

“Providing emergency telecommunications services to the humanitarian community”

Republic of South Sudan
Humanitarian ISP Roll Out Situation Report #1
Reporting period 05/01/12 to 19/01/12

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Summary:

- An ETC assessment mission was conducted by WFP in December 2011 to assess the voice and data connectivity situation and identify gaps to be addressed to meet the requirements of the humanitarian community. The mission visited both existing and new locations.
- Based on the findings, it was decided to deploy an emergency connectivity system in three new locations: Maban, Renk and Yida.
- The emergency deployment team involves multiple ETC partners including, Ericsson Response, Government of Luxembourg (LUX), IOM, OCHA, UNHCR and WFP.
- The deployed equipment is split into two complementary solutions:
 - the “emergency.lu” composed of an antenna and either a Satellite dish (regular VSAT terminal) or an inflated balloon (rapid kit); and
 - the Ericsson Response WIDER, a wireless solution to extend connectivity.
 - Assembled, the equipment is able to provide Internet Connectivity and Voice telephony services to the humanitarian community.

Cluster Responsibilities:

- WFP is leading ETC activities in the Republic of South Sudan with responsibility for coordination, implementation and overall operation support for common ICT services.

Achievements:

- Bentiu/Yida:

For security reason, humanitarian organisations cannot access Yida for the time being and most of the staff therefore moved to Bentiu. Therefore it was decided to set up connectivity initially in Bentiu and then relocate the system to Yida when security permits. An emergency.lu rapid kit and an Ericsson Response WIDER were set up at the WFP Bentiu office on 8 January. Some issues were reported which were fixed on Thursday 12 January. Martin Falebrand from Ericsson Response remained on site to support the installation.

- Maban:

On 16 January, the team composed of Ericsson Response, LUX and WFP partners installed the emergency.lu and the Ericsson Response WIDER solutions at the UNHCR office. One Ericsson Response staff, Prado Paz, remained on site to support the installation.

- Services:

Both sites are operational and 14 different organisations have to date used the Maban and Bentiu Internet Cafes. Some 27 users were registered in Maban and around 10 in Bentiu. WFP staff will replace the Ericsson Response team in Bentiu and Maban on 20 January.

For security reasons a one-time, online registration is required to access the Internet Café. To register users must show their ID cards to confirm they work for a humanitarian organization. Additional equipment such as printers and scanners will be provided for the three sites in the coming weeks.

Challenges and Gaps:

- Bentiu:

On 9 January, it was reported some issues with the equipment and the team flew back on Thursday 12 January to fix it. The site is now operational.

- Equipment:

Two additional regular VSAT terminals have been sent from Luxembourg but are stocked in Nairobi waiting for clearance. The equipment should arrive on 19 January in Juba.

Planned Activities:

- Renk

The team will deploy the emergency.lu solution in Renk at the IOM office when the equipment will be in Juba.

- Pibor

Based on an assessment done in Pibor by OCHA, UNICEF and WFP, it was decided to wait for more organizations to set up permanent offices there before setting up any installation. However, some UN agencies are discussing the possibility to have permanent offices in Pibor and the situation may evolve in the coming weeks.

Meetings:

- **Global ETC Information Sharing teleconferences for the Republic of South Sudan are held every two weeks.**

The next Global ETC teleconference will be held on **Wednesday 1 February** at:

0900 New York
1400 UTC
1500 Rome/Geneva
1700 Juba/Nairobi

Dial-in instructions:

- 1) Call +39 066513 3344
- 2) Enter the personal code 267200 followed by #
- 3) If you are the first caller, a message will notify you. Please remain on the line.

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Acronyms:

BGAN	Broadband Global Area Network
COMCEN	Communications Centre
ETC	Emergency Telecommunications Cluster
HEP	ICT Humanitarian Emergency Platform
HISP	Humanitarian Internet Service Provider
IFRC	International Federation of the Red Cross
ISP	Internet Service Provider
LAN	Local Area Network
MoFA	Ministry of Foreign Affairs
NGO	Non-Governmental Organization
UNDSS	UN Department of Safety and Security
UNHCR	UN High Commissioner for Refugees
UNICEF	UN Children’s Fund
UNMISS	UN Mission in the Republic of South Sudan
VSAT	Very Small Aperture Terminal (Satellite ground station)
WFP	UN World Food Programme
WVI	World Vision International

ICT Emergency website (HEP) links:

- Humanitarian Emergency Platform:
<http://ictemergency.wfp.org>