![ETC - Emergency Telecommunications Cluster logo]

Republic of South Sudan

ETC Situation Report #59

Reporting period 22/09/14 to 05/10/14

ETC South Sudan Sitreps are distributed every two weeks. The next report will be issued on or around 20/10/14.

Highlights

- ETC Response Equipment including a VSAT, Hybrid Solar solution and a VHF Repeater were shipped to Koch (Unity State) in coordination with World Relief that Chartered a Plane from Juba to Koch. Koch has recently been identified as one of three Prioritised Operational Centers and is the first to receive ETC Services.

Achievements

- The ETC is providing shared connectivity services in twelve sites across the country. Shared services are being provided at an additional six partner sites.

- The information collected from the ETC user feedback survey circulated in September was analysed. The report will be circulated this week. The majority of the comments are related to the need of on-site Help desk service.

- Bentiu, Unity State: two ETC technicians travelled to Bentiu on 22 September in order to follow up on the power outage of the ETC Response Solution, with technologies from emergency.lu, Ericsson Response and WFP. The power issue was resolved. The equipment is under testing phase and Ericsson Response finalised a software update to improve the authentication system.

- Mingkaman, Lakes State: An ETC Technician traveled on site and worked remotely with Ericsson Response to put the authentication system for the ETC Response Solution online. The mission was successful and technician returned to Juba.

- The ETC provides radio programming services to UN Agencies and NGOs. Nine hundred and eighty eight radios have been programmed in 2014 for 61 humanitarian organizations. Over the past 2 weeks 72 radios were programmed for 6 different organizations.

ETC staff moving the Hybrid Solar Solution in World Relief Juba to be shipped to Koch.
Photo: WFP/Dalia Mansour

The ETC provides timely, predictable and effective Information Communications Technology services to support the humanitarian community in carrying-out their work efficiently, effectively and safely.

Challenges and Gaps

- Funding for ETC activity for 2014 was exhausted and mobilization of additional funds are ongoing.

- Procurement of telecommunications equipment continues to be challenging as lengthy import procedures and the volatile security situation frequently cause significant delays.

Planned Activities

- ETC customer satisfaction survey results for 2014 will be circulated among humanitarian partners during first week of October.

- In Koch, it is planned to install a VSAT, Hybrid Solar panel and Digital repeater over the coming few weeks.

- A solar kit has was shipped in Ganyiel, an ETC technician will be deployed to install it.

- A VSAT was shipped to Nyal but some boxes are still in Rumbek, a technician will be deployed in order to identify the remaining component in Rumbek and carry it with him to start the installation process.

Meetings

- The Strategic Response Planning (SRP) Workshop for 2015 is planned for the 7th and 8th October

- Global ETC teleconferences are held every two weeks. The next teleconference will be held on **13/10/14**.

- Local ETC meetings are held every two weeks. The next meeting will be held on **09/10/14**.

ETC Services in South Sudan

CITY	STATE	LOCATION	PROVIDED BY	SERVICES	REPEATER CHANNELS
Abyei	Abyei	WFP	WFP	• Internet connectivity • Radio communications	3, 8, 14
Aweil	Northern Bahr el Ghazal	WFP	WFP	• Internet connectivity • Radio communications • ICT Help Desk	3, 11, 13
Bentiu (Rubkona)	Unity	WFP	ETC	• Internet connectivity • Radio Communications	9
Bor	Jonglei	1) Humanitarian Hub 2) WFP	1) ETC 2) WFP	• Internet connectivity • Radio connectivity	3, 10, 15
Ganyiel	Unity	IRC	ETC	• Internet connectivity	
Juba	Central Equatoria	1) UNMISS - Tomping 2) UN House	1) ETC 2) ETC	• Internet connectivity • Radio communications • Coordination & Logistics Hub • ICT Help Desk • Information Management • Radio Training	1,2,3,6,7,8,9,11,13,14,15
Kapoeta	Eastern Equatoria	WFP	WFP	• Internet connectivity • Radio communications • ICT Help Desk	10,13
Kaya	Upper Nile	UNHCR	UNHCR, UNICEF, WFP	• Radio communications	13
Kwajok	Warrap	UNHCR	UNHCR	• Radio communications	3, 14
Maban	Upper Nile	UNHCR	UNHCR, WFP	• Internet connectivity • Radio communications	3, 9, 10
Malakal	Upper Nile	1) Humanitarian Hub 2) WFP	1) ETC 2) WFP	• Internet connectivity • ICT Help Desk • Radio communications	3, 6, 7, 9

Mingkaman	Lakes	1) ACTED 2) Save the Children	ETC, emergency.lu, Ericsson Response, WFP	• Internet connectivity • Radio Communications	9
Nimule	Eastern Equatoria	UNHCR	ETC	• Internet Connectivity • Radio Communications	3
Rumbek	Lakes	WFP	WFP	• Radio communications	3, 4, 10, 11, 13
Torit	Eastern Equatoria	UNMISS	WFP	• Internet connectivity • Radio communications	10, 12
Wau	Western Bahr El Ghazal	WFP	WFP	• Internet connectivity • Radio communications	3, 6, 11, 15
Wunrok	Warrap	WFP	WFP	• Internet connectivity • Radio communications	8, 15
Yambio	Western Equatoria	UNICEF	UNICEF/WFP	• Radio communications	3, 6, 11, 15
Yida	Unity	UNHCR	UNHCR	• Internet connectivity • Radio communications	3, 13

ETC services usage policy: http://ictemergency.wfp.org/web/ictepr/etc/services-usage-policy

ETC South Sudan factsheet: http://ictemergency.wfp.org/documents/10844/512d2edf-5648-4537-a7c7-0467703cf16b

Cluster Responsibilities

- The World Food Programme (WFP) is leading ETC activities in South Sudan with responsibility for coordination, implementation and overall operational support for common ICT services.

Acronyms

ACTED	Agency for Technical Cooperation and Development
AHA	African Humanitarian Action
DMR	Digital Mobile Radio
ECOM	Emergency Corps of the Order of Malta
ETC	Emergency Telecommunications Cluster
FITTEST	Fast IT and Telecommunications Emergency and Support Team
ICT	Information and Communications Technology
IRC	International Rescue Committee
NGO	Non-Governmental Organization
RRC	Relief and Rehabilitation Commission
TETRA	Terrestrial Trunked Radio
UN	United Nations
UNESCO	UN Educational, Scientific and Cultural Organization
UNFPA	United Nations Population Fund
UNHCR	Office of the United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNMISS	United Nations Mission in South Sudan
VHF	Very High Frequency
WFP	World Food Programme
WIDER	Central globalised management solution provided by Ericsson Response that allows the ETC to distribute and manage access to internet services.

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

For more information, or to be added or deleted from the mailing list, please contact:
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Background on the crisis:
Conflict broke out in Juba, the capital of South Sudan, on 15 December 2013 and quickly spread to several other states. Within weeks, thousands of people had been killed or wounded in the violence, and hundreds of thousands displaced from their homes. The crisis has led to a serious deterioration in the food security situation, and some 3.9 million people will face alarming levels of food insecurity by August 2014.

The Emergency Telecommunications Cluster (ETC) was activated in South Sudan in 2011, following the country's independence, to provide security and data telecommunications and coordination services to the humanitarian community. Since the recent conflict began, the ETC scaled up its activities and expanded to new locations in the interior of South Sudan, supporting humanitarian organizations involved in the crisis response through the provision of vital telecommunication services.

Sources: OCHA South Sudan Crisis Situation Report, Emergency Telecommunications Cluster (ETC)