

SYRIA

OPERATION OVERVIEW



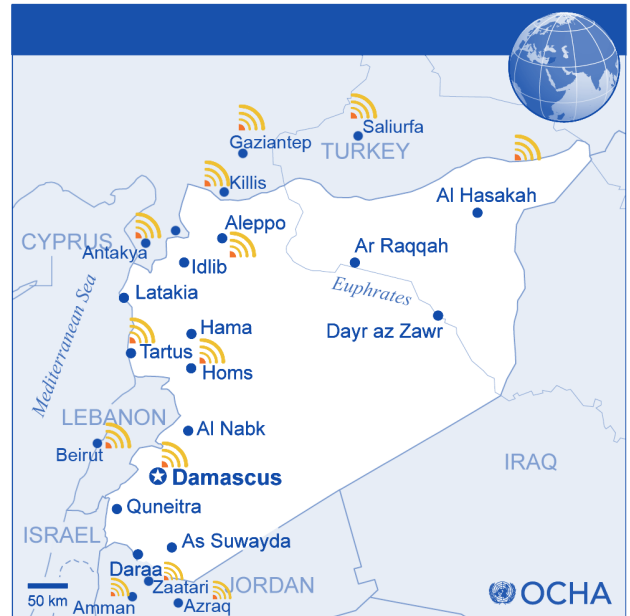
TYPE OF EMERGENCY:

Conflict

ETC ACTIVE SINCE:

January 2013

SITUATION OVERVIEW:



Syria is one of the most complex and dynamic humanitarian crises in the world today. As the Syria crisis enters its seventh year, 13.5 million people require humanitarian assistance, including 4.6 million people in need trapped in besieged and hard-to-reach areas. Over half of the population has been forced from their homes, and many people have been displaced multiple times.

The ETC is operating under the Whole of Syria (WoS) approach which comprises activities in Turkey, Lebanon and Jordan for an effective humanitarian response inside Syria.

KEY DATA



NUMBER OF SITES

14



SERVICES PROVIDED

- Internet connectivity
- Security telecommunications
- Capacity building
- Coordination
- Customer support



TRAININGS CONDUCTED

- Let's Comm Digital training for humanitarian responders involved in WoS operation.
- Radio standard operating procedures for humanitarian responders across Syria.
- Refresher courses for UNDSS radio operators.



FUNDING STATUS

- In 2017, the ETC is appealing for **US\$870,170** to deliver life-saving communications services to the humanitarian community.



PLANNED ACTIVITIES

- Expansion of security telecommunications network in Turkey.
- Upgrade of security telecommunications network in Jordan



CHALLENGES

- Security situation on the ground and lack of access to operational areas.
- Importation of ICT equipment into Syria.

RESPONSE

- The Emergency Telecommunications Cluster (ETC) delivered radio communications procedures training to over 200 humanitarians in Aleppo, Damascus and Homs.
- A radio repeater was installed in Homs and increased the coverage to a 55km-radius from the World Food Programme (WFP) office towards Aleppo and Damascus.
- The ETC installed three satellite kits in WFP sub-offices in Tartous, Aleppo and Qamishli to provide inter-agency connectivity services.
- The ETC in Turkey continues providing security telecommunications services 5x sites: Gaziantep, Kilis, Sanliurfa, Antakya and Ankara. In Gaziantep, the ETS is also providing customer support.
- The ETC has deployed Ultra High Frequency (UHF) radio services in Reyhanli, Turkey.
- In Jordan, the ETC continues to provide support in the 2x refugee camps: Azraq and Al Za'atri, hosted by the UN High Commissioner for Refugees (UNHCR). The ETC meet with UNHCR on 1 March to discuss the radio network expansion in Azraq and Al Za'atari camps and see the possibility of implementing an ETC Services for Communities project in one of those camps.

PLANNED ACTIVITIES

- The ETC in Syria plans to deliver radio training to humanitarians in Tartous, Homs, Qamishli and Aleppo.
- In Turkey, an UN hub is planned in Izmir and the ETC will evaluate the possibility of deploying services there.
- There a plan to upgrade the existing radio network in Jordan from analogue to Digital Mobile Radio (DMR) due to its safer and enhanced features.

CHALLENGES:

- Lengthy customs clearance processes in Syria hamper the importation of communications equipment into the country, delaying provision of vital services to humanitarians.
- Lack of access to operational areas hinders the deployment of ETC services across Syria.

UNDER THE LEADERSHIP OF



CONTACT INFORMATION

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