

# SOUTH SUDAN

**The ETC in the South Sudan is providing vital IT and telecommunications services to support the humanitarian community's response to the conflict emergency.**

Following the country's independence in 2011, the Emergency Telecommunications Cluster (ETC) was activated in South Sudan, under the leadership of the World Food Programme (WFP) to provide security communications, internet connectivity and coordination services to the humanitarian community.

Since then, the **humanitarian needs across South Sudan have continued to be immense**, with the country suffering from multiple threats from conflict and inter-communal violence, to economic decline, disease, and natural disaster.

The situation in South Sudan continues to be fluid, and the ETC operation must meet the constantly changing needs.

ETC South Sudan currently provides frontline shared communications **services to over 150 humanitarian organizations** at 23 sites, including internet connectivity, security communications, coordination, capacity building, renewable power and technical support.

In addition to meeting the connectivity needs of humanitarian responding to emergencies across the country, in 2016 ETC South Sudan is focusing on:

- Humanitarian Internet Support Project (HISP)
- Migration from analogue to Digital Mobile Radio

The final survey for installation of the first Digital Mobile Radio (DMR) repeater in Juba has been completed. Phase I of the South Sudan DMR Project will include three locations - Juba, Bentiu and Bor - providing humanitarians in these areas with enhanced security communications functionality - critical in this unstable environment.

**The ETC is working in close collaboration with government authorities, humanitarian organisations and national internet and mobile service providers to ensure quick provision of communications services to the response community.**





## Humanitarian Internet Support Project (HISP)

The ETC remit covers provision of shared communications services in emergencies only – as soon as national commercial providers are back on-line, the ETC demobilises. The situation in South Sudan is exceptional, however, in that the emergency is ongoing for five years, and no other reliable means of connectivity is available.

Acting in its capacity as 'Provider of Last Resort', WFP has developed and implemented the Humanitarian Internet Support Project (HISP), a **reliable, low-cost and long-term solution to meet the connectivity needs** of humanitarian actors in remote and hard-to-reach locations.

HISP is currently operational in five locations across South Sudan – Aweil (Northern Bahr el Ghazal State), Malakal (Upper Nile State), Bor (Jonglei State), Bentiu (Unity State) and Mingkaman. 65 humanitarian organizations have subscribed to HISP with approximately 750 users.

## Gaps and Challenges

Humanitarian organisations in South Sudan face numerous challenges due to volatile security situation and access constraints. The current sporadic fighting in several states is limiting the movement of humanitarians and hampers the ability of the humanitarians to quickly respond in the affected areas.



## Plans & Funding

The ETC has received its full funding requirements to provide:

1. Internet connectivity in hubs and operational areas.
2. Security telecommunications in remote areas.
3. Technical training for local humanitarian staff.
4. Strengthened disaster response capacity for humanitarians in South Sudan.

100%

***ETC South Sudan is grateful for the support of key partners, including: Department for International Development UK (DFID), Ericsson Response, Government of Luxembourg, UNHCR & UNICEF.***

**For more information about the Emergency Telecommunications Cluster (ETC) in South Sudan, visit: [www.ETCluster.org](http://www.ETCluster.org) or contact: [SouthSudan.ETC@wfp.org](mailto:SouthSudan.ETC@wfp.org)**

*The ETC seeks to ensure that by 2020, all those responding to humanitarian emergencies, included affected communities, have access to vital communications services and digital aid.*