

Republic of South Sudan

ETC Situation Report #90

Reporting period 01/07/16 to 18/07/16

The next ETC South Sudan SitRep will be issued on or around 29/07/16.

Highlights

- Following the recent outbreak of violence in the capital Juba, the Emergency Telecommunications Cluster (ETC) continues to provide vital internet connectivity and security communications services to the humanitarian community across 15 sites in South Sudan.
- One ETC personnel have been evacuated from Juba following the conflict and will be operating from Nairobi until cleared by security to return, while return to Juba of other personnel from break has been restricted.
- The ETC completed the installation and activation of satellite equipment at the United Nations Food and Agriculture Organization (UNFAO) compound in Wau County, providing internet connectivity for the rapid emergency response team, deployed by the Humanitarian Country Team.
- The ETC is providing security telecommunications support for humanitarians as the crisis continues. The Telecommunications Centre is being manned 24/7 and daily radio checks are being carried out, in line with radio operation protocol for crisis situations across South Sudan.
- World Food Programme (WFP) warehouses in Juba have been looted with more than 4,000 metric tonnes of goods being taken, including ETC equipment.

Situation Overview

Clashes between two opposing political factions erupted in Juba on 7 July as the country was preparing to mark five years of independence. During the unrest, looting of shops, private houses and humanitarian warehouses was reported. Included in the warehouse being looted is the ETC/ICT warehouse.

A ceasefire was called on 11 July. During the ceasefire, the UN and foreign embassies in Juba evacuated their 'non-essential' staff which included ETC Information Management Officer and 27 others. Neighbouring countries sent troops to evacuate their citizens by road.

The insecurity has spread across the country, to counties such as Leer, Koch, Torit, Western and Central Equatoria. ETC suspends planned mission to Leer and Koch due to security concern.



Internally displaced population seeking refuge inside WFP compound during the intense fighting in the capital Juba, south Sudan.

Photo credit: WFP/Lachezar Lechev

ETC Response Activities

- The Humanitarian Country Team (HCT) deployed a rapid emergency response team to Wau following the outbreak of violence in this area at the start of July. The ETC completed the installation and activation of a satellite kit at the FAO compound in Wau County which is providing Internet connectivity to more than 90 humanitarian workers.
- Security Telecommunications Centers in the country are manned 24/7 and a daily radio check, as per radio operation protocol during the crisis, is being implemented.
- In Leer, emergency.lu equipment, provided by the Government of Luxembourg, that is due to be installed to provide internet connectivity, is being stored in UNMISS compound until the security situation improves.

Planned Activities

- The ETC will set up a teleconferencing service for management and donor meetings.

Challenges and Gaps

- Recent insecurity is the major challenge for ETC operations in South Sudan. The WFP warehouse has been subjected to looting resulting in the loss of ETC equipment, negatively impacting the operation.
- Travel to Juba has been restricted and limited as per a UN Department of Safety and Security (UNDSS) security assessment. This also means the planned shipments of any ETC equipment to the country, or transportation of equipment to field locations is also restricted until the security situation improves.



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 Internet service provided by the Humanitarian Internet Service Provider (HISP) is working as normal in the sites where it is operational and interference issues have been resolved following regular maintenance.
- HISP has been deployed in five locations across South Sudan – Aweil (Northern Bahr el Ghazal State), Malakal (Upper Nile State), Bor (Jonglei State), Mingkaman and Bentiu. In total, 14 accounts are subscribed to by UN agencies, 40 accounts subscribed to by International Non-Governmental Organizations (INGOs) and 11 accounts for national NGOs. There are currently 720 HISP users in total. HISP sites were not impacted by the recent fighting.
- In Aweil, the UN Population Fund (UNFPA) equipment for the HISP connection has been installed and tested pending activation for UNMISS HISP switch port to complete the connection.



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 10 August 2016.
- Local IT Task Force meetings are currently held every two days. The next meeting will be held on Wednesday 20 July 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
UNFAO	United Nations Food and Agriculture Organization
UNFPA	United Nations Populations Fund
UNHCR	United Nations High Commissioner for Refugees
UNMISS	United Nations Mission in South Sudan
VHF	Very High Frequency
WFP	World Food Programme
WR	World Relief

All information related to ETC operations can be found on the ETC 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)