

## Syria Crisis

### ETC Situation Report #19

Reporting period 23/10/14 to 09/12/14

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### Highlights

- Radio coverage has been improved in Damascus following the installation of a repeater at the Four Seasons Hotel in Damascus.
- A communications tower has been installed at the UNHCR compound in Tripoli (north Lebanon).

### 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

- Radio coverage has improved in Damascus following the relocation of a repeater from Qasioun Mountain to the Four Seasons Hotel Damascus. The expanded radio coverage improves safety and security for humanitarian staff working in Damascus and surrounds. Testing of the expanded coverage is ongoing.



- WFP assisted UNICEF by relocating their VSAT from the WFP office to the new UN hub in Qamishli in November. The VSAT is primarily for use by UNICEF staff with restricted shared connectivity with other agencies in the hub.
- WFP checked the VHF and HF radio devices at the Damascus radio room in December to verify that they have been programmed correctly.
- Fifty-one radio devices were programmed by WFP for UN agencies inside Syria during November. Radio programming is ongoing and agencies requiring assistance can contact WFP.



#### IRAQ

- The Iraq ETC has established analogue radio services in Sulaymaniyah and nearby Arbat camp. The services are available to all NGOs and UN agencies and will improve safety and security of humanitarian staff. Further adjustments to the network are ongoing.

#### LEBANON

- A communications tower has been installed in the UNHCR compound in Tripoli (north Lebanon). After installation of new VHF antennas on the tower by UNDSS and relocation of the radio room at the site the VHF signal in the radio room is now improved on all channels.
- A local ETC meeting was held in Beirut on 19/11/14.



#### JORDAN

- A refresh of the call sign allocation template has been conducted in Jordan. The revised template has been approved by members of the local radio working group.
- A local ETC meeting was held in Amman on 29/10/14.

#### TURKEY

- Project plan defined and discussions initiated with various partners on the expansion of the radio network in the south of Turkey, specifically in the cities of Gaziantep, Sanliurfa, Kilis and Hatay.
- WFP conducted UHF and HF radio training for UN drivers working in Gaziantep, Sanliurfa, Kilis, Hatay and Mersin. Seventeen drivers received training from the following agencies - WFP, UNHCR, UNFPA, UNICEF, FAO and WHO.



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## 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 is working with UNDSS to equip a new radio room in the new UN hub in Qamishli. Local suppliers have been approached to source items in Qamishli where possible. Remaining telecommunications equipment will be dependent on approval to import the goods.
- WFP will provide assistance to the UNDSS radio room (UNDSS) in Damascus to replace the antenna and cables on channel 3.
- WFP has sent a mission to Aleppo to assess the new building proposed for the UN hub in Aleppo.
- The ETC team is coordinating with the Logistics Cluster on the importation of equipment approved by MoFA for use at operational locations in Syria.

### IRAQ

- The Iraq ETC has planned a mission to move the temporary radio room currently in Domiz camp to the a permanent location at the UNHCR office in Dohuk.

### LEBANON

- UNIFIL is developing a code plug to allow non-UNIFIL digital radios access to the new UNIFIL digital radio network in SLR. This is being worked on in coordination with UNDSS. Responsibility to programme radios to be used in SLR will be shared between UNDSS and UNIFIL.

### JORDAN

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

### TURKEY

- The ETC with supporting partners will commence deployment of agreed radio services in Gaziantep, Hatay, Sanliurfa and Kilis. The first phase will cover the installation of a radio room at the UN hub in Gaziantep followed by installation of repeaters in Hatay, Sanliurfa and Kilis. The expanded radio coverage will improve safety and security for humanitarian staff working in those locations.



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## Meetings

### Global ETC Teleconference

The next Global ETC teleconference will be held on Thursday 10 December 2014 at:

09:00 New York  
13:00 UTC  
15:00 Rome/Geneva  
16:00 Damascus/Amman  
17:00 Dubai/Baghdad/Juba

### Local Meetings

The next Local Radio Working Group meeting in **Amman** will be held on Wednesday 16 December at 10:30AM Jordan time.

All information related to ETC operations can be found on the website: [www.ETCluster.org](http://www.ETCluster.org)

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

## 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



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## 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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