

Response to Hurricane Melissa - SitRep #2

12 November 2025



Main highlights

CONTEXT: Hurricane Melissa has severely hit Jamaica on October 28. Telecom networks have been mostly disrupted in the affected areas. The western side of the island is still experiencing major outages as of 12 November.

RESPONSE: In close collaboration with the Jamaican Red Cross, TSF focused on reconnecting isolated areas and communities. To support the humanitarian response and relief efforts, TSF connected coordination centers in the most affected areas, and provided emergency connectivity for communities.

KEY FIGURES

- **4 coordination centers** reconnected
- **5 mobile Wi-Fi operations** conducted
- **+1800 devices** connected
- **+620 GB** data exchanged

Context

On October 28th, **Hurricane Melissa hit Jamaica** as a Category 5 storm, considered the most powerful hurricane to hit the country in recent history, with **winds reaching up to 280 km/h**. The hurricane, along with the landslides and floods that followed, **caused severe damage**, especially in the western part of the island. At least 95 people have been reported dead, and homes and public infrastructure were destroyed.

General telecom situation

Communications and power infrastructures have been impacted, making it difficult for affected communities to call for help and reach their loved ones and for organizations to respond to the crisis.

Power

Electricity is still extensively absent in the affected areas. This prevents people from charging their devices. Generators are in short supply in the country.

Logistics

The main roads have been cleared (south to Negril, North to M-Bay and Hanover parish), but [latest information](#) shows that there are still isolated/blocked communities in the backcountry. Not all roads are suitable for trucks yet, because of electrical poles hanging down that need to be removed.

Response

Map of activities



TSF Operations in response to Hurricane Melissa in Jamaica

Objectives

Reduce the impact of Hurricane Melissa on affected communities by providing emergency communication means in the most isolated areas.

Activities

Emergency Connectivity for Humanitarian Coordination Centers

Connecting Jamaican Red Cross centers to support coordination and communication with Kingston, with training sessions on the use and management of the connectivity equipment

- **Santa Cruz**, St. Elizabeth Parish
- **Savanna-la-Mar**, Westmoreland Parish
- **Mount Salem (Montego Bay)**, St. James Parish
- **St-Ann's Bay**, St. Ann Parish

Emergency Connectivity for the Affected Communities

Providing Wi-Fi to affected people alongside the Jamaican Red Cross' aid distributions

- **Mount Salem (Montego Bay)**, St James Parish
- **Jericho Town**, Hanover Parish
- **Brompton**, St. Elizabeth Parish
- **Sandy Bay**, Hanover Parish
- **Pumpkin Bottom Barbican**, Hanover Parish

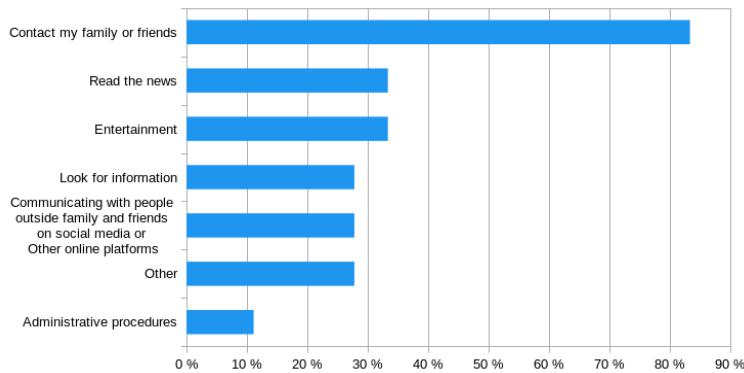
Humanitarian Coordination

- Coordination sites and mobile operations were done in close collaboration with the **Jamaican Red Cross**
- TSF collaborated with the **ETS** to develop a shared Kobo-based assessment form used by all emergency communications responders - contact [Lena Bock \(ETC\)](#) for more information.
- Regular coordination with **OCHA** and other telecoms responders such as **EICT TWG**.
- **The Vodafone Foundation, Footprint** and TSF collaborated to provide mobile charging service during Wi-Fi operations for communities, enabling people to use their devices despite energy challenges.
- TSF linked up the JRC with the **ITDRC** and **GSD** to continue the support efforts to provide connectivity services in other impacted branches in the affected areas.

Feedback from affected communities

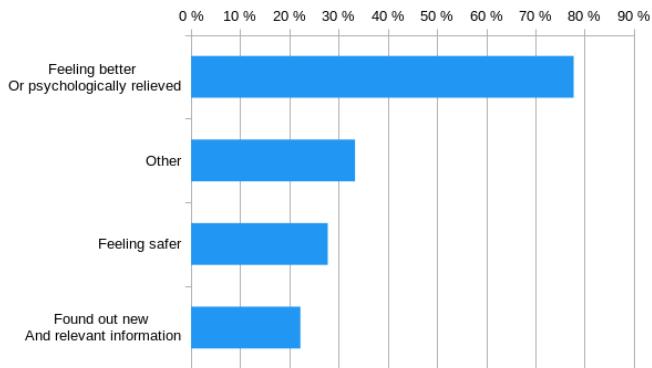
Feedback from beneficiaries was collected during mobile Wi-Fi operations.

Distribution of Connectivity Uses



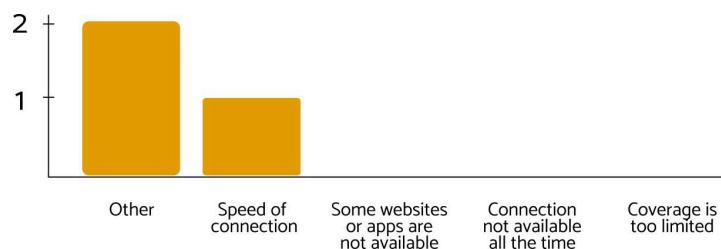
*'Other' uses include : "Check email", "Access to information", "Letting friends and family know we're ok" and "YouTube".

Impact of Emergency Connectivity on Beneficiaries



*'Other' mentioned impacts include: "Makes me feel happy", "Like I got back to the world", "Less stressed because I didn't know what's going on".

Negative feedback received



* 'Other' include "Not that good" and "Not very stable"

Response Continuity

As the relief phase comes to an end, TSF hands over its immediate response activities to other emergency telecoms responders that fit better in the recovery phase. However TSF stays active in Jamaica's Disaster Response and Preparedness through its Disaster Link resiliency project, funded by the Internet Society Foundation and in partnership with the Jamaican Red Cross.

Mobile Wi-Fi Operations

TSF has set up an emergency connectivity kit on a Red Cross' vehicle dedicated to field distributions. Trained by TSF, the teams of the Jamaican Red Cross can then continue to provide emergency connectivity, and energy to charge people's devices during their distributions in the affected areas.

Internet connectivity in Coordination Centers

The emergency connectivity installed in the 4 Red Cross Branches will stay available for humanitarian organizations as well as communities, as part of the Disaster Link Internet Resiliency project, which will support the subscription for 2 years as of now, allowing the branches to go from relief to recovery and back to preparedness again.

TSF's technicians have configured the internet access to enable many simultaneous users to make it reliable in all situations.

Mission Gallery



View of damages caused by the hurricane.

Field coordination between TSF and Jamaican Red Cross (JRC) staff.



A TSF WiFi Access Point in a JRC branch, next to supplies.

TSF staff engage with communities using the service at a mobile connectivity point during a distribution.

Field contacts

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