

# Bangladesh, CAR, Nigeria, Syria, Yemen

## Global ETC Teleconference

Date: 09/11/2022 Time: 12:00 UTC

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:

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## Attendance

Chair	Omar Namaoui	Algeria
CDAC Network	FanMan Tsang	United Kingdom
CISCO	Eric Knudson	USA
Ericsson Response	Lars Ruediger	Germany
Government of Luxembourg	Gilles Hoffmann	Luxembourg
	Roland Nurenberg	Luxembourg
NetHope	Charles Higgins	USA
	Dagbjartur Brynjarsson	USA
ICRC	Alfredo Bermudez Salazar	Switzerland
UNHCR	Alexander Thomas	Denmark
UNICEF	Raul Castillo	Senegal
	Jalal Tamimi	Jordan
	Winifredo Abulencia	USA
WFP	Phyza Jameel	Italy
	Oscar Caleman	Thailand
	Patricia Facultad	Italy
	Patrick Midy	Bangladesh
	Geneva Costopulos	Bangladesh
	Elmueiz Babikir	Nigeria
	Burak Sezgin	Nigeria
	Atmaja Sembiring	Syria
	Sarah Eshaq	Yemen
	Mufaro Masuka	UAE
	Mohamedouabou Ndiath	Senegal
	Nasir Khan	Senegal

## Agenda

### 1. Bangladesh update

2. Central African Republic (CAR) update
3. Nigeria update
4. Syria update
5. Yemen update
6. AOB

## Minutes

### 1. Bangladesh

#### Security situation

- The security situation in Cox's Bazar remains calm.

#### ETS response

- The Inter Sector Coordination Group (ISCG) made a first review of the 2023 Joint Response Plan (JRP). The JRP was submitted to the Government of Bangladesh and positive feedback received. The ETS awaits feedback from the ISCG on the next steps. ETS activities and performance indicators for 2023 are aligned with the JRP.
- The ETS provides data connectivity services to 64 sites. Four new sites were added in November and one new site was added in October.
- A total of seven out of 14 nutrition sites have been connected to the ETS network. The remaining seven sites will be connected once power sources are installed.
- In October, ETS security communications services were provided to 897 UN staff members (148 international staff and 749 national staff) through the management of the radio network, utilized by 11 UN agencies throughout the month.
- A total of about 5,700 calls were made on VHF handheld radios using the ETS radio network in October, with an average of 190 calls made per day.
- A coverage and link assessment was conducted for security communications as a part of the VHF network expansion in Teknaf, and one tower was identified and assessed as suitable to use for the expansion. The tower rental process is now ongoing with the company that owns it and will move the expansion project forward.
- NetHope will carry out a market assessment in December. The NetHope team will be in contact with ETS for a coordinated approach to the activity.

### 2. Central African Republic (CAR)

#### Security situation

- The security situation in Bangui is calm. Across the rest of the country, it is volatile and uncertain.
- Operators logged a total of 203,660 calls to the COVID-19 toll-free hotline number 1212. In October, an average of 3,279 calls were recorded per week.

### ETC response

- The operation in CAR still faces major funding challenges.
- The CAR ETC user satisfaction survey is underway from 1 to 15 November.
- The ETC prepared its submission for the CAR 2023 Humanitarian Response Plan (HRP) and presented its plan to the Office for the Coordination of Humanitarian Affairs (OCHA) on 28 October.
- The ETC took part in a joint mission to Bangassou from 11 to 13 October with INTERSOS and the Central African Red Cross to plan for the establishment of the planned Learning Centre. The team met with the local authorities, youth group leaders and partners to conclude phase one of the planning stage.
- The ETC replaced equipment required to re-operationalize the common (Bangui) UN radio back-up channel on 31 October.
- Internet connectivity is still down in 10 locations around the country due to a lack of funding. In support of its ongoing efforts to develop a funding model to enable the reactivation of its internet services, the ETC conducted a survey of its users across all 10 locations to assess the impact of the disruption. Over 80% of respondents agreed that it was important to urgently restore the ETC services.
- The Common Feedback Mechanism (CFM) in Bria allows people living in the Internally Displaced People (IDP) camp to explain their needs and request assistance. Feedback is passed on to humanitarian partners for response via an automated feedback and complaints system by ETC. A total of 3,712 cases have been registered since its initial launch in September 2021. An average of 59 cases per week were recorded throughout the month of October.
- ETC conducted a mission to Bria from 17 to 21 October to train complaint collectors and focal points in each cluster on the use of the database software that supports the CFM.
- 136 calls were made in October using the ETC phone booths. 60% of the calls were made by men, 21% by women and the remaining 19% by children.
- In October, an average of 388 devices were charged each week at the ETC's free charging facilities in Bria. 39% of users were male, 21% were female, and the remaining 40% were children.

