

Syria Crisis

ETC Situation Report #18

Reporting period 2/09/14 to 22/10/14

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Highlights

- Internet access has been improved for humanitarian staff working at the WFP office in Qamishli, Syria. This has been achieved via the installation of a VSAT provided by UNICEF.
- Radio rooms in Domiz and Sulaymaniyah, northern Iraq, are now operational and radio operators have been trained.

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

- A technical agreement between WFP, UNDP and UNDSS was signed in September to deliver common radio services in Syria. ETC is funding 31 radio operators at various locations inside Syria as part of the agreement. The agreement improves the delivery of radio services and thereby the safety and security of humanitarian staff in operational areas.
- ETC has assisted UNICEF with the installation of a VSAT at the WFP office in Qamishli, Syria. The VSAT has significantly improved access to the internet for staff from multiple agencies working at the site.



- Thirty radio devices have been programmed by WFP for UN agencies inside Syria during September and October. Radio programming is ongoing.
- An ETC radio training mission inside Syria completed on 06/09/2014. During the mission training was conducted in Damascus, Homs, Tartous and Qamishli. The objective of the training was to improve the security of humanitarian staff on the ground. Close to 200 UN and NGO staff were trained.



IRAQ

- Radio rooms are now operational in Sulaymaniyah and Dohuk. The radio rooms are being operated by UNHCR with radio operator staff trained by WFP. ETC supplied the equipment for the new radio rooms.
- The Iraq ETC has installed wireless internet connectivity at locations inside Arbat camp and Domiz camp.

LEBANON

- UNIFIL activated an analogue VHF radio repeater in the SLR (South Litani River) region in October to provide analogue radio coverage to humanitarian workers in the south of Lebanon. The activation of the analogue repeater enhances the safety and security of humanitarian staff.
- A local ETC meeting was held in Beirut on 10/09/14.

JORDAN

- UNHCR has extended internet connectivity to the Red Cross Hospital in Azraq camp.
- A local ETC meeting was held in Amman on 17/09/14.

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

- The ETC will install a VHF repeater at the Four Seasons Hotel in Damascus. The repeater will improve radio coverage for humanitarian workers in the area thereby enhancing safety and security of the humanitarian community.
- The ETC team is coordinating with the Logistics Cluster on the importation of equipment recently approved by MoFA for use at operational locations in Syria.



LEBANON

- Work has started on the installation of a 30 metre tall tower in the Lebanese port city of Tripoli. The tower will enable the expansion of radio coverage in the north of Lebanon by increasing the height of telecoms antenna equipment.
- UNIFIL is developing a code plug to allow non-UNIFIL digital radios access to the new UNIFIL digital radio network in SLR. This is an ongoing activity and planning is underway.

JORDAN

- UNHCR are planning to conduct radio training sessions for staff in Zaatari camp.

TURKEY

- The new UN hub in Gaziantep is operational and multiple agencies are now operating from that location. An ETC assessment mission to Turkey will be scheduled to review ETC services to be deployed.

Meetings

Global ETC Teleconference

The next Global ETC teleconference will be held on Thursday 20th November, 2014 at:

08:00 New York
13:00 UTC
14:00 Rome
15:00 Damascus
15:00 Amman
17:00 Dubai

Local ETC Meeting

The next Local ETC meeting in **Amman** will be held on Wednesday 29th October at 10:00AM Jordan 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
NLR	North of Litani River
OCHA	Office for the Coordination of Humanitarian Affairs
SHARP	Syria Humanitarian Assistance Response Plan
SLR	South of Litani River
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
UNIFIL	United Nations Interim Force in Lebanon
UNRWA	United Nations Relief and Works Agency
UTC	Universal Coordinated Time
VHF	Very High Frequency
WFP	UN World Food Programme
WHO	World Health Organization