IRAQ

Security telecommunications services provided by the ETC allows the response community to meet the urgent needs of people affected by the conflict, safely.

The ETC in Iraq was activated in August 2014 in response to the deteriorating security situation in the country. Since then, under the leadership of the World Food Programme (WFP), the ETC has been delivering vital communications services to the entire response community on the ground, including its partners, UN agencies, NGOs and other humanitarian organisations.

ETC mandate

To provide timely, predictable and effective Information Communications Technology services to support the response community in carrying out their work efficiently, effectively and safely.
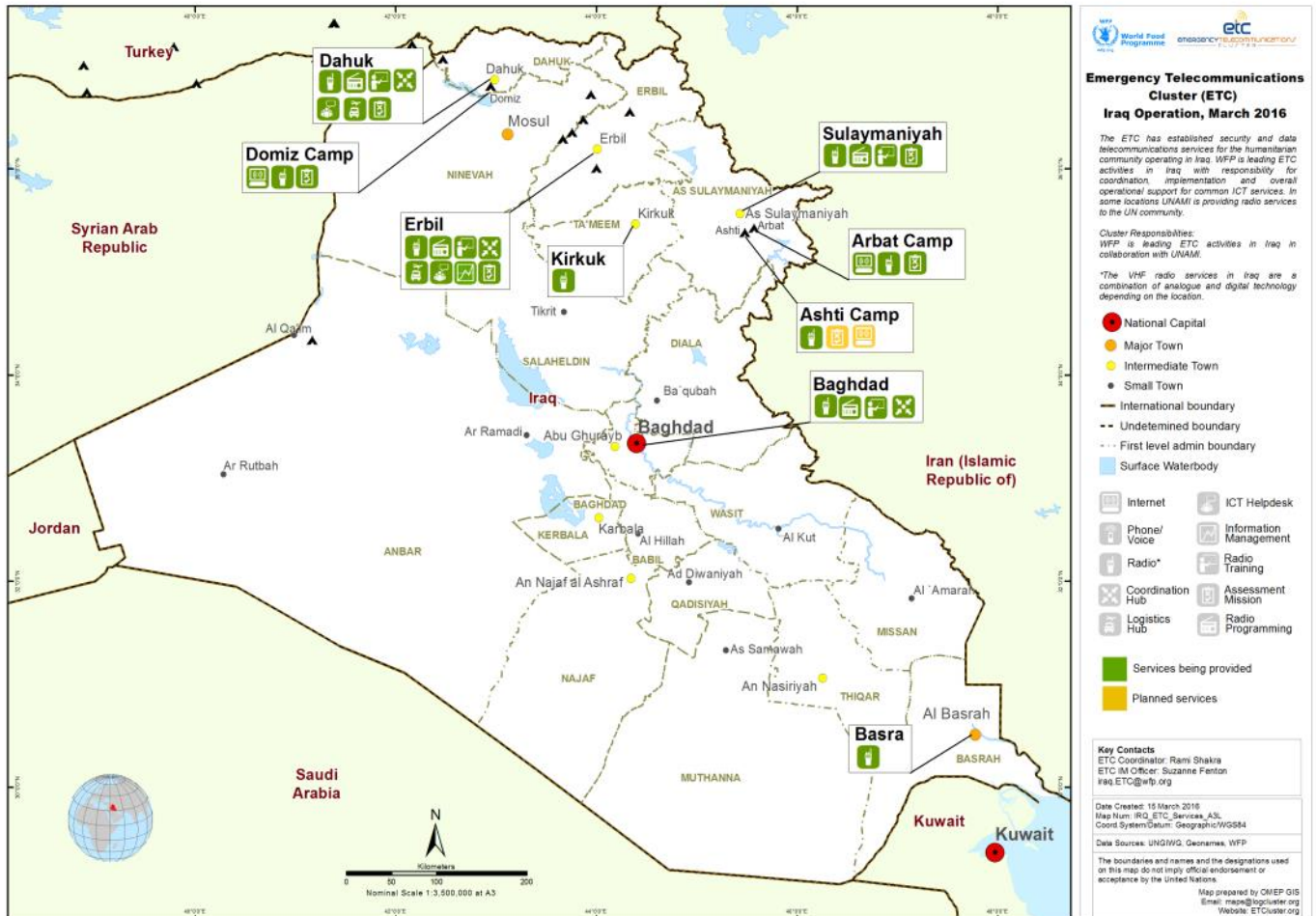
Urgent Communications for the Response Community

- The ETC is providing security telecommunications services, including Communication Centres (COMCEN), radio programming and two-way radio network covering common operational areas in **5x sites** in the Kurdistan Region of Iraq (KRI).
- The ETC is also partnering with UNAMI to extend UNAMI's network to UN agencies in Basra, Baghdad and Kirkuk.
- Internet connectivity is provided for the response community in **2x** sites in KRI—Arbat and Domiz camps
- ETC radio operators are deployed at the COMCEN in Erbil.
- The ETC has programmed **500+** radios for the response community since the start of the emergency.

www.ETCluster.org

Challenges

The ETC team in Iraq continues to face a number of challenges, including a lack of staff on the ground, such as additional telecoms/IT specialists and a dedicated Information Management Officer.

All staff travelling outside Erbil are required to complete a SSAFE training course. In addition, the time it takes to apply for and receive residency status, and to obtain visas, further delays deployments to the field.

For more information about the Emergency Telecommunications Cluster (ETC) in Iraq visit: www.ETCluster.org or contact: Iraq.ETC@wfp.org

The ETC is a global network of organizations that work together to provide common communications services in humanitarian emergencies.