

## Syria Crisis

### ETC Situation Report #20

Reporting period 10/12/14 to 16/01/15

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### Highlights

- A replacement VHF antenna has been installed on channel 3 at the UNDSS inter-agency radio room in Damascus. The new antenna improves signal strength on the channel.
- A local supplier has been selected to procure equipment for the new inter-agency radio room at the UN hub in Qamishli.

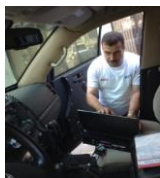
### Cluster Responsibilities

- 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

- The replacement of the channel 3 VHF antenna in the Damascus radio room has been completed. The new antenna improves signal strength on the radio channel.



- Two VHF vehicle radio devices were programmed by WFP for UNRWA inside Syria in December. Radio programming is ongoing and agencies requiring assistance to programme radios can contact WFP.

- ETC has commenced local procurement of items to set up a new radio room at the UN hub in Qamishli. Radio operators are working out of a temporary location until the radio room is furnished. Deployment of additional telecoms equipment is pending importation approval for the equipment by Syrian MOFA.
- An assessment mission to Aleppo took place in December to survey a proposed site for a UN hub in the city. An ICT report was prepared based on the mission findings. Next steps are dependent on a management decision about the future of a hub in the surveyed location.
- The importation of telecoms equipment into Syria is still awaiting MOFA approval. ETC has equipment pre-positioned in Lebanon awaiting the export to Syria.

## TURKEY

- The UNDSS CSA has presented the project plan developed in conjunction with ETC to expand the radio network in the south of Turkey, specifically in the cities of Gaziantep, Sanliurfa, Kilis and Hatay. ETC is working with a local supplier to procure UHF radio equipment for the project. A deployment mission will be sent to install repeaters following endorsement of the plan by stakeholders.
- A UHF base radio with antenna and fax machine with direct line was installed at the UN hub in Gaziantep in December.



## JORDAN

- Over the coming months UNHCR will undertake a digital infrastructure upgrade to their VHF network in Jordan. Equipment importation to Jordan is underway, currently pending government approval and final clearance. Zaatari and Azraq camps are included in the sites to be upgraded.
- A recommendation has been sent to the UNDSS DSA from ETC following a review of the VHF network covering Amman by the local radio working group. Next steps to be determined.

## IRAQ

- For updates on Iraq ETC activities please refer to the Iraq ETC situational updates available to members via the ICT Emergency website at [www.ETCluster.org](http://www.ETCluster.org).

## Challenges and Gaps

- The volatile security situation impacts the assessment and installation of telecommunications capability for the humanitarian community in key areas within Syria.
- The lengthy processing times by government authorities to respond to requests to import critical telecommunications equipment hampers the ability of the Cluster to perform upgrades at operational areas inside Syria.



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## Planned Activities

### SYRIA

- Further checks of the radio room in Damascus are ongoing in collaboration with UNDSS following the successful replacement of the channel 3 repeater antenna at the same location.
- New equipment will be deployed in the new radio room at the UN hub in Qamishli over the coming month.
- ETC is coordinating with the Logistics Cluster on the importation of equipment for use at operational locations in Syria. Feedback from Syrian MOFA is pending.

### LEBANON

- UNIFIL are developing a code plug to allow non-UNIFIL agencies to access the UNIFIL digital radio network recently deployed in the SLR (south) region of Lebanon. The activity is happening in coordination with UNDSS. Responsibility to programme radios to be used in SLR will be shared between UNDSS and UNIFIL.

### JORDAN

- The UNHCR VHF radio network upgrade project will take place over the coming months at five locations in Jordan, including Zaatari and Azraq camps. Following the network upgrade, UNHCR will re-visit the plan to conduct radio training for users in Zaatari camp and refresher training for users in Azraq camp.

### TURKEY

- ETC has engaged partners to expand the radio network in the south of Turkey pending endorsement of the project plan by key stakeholders. Work has already commenced to deploy items in the proposed radio room at the UN hub in Gaziantep. 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 Wednesday 11 February 2015 at:

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

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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