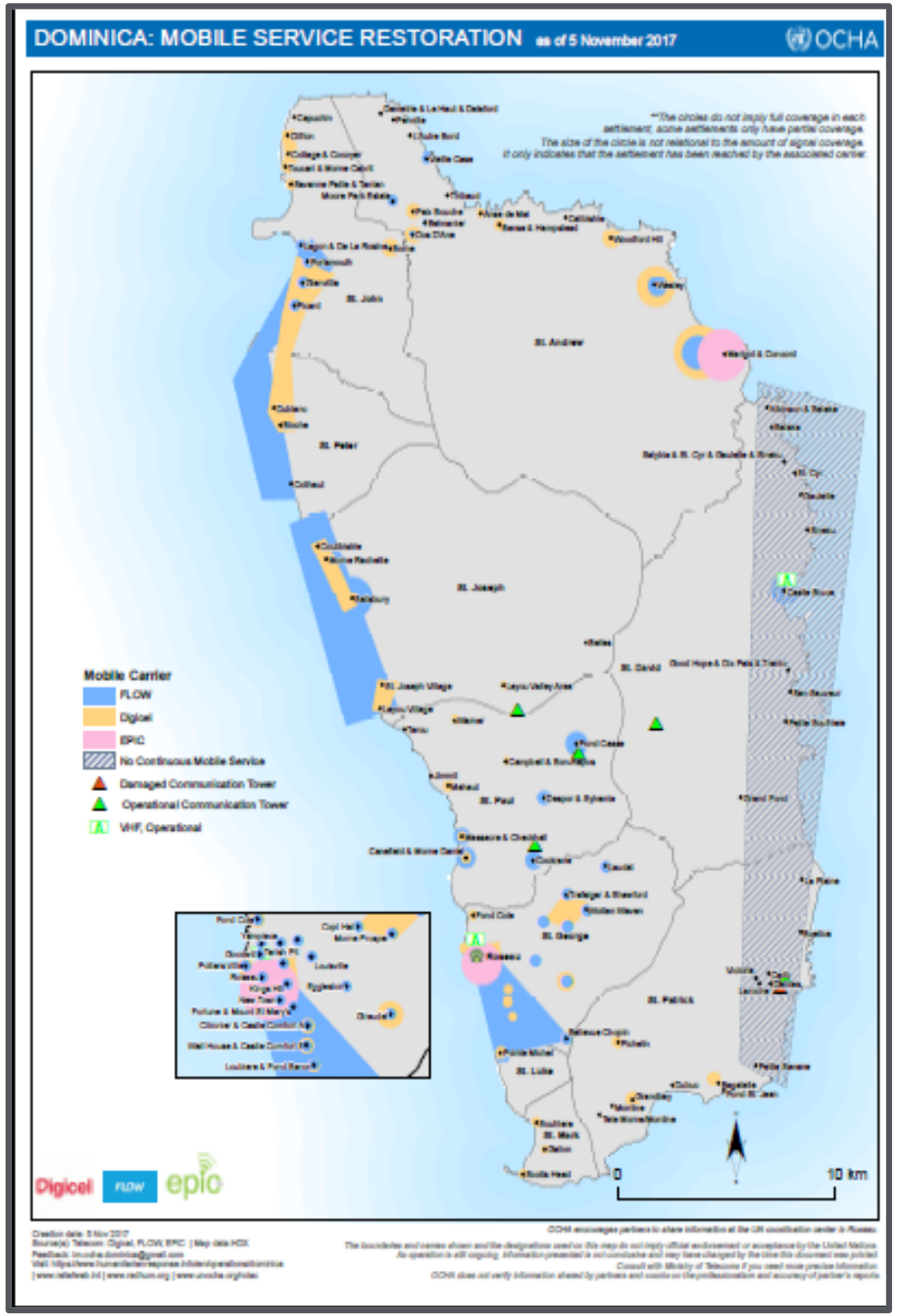
- ***DATA***:
  - Towers
  - Capacity
  - GIS
  - Resources
  - Recovery Plans
  - Etc.

