

Caribbean – Hurricane Melissa (Jamaica)

Global ETS Teleconference #08

Date: 05/12/2025 Time: 14:02 UTC

All information related to the ETS operation can be found on the website:

www.etcluster.org/emergency/caribbean-hurricane-melissa

For more information or to be added or deleted from the mailing list please contact:

Caribbean.ETC@wfp.org

Attendance (19)

Chair (ETC)

Caribbean Disaster Emergency Management Agency (CDEMA)

Caribbean Telecommunication Union (CTU)

Cisco Crisis Response

Government of Luxembourg

International Telecommunication Union (ITU)

Global Support and Development (GSD)

Map Action

NetHope

United Nations Development Programme (UNDP)

US Department of State

WFP

Other

Phyza Jameel

Courtney King

Oronde Lambert

Tariq Mohammed

Matt Runyan

Roland Nurenberg

Doris Martiza Delgado

Lovens Merolien

John Crowley

Elizabeth Shaughnessy

Stephanie Siy

Jawara Wells

Geoffrey Carr

Antonio Zwollo

Francisco Castillo Garrido

Lena Bock

Mufaro Masuka

Charles Goeres

Matt Wood

Agenda

1. Situation update
2. ETS Jamaica update
3. Partner updates
4. AOB

Minutes

1. Situation update

Situation overview

- Over a month after Hurricane Melissa hit Jamaica, over 279,000 people from 90,000 households remain displaced facing acute needs. Although shelter numbers are down, most families have not returned home and are instead living in informal arrangements.
- Humanitarian groups and authorities are working to stabilize, restore services, and rebuild infrastructure in the worst-hit Parishes of Manchester, St. Elizabeth, Trelawny, Hanover, Westmoreland, and St. James.
- The government continues to facilitate multi-sector, inter-agency collaboration as efforts shift from immediate response to recovery and future preparedness.

Telecommunications impact

- Telecommunications and electricity services are recovering but remain disrupted, with 20% of households still without electricity.
- Telecom recovery is advancing: 73% of Flow's mobile sites are restored, carrying 95% of pre-hurricane traffic. Fixed service has reached 83%, but broadband is at 61%, with repairs focused on Montego Bay and St. James. Digicel has 75% of mobile sites running for 93% of users, and its fixed and business networks are at 89% and 75%.
- The [Office of Utilities Regulation \(OUR\)](#) an [interactive map](#) showing real-time restoration progress for electricity, water, and telecommunication services.

2. Global ETC update

Coordination

- The ETS is maintaining regular communication with the Office of Disaster Preparedness and Emergency Management (ODPEM)—the government's central authority for disaster response—the Caribbean Disaster Emergency Management Agency (CDEMA), and international partners, ensuring an efficient transition from emergency response to recovery and future preparedness, emphasizing the inclusion of key ICT stakeholders.
- The ETS Coordinator Phyza Jameel departed Jamaica on 03 December, handing over all activities, to the Deputy ETS Coordinator, Lena Bock, who had been supporting remotely from Barbados, but returned to Kingston, Jamaica on 30 November to lead recovery and future preparedness activities.
- The ETS coordination efforts have evolved and shifted from emergency response to recovery with the sector scheduled to have transitioned all services to local authorities by 20 December. ETS partners have outlined plans for the phased withdrawal of operations in Jamaica, with emphasis on maintaining continuity of support for established connectivity centres. Connectivity support from international partners

continues with ongoing standby staff rotations from Ericsson Response and remote assistance from Cisco Crisis Response, to ensure a seamless transition.

- Some equipment remains in-country, and there is a need for clarity regarding the process for equipment donations and the development of an exit plan, particularly as the Starlink complimentary service subscription is set to end on 20 December. ETS highlighted the importance of unified communication with stakeholders regarding equipment installations, donations, and the exit strategy as the expiry date for Starlink complimentary service approaches.
- The ETS highlighted ongoing difficulties in importing essential equipment into Jamaica for the repairs on the Disaster Emergency Communication system (DECOM), operated by ODPEM, to achieve full network restoration. Some progress in resolving the logistical challenges was recently reported.

Response

- ETS continues to monitor established internet connectivity across Jamaica. As of 01 December, ETS partner organizations have delivered various connectivity services to 65 locations, reaching more than 24,000 users. The [facilities](#) receiving ETS support include major hospitals, several schools, and key government offices.

Recovery

- The progressive improvement of mobile network operators (MNOs) and internet service providers (ISPs) has enhanced the overall stability of communications networks. As a result, the International Telecommunication Union (ITU) concluded its disaster connectivity maps campaign on 30 November, indicating a decreased necessity for mapping due to fewer network fluctuations.

Mid-Action Review

- The ETS is collaborating with key national ICT stakeholders such as the Spectrum Management Authority (SMA), mobile network operators (MNOs), and power supply authorities to facilitate a mid-action review, scheduled for 08 December under the leadership of OPDEM. This review intends to convene relevant stakeholders for a comprehensive analysis of both pre-impact and post-impact activities, information dissemination processes, and the identification of principal challenges and gaps in the response framework.
- Additionally, the mid-action review will assess the effectiveness of information sharing within the humanitarian community managed by ETS, with particular attention to reporting structures and oversight mechanisms for ongoing recovery efforts. The goal is to improve visibility, coordination, and information sharing for future operations.

3. Partner updates

- N/a

4. AOB

- N/a

The teleconference meeting ended at **14:15 UTC**.

Next meeting

- The next teleconference will be held on **Thursday 18 December at 14:00 UTC**.

Acronyms

CDEMA	Caribbean Disaster Emergency Management Agency
DECOM	Disaster Emergency Communication system
ETS	Emergency Telecommunications Sector
GSMA	Global System for Mobile Communications Association
IFRC	International Federation of the Red Cross and Red Crescent Societies
IT	Information Technology
ITDRC	Information Technology Disaster Resource Centre
ITU	International Telecommunication Union
ISP	Internet Service Provider
MNO	Mobile Network Operator
OCHA	Office for the Coordination of Humanitarian Affairs
ODPEM	Office of Disaster Preparedness and Emergency Management
OUR	Office of Utilities Regulation
SMA	Spectrum Management Agency
UN	United Nations
UNDP	United Nations Development Programme
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNICEF	United Nations Children's Fund
WFP	World Food Programme
WVI	World Vision International

Minutes: Mufaro Masuka, Global ETC Information Management Officer