![etc - Emergency Telecommunications Cluster logo]

Republic of South Sudan (RoSS)

ETC Situation Report #64

Reporting period 15/12/14 to 28/12/14

ETC RoSS Sitreps are distributed every two weeks. The next report will be issued on or around 12/01/15.

Highlights

- Continuous missions to offer help desk services have been conducted to the major ETC sites across South Sudan.

- In 2015, a total of 1450 radios have been programmed in 2014 for 68 humanitarian organizations.

Achievements

- ETC is currently providing vital frontline ICT services to over 120 humanitarian organizations operating in South Sudan: security telecommunications and data connectivity services, technical support (help desk support & management) and training (capacity building in ICT to the humanitarian community). The Cluster continues to support 13 sites with Emergency Response connectivity across the country.

Installing a VHF radio transmitter on a WFP van (Juba).
Photo: WFP/Simone Alzari

- An additional mission to Bentiu to provide help desk on the ETC Response Solution, with technologies from emergency.lu, Ericsson Response and WFP has been carried out. The connectivity services are currently stable. The radio room has been refurbished and radio operators will be deployed in 2015. ETC is planning to continue increasing the quality of both services in 2015.

- In Mingkaman a mission to provide help desk on the ETC Response Solution, with technologies from emergency.lu, Ericsson Response and WFP was concluded on 17 December 2014. The connectivity services are currently stable.

- The cluster submitted the final 2015 CHF first allocation proposal. After the technical review process, the final Project Proposal has been recommended for funding (USD 899,880.70) subject to final approval by the Humanitarian Coordinator. These funds are expected to be received in January 2015.

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.

- ETC is looking for a long term solution to replace the K-bands in areas (5 cities) where WFP does have offices as part of the Humanitarian Internet Support Project (HISP).

- In Aweil, HISP test phase has been successfully concluded, cost recovery modality will commence in 2015.

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 in order to reach partners and donors for additional resources.

Planned Activities

- In Mingkaman (Lakes State) and Malakal (Upper Nile State), a mission will be conducted to evaluate the user perception of ETC services' quality in January.

- In the first week of January 2015, ETC will commence services deployment in the new Operating Centres: Lankien, Pagak, Old Fangak, Leer, Akobo and Mading.

- ETC will continue to work with FITTEST, Ericsson Response and emergency.lu in order to improve performance of the ETC Response Solution.

Meetings

- Global ETC teleconferences are held monthly. The next teleconference will be held on **14/01/2015**.

- Local ETC meetings are held every two weeks. The next meeting will be held on **08/01/2015**.

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	7, 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, 12, 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
Koch	Unity	Humanitarian Hub	ETC	• Internet connectivity	
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

ETC South Sudan services map: http://ictemergency.wfp.org/documents/10844/38cef14d-70c0-491c-ba1d-4d55357e7a69

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
CHF	Common Humanitarian Fund
ETC	Emergency Telecommunications Cluster
FITTEST	Fast IT and Telecommunications Emergency and Support Team
HF	High Frequency
HISP	Humanitarian Internet Support Project
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)