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EMERGENCY TELECOMMUNICATIONS
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Syria Crisis

ETC Situation Report #17

Reporting period 1/07/14 to 1/09/14

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Highlights

- The ETC team successfully installed an inter-agency radio room at the UNHCR office in Sulaymaniyah, northern Iraq. The COMCEN has been established in response to the Syria refugee crisis.

- ETC radio training sessions have been conducted at multiple locations inside Syria and in Azraq camp, Jordan. The radio training sessions in Syria were conducted by WFP and the radio training sessions in Azraq camp were conducted by UNHCR.

- The Syrian MoFA granted approval to import ETC equipment into Syria. The approval includes various telecoms equipment.

- An ETC assessment was conducted of the voice, internet and radio services available at the Ramtha border crossing to Syria in far northwest Jordan.

Cluster Responsibilities

- The ETC in Syria is providing emergency telecommunications support to humanitarian organizations in operational areas within Syria and surrounding countries.

- Responsibility for the provision of ETC services (voice, internet, radio network and other services) across the region is shared between WFP and UNHCR.

    - WFP is providing support to other UN agencies for common service provision as required.

    - WFP coordinates regional activities in collaboration with partners.
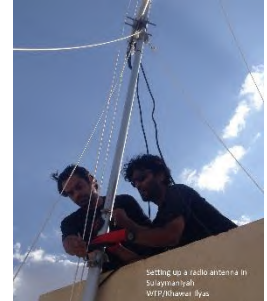
Achievements

SYRIA

- An extensive radio training mission has been underway in Syria since July and is scheduled to finish in September. Multiple training sessions have been conducted in Damascus, Homs, Tartous and Qamishli UN agency and NGO staff. The training aims to improve the security of humanitarian staff on the ground. Close to 200 staff have been trained across Syria.

Radio training in Damascus
WFP/Kamal Ahmad

- Twenty seven radio devices were programmed for UNDSS inside Syria in August. Radio programming is ongoing.

IRAQ

- An inter-agency COMCEN was successfully installed at the UNHCR office in Sulaymaniyah in August. The COMCEN equipment has been handed over to UNHCR who will operate the radio room. The deployment team included staff from WFP, UNHCR and UNAMI.

Setting up a radio antenna in Sulaymaniyah
WFP/Khawer Ilyas

LEBANON

- UNIFIL moved to a digital VHF radio network in the SLR (South Litani River) region in August. The VHF radio network in NLR (North Litani River) region, managed by UNDSS, continues to operate as an analogue network.

JORDAN

- UNHCR conducted radio training inside Azraq camp for UN agencies and NGO staff. Training was conducted over two days in August with advanced and basic user training courses offered. Forty-one participants received training.

- A local ETC meeting was held in Amman on 06/08/14. The process for issuing licenses to staff carrying UN radios in Jordan was clarified as an output of the meeting.

- An assessment of voice, internet and radio services available at the Ramtha-Daraa border crossing in far northwest Jordan was completed in August.

Challenges and Gaps

- The volatile security situation impacts the assessment and installation of telecommunications capability for the humanitarian community in key areas within Syria.

Planned Activities

SYRIA

- A technical agreement between the WFP, UNDP and UNDSS is close to being finalised to deliver common radio services in Syria. The agreement will improve the delivery of radio services and thereby the safety and security of humanitarian staff in operational areas.

- An ETC radio training mission will conclude in Syria on 06/08/14. Final training sessions will be held in Damascus in the first week of September.

- The ETC will provide internet services for the humanitarian community at planned UN hubs in Syria.

- The ETC team is coordinating with the Logistics Cluster on the importation of equipment recently approved by MoFA for use at UN hubs in Syria.

IRAQ

- UNAMI will deploy a radio repeater in Sulaymaniyah in September to complement the COMCEN that has recently been deployed there.

- An inter-agency COMCEN will be established in Dohuk once a suitable location is identified. New repeaters are also planned to be deployed in Dohuk. The deployment team will include staff from WFP, UNHCR and UNAMI.

LEBANON

- A local ETC meeting will be convened in Beirut in September.

- A 30 metre tall antenna mast will be installed in the Lebanon port city of Tripoli to expand radio coverage in the north of Lebanon.

TURKEY

- A new UN hub was opened in Gaziantep in August and an inter-agency COMCEN is planned to be established at the new hub. An ETC assessment mission to Turkey is planned in October to review ETC services to be deployed.

JORDAN

- UNHCR are planning to conduct additional radio training sessions for staff in Zaatari refugee camp following the recent sessions conducted in Azraq camp.

- The local radio working group in Jordan has been working on a refresh of the call sign allocation template for Jordan and a review of the radio network in Amman to identify improvements that will enhance the security of humanitarian staff on the ground.

Meetings

Global ETC Teleconference

The next Global ETC teleconference will be held on Thursday 11th September, 2014 at:

09:00	New York
13:00	UTC
15:00	Rome
16:00	Damascus
16:00	Amman
17:00	Dubai

Local ETC Meetings

The next Local ETC meeting in **Amman** will be held on Wednesday 17th September at 10:00AM Jordan time.

The next Local ETC meeting in **Beirut** will be held on Wednesday 10th September at 11:00AM Lebanon time.

All information related to ETC operations can be found on the website: www.ETCluster.org

For more information, or to be added or deleted from the mailing list, please contact: Syria.ETC@wfp.org

Key ETC Contacts

The list below shows the key people involved in providing and supporting inter-agency ICT services in the Syria operation:

LOCATION	AGENCY	NAME	TITLE	EMAIL	MOBILE PHONE
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Acronyms

ETC	Emergency Telecommunications Cluster
FAO	Food and Agriculture Organization
HF	High Frequency
ICT	Information and Communications Technology
MoFA	Ministry of Foreign Affairs
MOU	Memorandum of Understanding
OCHA	Office for the Coordination of Humanitarian Affairs
SHARP	Syria Humanitarian Assistance Response Plan
UNAMI	United Nations Assistance Mission in Iraq
UNDOF	United Nations Disengagement Observer Force
UNDP	United Nations Development Programme
UNDSS	United Nations Department of Safety and Security
UNFPA	United Nations Population Fund
UNHCR	United Nations Refugee Agency
UNICEF	United Nations Children's Fund
UNRWA	United Nations Relief and Works Agency
UTC	Universal Coordinated Time
VHF	Very High Frequency
WFP	UN World Food Programme
WHO	World Health Organization