

# Fast facts Ericsson Response



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# What is Ericsson Response?

Established in 2000 and staffed by employee volunteers, Ericsson Response is a disaster relief program that focuses on providing connectivity to humanitarian workers and affected populations in disaster areas. The key role of Ericsson Response is to install and maintain internet connectivity until local services have sufficiently recovered or until increased capacity is no longer needed. The program has responded to more than 60 humanitarian crises in 40 countries.

Since its establishment, Ericsson Response has played a leading role in the United Nations (UN) Emergency Telecommunications Cluster (ETC), a global network of organizations led by the World Food Programme that work together to provide shared communications services in humanitarian emergencies. Humanitarian partners include the UN Office for Coordination of Humanitarian Affairs, UNICEF, the Swedish Civil Contingencies Agency, and Save the Children.



# 20 year anniversary of Ericsson Response

The mission of [Ericsson Response](#) is simple: the faster communications services can be up and running in a crisis-hit area, the faster and more efficiently humanitarian organizations and workers can coordinate and deliver critically important aid to affected areas.

The program is entirely volunteer-based and is made up of Ericsson field engineers, product specialists, communications experts, developers and more. The program currently has 150 volunteers globally, spanning 32 countries.

Some available videos of specific missions include the following:

On Call: Connections at  
the Core of Emergency Response



Mission in Dominica



Mission in Nepal



Mission in South Sudan



## Some key facts and statistics



Ericsson Response's first missions were in 2000, when volunteers responded to extreme floods in Algeria and severe drought in Tajikistan.



Most recently, Ericsson Response provided aid during several crises in 2019. In Colombia the team provided the same services to refugees from Venezuela. The team also responded to Hurricane Dorian, reestablishing connectivity in the Bahamas after the hurricane devastated local networks.



Ericsson Response has activated across the globe, supporting and providing aid during more than 60 humanitarian crises in 40 countries.



The team has responded to a variety of issues, including natural disasters like hurricanes, tsunamis, earthquakes and typhoons, where network connectivity was decimated and needed to be reinstated quickly; to refugee crises helping link aid organizations and set up connectivity in refugee camps; and establishing network connectivity during virus epidemics to help doctors and aid workers at temporary hospitals.