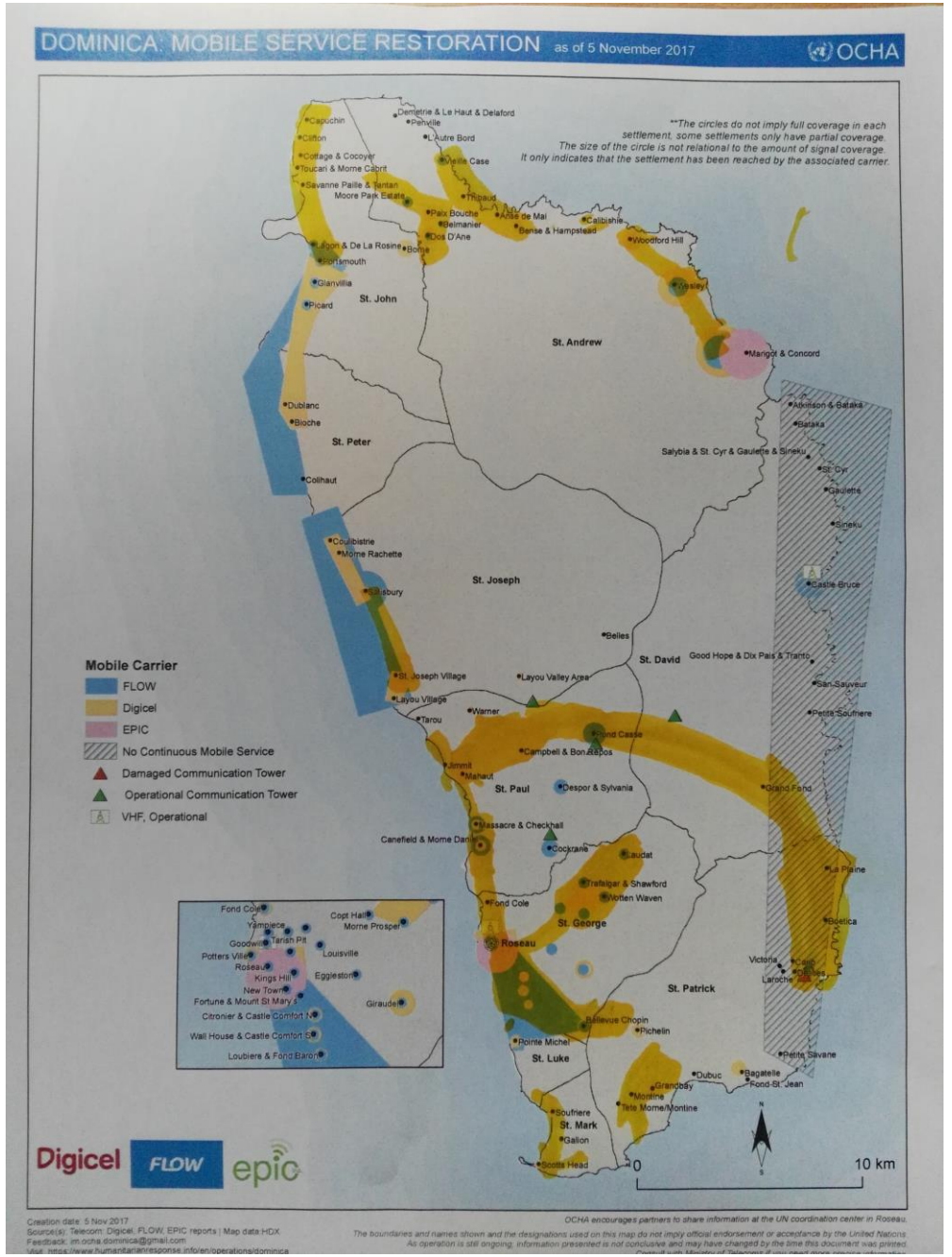
- **Drive to put up**
- **Delays to take down**
- **Inaccurate representation**
- **Commercial Implications**
- **Lack of feedback**
- **Lack of engagement**
- **Resources**

MAPS



- ✓ Parish
- ✓ Communities
- ✓ Towers (Operational, Damaged)
- ✓ Mobile Coverage by provider
- ✓ VHF
- ✓ Satellite phones
- ✓ Registered Users
- ✓ Registered devices


