Dominica, Nigeria, DRC, CAR, RETS

Global ETC Teleconference

Date: 06/03/18 TIME: 14:00 UTC

# Attendance

Chair Jalal Shah (Global ETC), Italy

Ericsson Response Lars Ruediger Germany

Internews Anahi Ayala UK

UNHCR Frederic Bertrand Democratic Republic of Congo

 Nizar Zeidan Switzerland

United Methodist Comm. Ashley Gish United States

U.S. Dept. of State Joe Burton United States

WFP Angel Buitrago Panama

 Debora Natareno Dominica

Ekue Ayih Nigeria

Erika Iglesias Nigeria

Karen Barsamian Italy

Mohamedou Ndiath Central African Republic

Moussa Sana Senegal

Nono Kukimunu Central African Republic

World Vision Int. Anthony Kimani Kenya

Teleconference started at 13:04 UTC

# Agenda

1. **Dominica update**
2. **Central African Republic (CAR) update**
3. **Democratic Republic of Congo (DRC) update**
4. **Nigeria update**
5. **Refugee Emergency Telecommunications Sector (RETS)**
6. **AOB**

# Minutes

1. **DOMINICA**

**ETC Response**

* The Emergency Telecommunications Cluster (ETC) activities in Dominica have come to an end. This response operation was carried out with the support of Ericsson Response, the Government of Luxembourg, Nethope and Télécoms Sans Frontières (TSF).
* The ETC is organising a 2-day handover/lessons learned workshop with the government on 22 and 23 March. The expected attendees are the Ministry of Telecommunications of Dominica, the Caribbean Disaster Emergency Management Agency (CDEMA), the Dominican National Disaster Management Authority (NDMA) and the governments from 4-5 neighbouring countries, and a few private companies. The aim of this workshop is to review what worked during the response, what can be improved, carry out a demo of technologies used and agree on the way forward on strengthening collaboration mechanisms.

1. **CENTRAL AFRICAN REPUBLIC (CAR)**

**Security situation**

* The security situation remains volatile in the country. There were six humanitarians killed in Markounda recently. In Bangui, there were two security incidents over the past weekend.

**ETC Response**

* The ETC is focusing on deploying security telecommunications and Internet services services in Bria, Alindao and Bangassou, activities carrying out with the funds received from the Central Emergency Response Fund (CERF). The ETC, the Swedish Civil Contingencies Agency (MSB) and the Logistics cluster assessed these three locations in the past weeks. The ETC will deploy a commercial Very Small Aperture Terminal (VSAT) solution form a local provider first in Bria, then Alindao and finally Bangassou.
* As part of these new deployments, the ETC has identified organisations to host equipment and services:
	+ International Medical Corps (IMC) in Bria;
	+ Cordaid in Alindao, and
	+ Most probably the International Organization for Migration (IOM) in Bangassou.
* The Security Management Team (SMT) has approved the upgrade of the security telecommunications network to Digital Mobile Radio (DMR) in Bangui. The cost implications of this project are US$400,000 and they will be covered through an inter-agency cost-sharing mechanism. As soon as the SMT get funds from the agencies, the ETC will start the implementation.
1. **Democratic Republic of Congo (DRC)**

**ETC Response**

* The ETC received US$600,000 from CERF to upgrade the existing security telecommunications network.
* 1x Stand-by Partner from MSB has joined the operation in January and will support the ETC activities on the ground.
* As new ETC Coordinator is expected to join the DRC operation by 23 March.
* The UN High Commissioner for Refugees (UNHCR) stressed they have a strong presence in the country and as soon as the new ETC is on the ground, a coordination meeting should be held.
1. **NIGERIA**

**Security situation**

* The security situation in North-East Nigeria remains unpredictable and extremely volatile. There was a security incident in Rann where 14 people, including humanitarian workers, lost their lives. Meetings are taking place to decide on the way forward of the humanitarian response in Rann.
* Latest incidents are affecting to the timely deployment of the Emergency Telecommunications Sector (ETS) services in North-East Nigeria. Overnight missions to deploy services in camps not fully established are not allowed anymore.