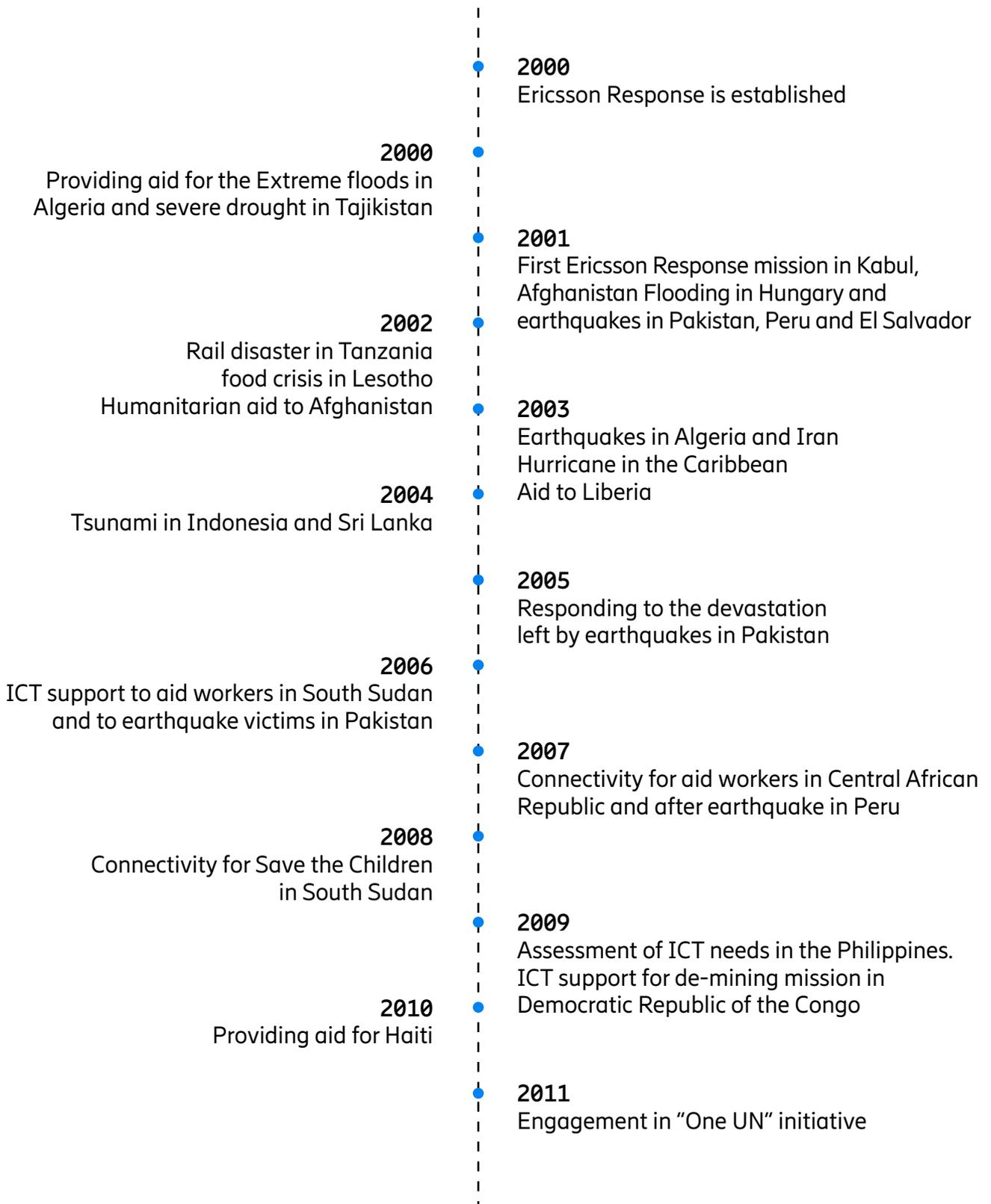


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Since 2010, Ericsson Response has provided aid to Haiti (2010 earthquake, 2011 cholera outbreak, 2016 Hurricane Matthew), Dominica and Puerto Rico (2017 Hurricanes Irma and Maria), West Africa (2015 Ebola outbreak), the Philippines (2013 Typhoon Haiyan) and more.

# Ericsson Response mission timeline



- 2012**  
ICT support in South Sudan,  
Mozambique, Tanzania and Uganda

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**2013**  
Super typhoon Haiyan (locally known as  
Yolanda) in the Philippines. Continuation of  
South Sudan mission
- 2014**  
Ebola Response mission in West Africa.  
IDP camps in Iraq. Continuation of efforts  
in South Sudan and the Philippines

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**2015**  
Earthquake in Nepal. Cyclone in Vanuatu.  
Continuation of missions in Iraq, South Sudan  
and West Africa
- 2016**  
Connectivity support for  
Hurricane Matthew in Haiti

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**2017**  
Finished up our mission in Haiti.  
Hurricanes Irma and Maria in Dominica and  
Puerto Rico. Cyclone Enawo in Madagascar
- 2019**  
Mozambique: Cyclone Idai and Kenneth  
Bahamas: Hurricane Dorian  
**(WiFi connectivity in various locations)**  
Bangladesh: Refugee crisis - Assessment  
of further connectivity improvements in  
Rohingya refugee camps Cox's Bazar

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**2020**  
COVID-19: Pandemic response - Remote  
support with partners in technical project  
management for pilot projects in Iraq, Libya  
and Central African Republic

If you're looking for more information, Ericsson has further details on their website: [Ericsson Response](#).



Ericsson enables communications service providers to capture the full value of connectivity. The company's portfolio spans Networks, Digital Services, Managed Services, and Emerging Business and is designed to help our customers go digital, increase efficiency and find new revenue streams. Ericsson's investments in innovation have delivered the benefits of telephony and mobile broadband to billions of people around the world. The Ericsson stock is listed on Nasdaq Stockholm and on Nasdaq New York.

[www.ericsson.com](http://www.ericsson.com)