

Republic of South Sudan (RoSS)
ETC Situation Report #62
Reporting period 04/11/14 to 30/11/14

ETC RoSS Sitreps are distributed every two weeks. The next report will be issued on or around 15/12/14.

Highlights

- Continuous missions to offer help desk services have been conducted to the major ETC sites across South Sudan.
- Funds for ETC in 2014 have been exhausted and additional funding is necessary to continue its activities.

Achievements

- The ETC is providing shared connectivity services in 13 sites across the country. Additional shared services are being provided at eight partner sites.
- A mission to Bor (Jonglei state) to improve Wi-Fi coverage for data connectivity services at the humanitarian hub has been successfully completed.
- An ETC support mission has been conducted in Mingkaman (Lakes state) and Bentiu (Unity state) for general ICT interventions and help desk service support.
- A mission was undertaken to Aweil (Northern Bahr el Ghazal state) to expand the internet connectivity coverage and to meet with Humanitarian Internet Support Project (HISP) partners to discuss cost-recovery
- The ETC continues to provide radio programming services to UN Agencies and NGOs.





Challenges and Gaps

- ETC internet connectivity services in Bentiu and Mingkaman are intermittent. The ETC is addressing these issues in collaboration with partners to find a solution as soon as possible.
- Funding for ETC in 2014 has been exhausted and additional funding is required to continue the current level of service provision. The ETC is working with the global ETC Support Cell and appealing to partners for additional funding.

Planned Activities

- A mission to Lankien (Jonglei state) to assess the gaps and needs of ETC services has concluded. The assessment revealed the need for an ETC response to provide 466 staff members from six International NGOs and two National NGOs with shared communications services, pending funding.
- In Bentiu and Malakal (Upper Nile state), two missions will be conducted to evaluate the user perception of ETC services' quality.
- ETC will continue to work with FITTEST, Ericsson Response and emergency.lu in order to improve performance of the ETC Response Solution.
- A funding plan is in place for 2015 and sensitization for donors and key humanitarian actors on ETC services is ongoing.

Meetings

- Global ETC teleconferences are held monthly. The next teleconference will be held on **10/12/14**.
- Local ETC meetings are held every two weeks. The next meeting will be held on **04/12/14**.



ETC Services in South Sudan

| CITY | STATE | LOCATION | PROVIDED BY | SERVICES | REPEATER CHANNELS |
|------------------|-------------------------|------------------------------------|--------------------|--|---------------------------|
| Abyei | Abyei | WFP | WFP | <ul style="list-style-type: none"> Internet connectivity Radio communications | 3, 8, 14 |
| Aweil | Northern Bahr el Ghazal | WFP | WFP | <ul style="list-style-type: none"> Internet connectivity Radio communications ICT Help Desk | 3, 11, 13 |
| Bentiu (Rubkona) | Unity | WFP | ETC | <ul style="list-style-type: none"> Internet connectivity Radio Communications | 9 |
| Bor | Jonglei | 1) Humanitarian Hub 2) WFP | 1) ETC 2) WFP | <ul style="list-style-type: none"> Internet connectivity Radio connectivity | 3, 10, 15 |
| Ganyiel | Unity | IRC | ETC | <ul style="list-style-type: none"> Internet connectivity | |
| Juba | Central Equatoria | 1) UNMISS - Topping 2) UN House | 1) ETC 2) ETC | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> Internet connectivity Radio communications ICT Help Desk | 10,13 |
| Kaya | Upper Nile | UNHCR | UNHCR, UNICEF, WFP | <ul style="list-style-type: none"> Radio communications | 13 |
| Koch | Unity | Humanitarian Hub | ETC | <ul style="list-style-type: none"> Internet connectivity | |
| Kwajok | Warrap | UNHCR | UNHCR | <ul style="list-style-type: none"> Radio communications | 3, 14 |
| Maban | Upper Nile | UNHCR | UNHCR, WFP | <ul style="list-style-type: none"> Internet connectivity Radio communications | 3, 9, 10 |
| Malakal | Upper Nile | 1) Humanitarian Hub 2) WFP | 1) ETC 2) WFP | <ul style="list-style-type: none"> Internet connectivity ICT Help Desk Radio communications | 3, 6, 7, 9 |



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|-----------|------------------------|----------------------------------|---|---|------------------|
| Mingkaman | Lakes | 1) ACTED 2) Save the Children | ETC, emergency.lu, Ericsson Response, WFP | <ul style="list-style-type: none"> • Internet connectivity • Radio Communications | 9 |
| Nimule | Eastern Equatoria | UNHCR | ETC | <ul style="list-style-type: none"> • Internet Connectivity • Radio Communications | 3 |
| Rumbek | Lakes | WFP | WFP | <ul style="list-style-type: none"> • Radio communications | 3, 4, 10, 11, 13 |
| Torit | Eastern Equatoria | UNMISS | WFP | <ul style="list-style-type: none"> • Internet connectivity • Radio communications | 10, 12 |
| Wau | Western Bahr El Ghazal | WFP | WFP | <ul style="list-style-type: none"> • Internet connectivity • Radio communications | 3, 6, 11, 15 |
| Wunrok | Warrap | WFP | WFP | <ul style="list-style-type: none"> • Internet connectivity • Radio communications | 8, 15 |
| Yambio | Western Equatoria | UNICEF | UNICEF/WFP | <ul style="list-style-type: none"> • Radio communications | 3, 6, 11, 15 |
| Yida | Unity | UNHCR | UNHCR | <ul style="list-style-type: none"> • Internet connectivity • Radio communications | 3, 13 |

ETC services usage Policy: <http://ictemergency.wfp.org/web/ictopr/etc/services-usage-policy>

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

ETC South Sudan services map: <http://ictemergency.wfp.org/documents/10844/fa8552ec-f063-41ac-825e-02f078fe9f85>



Cluster Responsibilities

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

Acronyms

| | |
|---------|---|
| ACTED | Agency for Technical Cooperation and Development |
| 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 |
| UN | United Nations |
| UNICEF | United Nations Children's Fund |
| UNMISS | United Nations Mission in South Sudan |
| VHF | Very High Frequency |
| WFP | World Food Programme |

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)