

Republic of South Sudan

ETC Situation Report #87

Reporting period 01/04/16 to 30/04/16

The next ETC South Sudan Sitrep report will be issued on or around 30/05/16.

Highlights

- The Emergency Telecommunications Cluster (ETC) is finalising plans to provide Internet connectivity by deploying emergency.lu satellite kits in the humanitarian hubs in Leer and Koch counties.
- ETC Internet services in Bentiu have migrated fully to the Humanitarian Internet Support Service (HISP) which is a cost-shared mechanism to provide long-term Internet services to humanitarian communities in remote locations.
- The team is finalizing how to bridge the security telecommunications networks between the Interagency Network, United Nations Mission in South Sudan (UNMISS) and United Nations High Commissioner for Refugees (UNHCR) for the Digital Mobile Radio (DMR) project.

Situation Overview

In April, the ETC has continued to migrate to the Humanitarian Internet Support Project (HISP), reliable, low-cost and long-term solution to meet the internet connectivity needs of humanitarian actors in remote and hard-to-reach locations. Security telecommunications systems will be upgraded from the current analogue network using modern digital technology. The ETC will also bridge the existing radio networks between Interagency telecommunications Network, United Nations Mission in South Sudan (UNMISS) and United Nations High Commissioner for Refugees (UNHCR) to strengthen the security monitoring system.



Renewable energy solution installed by the ETC to provide power in humanitarian hub. Old Fangak, South Sudan.

Photo credit: WFP/Ruby Senin

ETC Response Activities

- The ETC conducted an assessment mission in Leer to evaluate the communications services needed by the response community in the light base camp managed by the Norwegian Refugee Council (NRC).

- The mission team found that there is no reliable local service provider in the area which makes it difficult for humanitarian actors to communicate. Satellite phones and mobile satellite terminals are the main communication system used but it is expensive to maintain.
- Technical experts from the ETC member, emergency.lu, carried out the refurbishment of emergency.lu equipment which is a rapid deployment kit that includes a mobile satellite crisis communication system. This equipment will be used to provide Internet connectivity to the humanitarian hub managed by NRC.
- In Bentiu, ETC Internet services have migrated fully to HISP.
 - Approximately 190 humanitarian actors from 20 humanitarian organizations operating in the area had migrated to HISP by the end of April 2016.
- The ETC is planning to expand HISP services to include voice calls and Internet bandwidth management through a global service provider to enhance resource utilization by organizations using the service.

Planned Activities

- The ETC is preparing to provide Internet connectivity using an emergency.lu satellite kit at the re-opened humanitarian hub in Leer and Koch counties.
- Let's Comm Digital training will be conducted by World Food Programme (WFP) Fast IT and Telecommunication Emergency Support Team (FITTEST) between May 16-27, 2016 in Juba.
- Digital Mobile Radio (DMR) training for ICT Technician from various UN agencies, NGOs, and Government agencies in Juba. The training will include two consecutive 5-day Let's Comm Digital training modules for at least 26 participants (12-13 each session).

Challenges and Gaps

- Implementing the ETC 2020 strategy which focuses on supporting the response community through coordination, building partnership and brokering services remains a challenge due to limited investment in vital communication infrastructure to support the humanitarian response in the country. The lack of a local service provider that has the capacity to provide the humanitarian actors their telecommunications needs.



The Humanitarian Internet Support Project (HISP) is a reliable, low-cost and long-term solution to meet the internet connectivity needs of humanitarian actors in remote and hard to reach locations. The ETC is supporting the response community with development and implementation of this inter-agency project.



Connected Sites

- The Humanitarian Internet Support Project (HISP) has been deployed in four locations across South Sudan – Aweil (Northern Bahr el Ghazal State), Malakal (Upper Nile State), Bor (Jonglei State), Mingkaman and Bentiu. 900 users from 65 non-governmental organizations (NGOs) have subscribed to HISP.

Cluster Responsibilities

WFP is leading ETC activities in South Sudan with responsibility for coordination, implementation, and overall operational support for common ICT services and driving of ETC2020.

As an inter-agency project, the ETC is supporting the response community with development and implementation of HISP.

ETC Meetings

- Global ETC teleconferences are held monthly. The next teleconference will be held on Tuesday 17 May 2016.
- Local ETC meetings are held monthly. The next meeting will be held on Thursday 12 May 2016.

Useful Links

- [ETC South Sudan Factsheet](#)
- [ETC South Sudan Service Map](#)
- [ETC VHF Radio coverage Map](#)
- [ETC services usage Policy](#)
- [About ETC2020 vision](#)

Acronyms

DMR	Digital Mobile Radio
ETC	Emergency Telecommunications Cluster
HISP	Humanitarian Internet Support Project
ICT	Information and Communications Technology
NGO	Non-Governmental Organization
NRC	Norwegian Refugee Council
UN	United Nations
UNHCR	United Nations High Commissioner for Refugees
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: SouthSudan.ETC@wfp.org
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Background on the crisis:

In December 2013, fighting between different elements of the South Sudan armed forces broke out in the capital Juba and subsequently spread to the interior of the country, especially Jonglei State, Unity State and Upper Nile State. On-going clashes between pro-government and anti-government forces continue to undermine the security situation and have had dire humanitarian consequences.

Since the onset of violence over 1.64 million people have been displaced within South Sudan while 622,400 have fled to neighbouring countries.

The [Emergency Telecommunications Cluster](#) (ETC) has been activated in South Sudan since 2011, providing security and data telecommunications and coordination services to the humanitarian community. Following the beginning of the humanitarian crisis in December 2013, 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)