

## **Mozambique**

### **Global ETC Teleconference**

**Date: 04/04/19      TIME: 13:00 UTC**

Teleconference started at 13:06 UTC

#### **Agenda**

- 1. ETC update - Mozambique**
- 2. Updates from ETC partners**
- 3. AOB**

#### **Minutes**

##### **1. ETC Update - Mozambique**

- The response is now in the third week with organizations starting to move out of Beira and to affected areas in the field. For the ETC this means that there is an increasing need to install satellite equipment and provide connectivity services to responders.
- Currently, there are four forward operating bases (FOBs) in Matarara, Buzi, Grudja and Nhamatanda and possibly Mutichira close to Nhamatanda. An ETC team is in Buzi setting up a satellite terminal (and links around the town if needed) which will be tested for 72 hours and if successful, the same will be done in the other FOBs. ETC partner, Télécoms Sans Frontières (TSF) has set up a satellite terminal in Matarara to provide connectivity.
- Most of these locations are remote so the plan is to store helicopters and other supplies in these FOBs.
- The issue with clearing the equipment through customs remains a major challenge. The team has tried a variety of avenues to try and get the equipment out. The issue is now with the Humanitarian Coordinator to push it on.
- There are currently around 1,044 humanitarians registered to access ETC Internet connectivity in the EOC in Beira and around 13x linked sites around the town. The local ISP is also operational now.
- Ericsson Response has been connecting organisations around Beira with ETC Internet connectivity and the Government of Luxembourg is still planning to bring in the specialized satellite terminal to be tested out in Mozambique.
- A dedicated ETC telecommunications technician is arriving this evening and will work to establish a 12-hour Communications Centre (COMCEN) and hire radio operators.
- The NGO Coordinator from NetHope will leave the operation tomorrow and his replacement will arrive on Saturday.
- The ETC Coordinator will hand over to his replacement over the next couple of days.



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- Services for Communities (S4C) activities are ongoing with assessments taking place and plans to rehabilitate some community radios.

## **2. Updates from ETC Partners**

### **Ericsson Response**

- Asks whether local operators are coming back online. Most of the FOBs are in remote farms with no 3G coverage at the moment.

### **ITU**

- ITU is concerned about equipment being stuck in customs. They offer assistance in liaising with the government to release the equipment.

### **TSF**

- Network is being restored in almost all areas along the main roads. ITU is providing services to organisations in some isolated areas. Team will remain with three members with VSAT skills so will focus on connectivity requests from organisations where there is no reliable network.
- As of today, TSF is assessing some locations in Nhamatanda following requests from Red Cross and MSF and another site close to Mafambisse to install a satellite kit at a cholera treatment unit (CTU) managed by MSF.

### **CDAC**

- CDAC has deployed a Communication & Community Engagement (CCE) Coordinator and will be based at OCHA office in Beira. The aim to have more systematic engagement with communities and bring together all branches of accountability, PSEA and wider redevelopment of CCE.
- Team is working with First Response Radio and one big issue is getting messages out on cholera and there is a lot ongoing with UNICEF and WHO on this.
- On the ground, there is a lot of talk about wind up radios. There is also a need for generators and better information for communities, as well as motorbikes and fuel for social mobilization and restoration of community radios.
  - The ETC S4C advisor notes that she is participating in community engagement Working Group in Beira which is working well. Today there was a PSEA meeting and the ETC is providing technical advice on the planned establishment of an inter-agency call centre. The ETC is also facilitating community engagement and PSEA network to get messages out through the rehabilitation of community radios and has also mapped all community radios in Mozambique.
  - S4C advisor is collaborating with the National Forum of Community Radios in Mozambique (FORCOM) and thanks InterNews for the lead. The ETC and FORCOM are discussing holding a small workshop for community broadcasters with resilience roadmapping. Will discuss bilaterally.

Teleconference / Meeting ended at: 13:51 UTC

**Next Global ETC Mozambique Teleconference will be held on Monday 15 April**



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## Attendance

Chair	Jalal Shah	(Global ETC), Italy
CDAC	Marian Casey-Maslen	UK
CRS	Dan Carr	UK
Ericsson Response	Lars Ruediger	Germany
Gov't of Luxembourg	Luc Hastir	Luxembourg
	Samantha Ries	Luxembourg
GSMA	Jaki Mebur	Kenya
IFRC	Mauricio Castano	Switzerland
InterNews	Stijm Aelbers	UK
ITU	Maritza Delgado	Switzerland
NetHope	Rami Shakra	Mozambique
	Gisli Olafsson	Iceland
	Dag Brynjarsson	Iceland
TSF	Florent Bervas	Mozambique
	Clement Bruguera	Mozambique
UNICEF	Antonio Gomes	USA
United Methodist Comm	Ashley Gish	USA
US State Department	Joe Burton	USA
WFP	Gabriela Alvarado	Italy
	Emma Gilson	Italy
	Pia Facultad	Italy
	Tue Nielsen	Kenya
	Ryan Twitney	Mozambique
	Suzanne Fenton	Mozambique
	Phyza Jameel	Mozambique
	Catherine Boyle	South Africa
	Caroline Teysier	UAE
	Ozdzan Hadziemin	UAE
	Neil Murphy-Dewar	Italy

## Acronyms

COMCEN	Communications Centre
EOC	Emergency Operations Centre
ETC	Emergency Telecommunications Cluster
FOB	Forward operating base
FORCOM	National Forum of Community Radios in Mozambique
HC	Humanitarian Coordinator
ICCG	Inter-Cluster Coordination Group
ISP	Internet Service Provider
IT	Information Technology
NGO	Non-Government Organisations
OCHA	Office for the Coordination of Humanitarian Affairs



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PSEA	Prevention of Sexual Exploitation and Assault
S4C	Services for Communities
UN	United Nations
UNICEF	UN Children's Fund
WFP	World Food Programme
WHO	World Health Organization

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:

[Mozambique.ETC@wfp.org](mailto:Mozambique.ETC@wfp.org)

**Minutes:** Suzanne Fenton, WFP