**ETS response**

* The 2018 Nigeria Humanitarian Response Plan (HRP) was launched at the beginning of February. The ETS requires US$6.7million to carry out its project until the end of 2018 and with the carry over funds and a grant from the German Ministry of Foreign Affairs, the ETS is 38.8% funded. The ETS is approaching donors at a local and global level with the support of the Global ETC unit.
* In line with the activities outlined in the HRP, the ETS will deploy and maintain services in 16x common operational areas across Borno, Yobe and Adamawa states.
* The ETS is providing shared communications services in 7x operational areas. There are 3x operational areas planned for 2017 which will be completed in 2018.
* The ETS continues to provide training on security telecommunications procedures and radio programming to the entire humanitarian community. At the end of February, the ETS delivered the security telecommunications module during the Safe and Secure Approaches in Field Environments (SSAFE) training organised by the UN Department of Safety and Security (UNDSS) in Maiduguri, training 36 staff from 9x organisations. Over 800 handheld radios have been programmed since the beginning of the operation and Internet services in the humanitarian hubs are extensively used- in hubs like Dikwa and Bama the weekly number of users is around 200.
* By the end of this month, the ETS will carry out assessment mission in Adamawa to confirm needs on the ground and extend presence in that state.
* There is a good ETS staffing level to cover the ongoing activities. The staffing plan will be adjust according to the planned activities.
* The ETS Coordinator discussed with the ETC partner Government of Luxembourg the extension of its support until the end of 2018. The Government of Luxembourg is willing to support new operational areas if required.
* The WIDER solution from ETC partner Ericsson Response – used to manage and distribute Internet connectivity – has been used in Maiduguri since February 2017 and the ETS team and looking into possibilities to deploy it also in the rest of the humanitarian hubs.
1. **Refugee Emergency Telecommunications Sector (RETS)**
* An UNHCR senior regional Information and Communications Technology (ICT) officer has been deployed to Nigeria to evaluate additional resources needed as part of the humanitarian response to the new influx of refugees from Cameroon into Nigeria. UNHCR assessed the security telecommunications, voice and connectivity services in Calabar, Ikom and Adikpo, in South-East Nigeria.
	+ The UNHCR operations plan for Nigeria is currently under review.
	+ UNHCR is looking at providing security telecommunications services and potentially expanding their existing Iridium Push-To-Talk services network which covers Nigeria, Niger and Cameroon.
* A RETS Coordinator form UNHCR was deployed to Uganda to coordinated the ICT activities related to the influx of refugees from DRC. Assessments have been conducted in mid and south-west Uganda. UNHCR is planning to deploy connectivity services in cross border areas in mid-west Uganda where most humanitarians are operating.
* In Angola, UNHCR has deployed connectivity services at their office in Dundo using a local Internet Service Provider (ISP). These services are available to the entire response community.

Teleconference / Meeting ended at 12:43 UTC

**Next Joint Global ETC Teleconference will be held on Tuesday 3 April 12:00 UTC.**

# Acronyms

CAR Central African Republic

CDEMA Caribbean Disaster Emergency Management Agency

CERF Central Emergency Response Fund

DMR Digital Mobile Radio

ETC Emergency Telecommunications Cluster

ETS Emergency Telecommunications Sector

HRP Humanitarian Response Plan

ICT Information and Communications Technology

IMC International Medical Corps

IOM International Organization for Migration

IT Information Technology

ISP Internet Service Provider

MSB Swedish Civil Contingencies Agency

NDMA National Disaster Management Agency

RETS Refugee Emergency Telecommunications Sector

SMT Security Management Team

SSAFE Safe and Secure Approaches in Field Environments

TSF Télécoms Sans Frontières

UN United Nations

UNDSS United Nations Department of Safety & Security

UNHCR UN High Commissioner for Refugees

VSAT Very Small Aperture Terminal

WFP World Food Programme

WIDER Wireless LAN in Disaster and Emergency Response

All information related to ETC operations can be found on the website: [www.ETCluster.org](http://www.ETCluster.org)

For more information, or to be added or deleted from the mailing list, please contact: Global.ETC@wfp.org

**Minutes:** Erika Iglesias, WFP