

STARLINK

Starlink for Disaster Relief and Emergency Services provides critical connectivity when communities need it most.

When disaster strikes, communication is critical. Without connectivity, people have no way to check on the safety of their loved ones, and disaster relief organizations struggle to respond coordinate relief efforts.

Starlink delivers high-speed, low latency to the world's most remote locations. Designed and operated by SpaceX, Starlink has proven a vital tool for quickly and effectively restoring connectivity in disasters across the world. The Starlink user terminal is designed for easy portability and rapid setup – it can connect relief workers and affected communities to high-speed internet in minutes. In response to several natural disasters affecting millions of people worldwide, including massive floods in Germany, Hurricane Ida in Louisiana, and a volcanic eruption in Tonga, Starlink has provided essential connectivity to support rescue efforts and help communities rebuild.

RAPID CONNECTIVITY WHEN EVERY MOMENT COUNTS

In July 2021, Germany experienced its most deadly natural disaster in almost 60 years when severe floods swept through the country. Rescue efforts were hampered by the destruction of communication infrastructure. Citizens had no way to get in touch with family and loved ones. To aid recovery efforts, SpaceX deployed 100 Starlink user terminals to Germany within 48 hours, installing half at first-responder sites such as fire departments, hospitals, and rescue team housing.

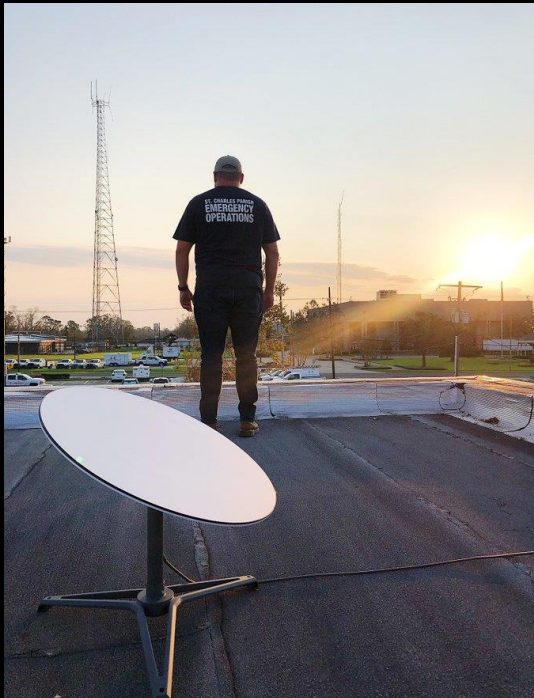


Relief workers were able to set up Starlink kits in flooded German communities within minutes.

SpaceX made the other half of the Starlink terminals available as hot spots where people in local communities could connect with their family and loved ones. With thousands of people initially

unaccounted for, Starlink enabled families and rescue workers to gain a clearer picture of the situation, and the count of missing people dropped significantly.

PROVIDING ESSENTIAL CONNECTIVITY FOR RECOVERY



Starlink provides connectivity for Emergency Operations in Louisiana

Just a few weeks later, in August 2021, Starlink helped reconnect over one million businesses and households in Louisiana when power and terrestrial communications infrastructures were damaged by Hurricane Ida. SpaceX deployed 50 Starlink antennas to provide internet service to emergency operations teams. Representatives of St. Charles Parish, whose 53,000 residents were hit especially hard by the hurricane, praised the effectiveness of Starlink.”

RECONNECTING ISLANDS IN TONGA

Starlink’s ability to provide vital connectivity was tested again following the eruption of the Hunga-Tonga-Hunga-Ha’apai undersea volcano in Tonga on January 15, 2022. The eruption caused severe disruption to communications, as the undersea fiber cable connecting Tonga to the world and to its own islands was severed in two locations. Over 100,000 people were left without internet access.

The SpaceX team was able to clear licensing, set-up a Gateway site in Fiji, configure the network, and ship 50 Starlink kits to Tonga within four weeks. The government of Tonga regained internet connectivity with Starlink and began deploying Starlink kits to reconnect critical infrastructure, schools, and communities.

PREPARING FOR DISASTER BEFORE IT STRIKES

Communities and emergency services have also recognized the value of putting Starlink in place before disaster strikes. Whether it’s for a fire station seeking a backup communication system or for a city preparing for the next hurricane, an investment in Starlink can ensure that connectivity is there when people need to save lives, reach loved ones, and rebuild.



A fire station in Germany uses Starlink as a backup connection.