DOMINICA: MOBILE SERVICE RESTORATION as of 5 November 2017
OCHA
**The circles do not imply full coverage in each settlement; some settlements only have partial coverage. The size of the circle is not relational to the amount of signal coverage. It only indicates that the settlement has been reached by the associated carrier.
Mobile Carrier
FLOW
Digicel
EPIC
No Continuous Mobile Service
Damaged Communication Tower
Operational Communication Tower
VHF, Operational
St. Andrew
St. Peter
St. Joseph
St. David
St. Paul
St. George
St. Patrick
St. John
St. Luke
St. Mark
Roseau
0
10 km
Digicel
FLOW
epic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10 km
Digicel
FLOW
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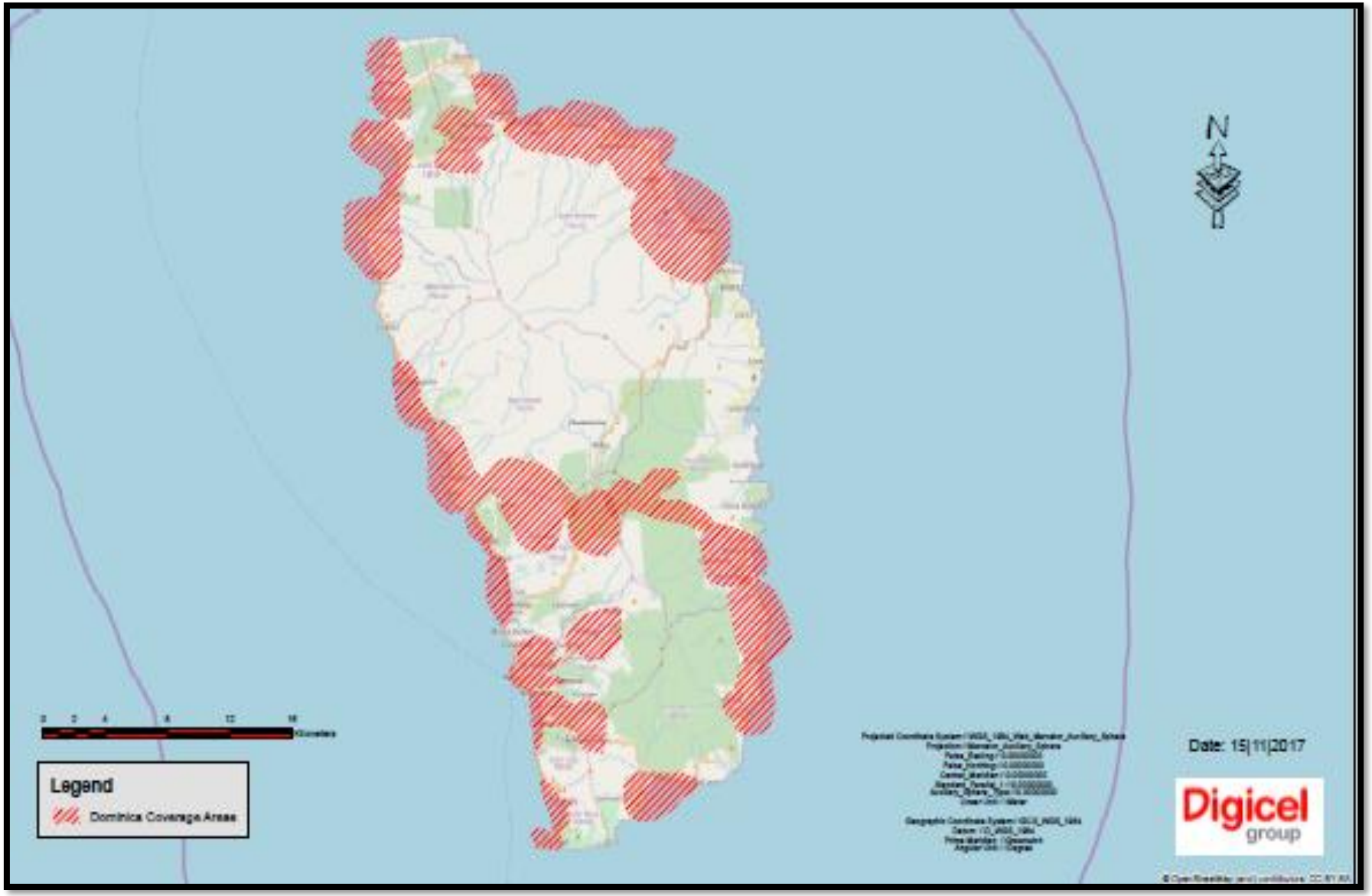
Digicel

Digicel MAP


N
Legend
Dominica Coverage Areas
Date: 15|11|2017
Digicel
group

Moving Forward

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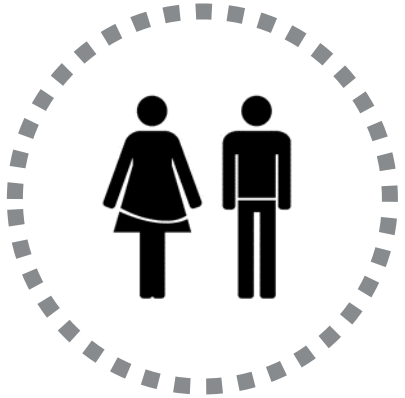
WHO



- Who will be **sharing**?
- Who will it be **shared with**?

What

- What **data** are we collecting?
- What **format** are we presenting?

How

Governance

- Framework
- Legal
- Commercial

- ✓ **Communication is HOPE**
- ✓ **MOU** between **Gov't** and **Telecos.**
- ✓ **MOU** between **Gov't** and **NGO's.**
- ✓ **Clear and Communicated Rules of engagement**
- ✓ **Risk registry**
- ✓ **Mutually Beneficial**

The question should not be **WHEN** will we be impacted next…
It is **HOW** will we respond…**TOGETHER**…
when we are!

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