## 3. Nigeria

### Security situation

- The security situation remains volatile. However, the ETS is allowed to stay overnight in all humanitarian hub locations that have a UNDSS presence.
- Election campaigns have started. Pre-election violence is likely to occur in the northeast, according to UNDSS reports. This may affect ETS mobility in the region. The election is scheduled for February 2023. The situation will continue to be monitored.

### ETS response

- The ETS continued to provide coordination and information management services. The ETS participated in field-level meetings while continuing to organize dedicated ETS coordination meetings in Maiduguri.
- The ETS continues to provide security communications services in 10 locations. Services are up and running at full capacity in all locations.
- As of 9 November, the ETS provides internet connectivity to 1,184 users from 105 organizations (18 UN agencies and 87 NGOs).
- ETS service provision covers the helpdesk, radio programming, and internet connectivity.
- Humanitarian agencies requested the opening on a new site in Damboa. A joint mission by UNDSS, OCHA, IOM and {TESS+} was carried out to assess the site.
- The {TESS+} team was on mission to Nigeria to support UNDSS activities by identifying gaps and recommending best practices.
- The ETS team, supported by WFP FITTEST, conducted a mission to Bama for a solar power assessment. This is a potential solution to reduce generator fuel consumption and move to renewable energy.
- Current field travel in the north east is subject to UNDSS clearance and approval.
- ETS activities are fully funded to US\$1.6 million. This covers the rest of 2022 and first quarter of 2023.

## 4. Syria

### Security situation

- The overall country security situation remains volatile. Varied security incidences occurred in the past five weeks in rural Damascus, Northwest Syria, and Northeast in Qamishli city about 3.3 kilometres northeast of the UN hub.
- The cholera outbreak is swiftly spreading. Suspected cholera cases have been reported from all 14 governorates. Between 25 August and 22 October, 24,614 suspected cases have been reported, including 81 deaths attributed to the disease. This is a case fatality rate of 0.33%.

### ETC response

- The ETC continues to provide internet connectivity services to 350 humanitarians from 11 UN agencies, and security communications services to 660 users from 14 UN agencies across eight sites in Syria.
- The ETC has successfully established an additional (fibre optic) internet link from an alternative ISP to improve connectivity services in the UN hub in Deir Ez-Zor. This connection will significantly improve the quality of internet services in the hub and comply with national regulations.

- The ETC and WFP Fleet finished dismantling the VHF systems and Vehicle Tracking System (VTS) from three unused UNMAS Armoured Vehicles (AVs) and re-installed the equipment into new pre-wired AVs for use in the response in Syria.
- Based on the findings from a previous field oversight mission in Homs in early October, the ETC is planning to establish an additional VHF repeater in Hama. The ETC is seeking the building approval, prior to submitting the request to the Ministry of Foreign Affairs (MoFA).
- UNDSS has obtained the licenses to install new satellite phones with docking stations in the six Security Operations Centres (SOCs). The ETC has successfully installed the devices in the SOCs in Aleppo and Deir Ezzor.
- Based on a SyTRA recommendation, a new approval request has been submitted to MoFA to request for VSAT licenses in 2022-2023. The ETC is awaiting the response.
- The ETC Syria team successfully delivered a technical workshop in Dubai from 10 to 14 October. There were 15 participants from six agencies, including WFP, United Nations Development Programme (UNDP), United Nations Relief and Works Agency (UNRWA), UNDSS, UNHCR, and UNICEF. The Global ETC and WFP FITTEST supported the delivery of the training.
- 20 VHF handheld devices for the UNDSS SOCs that were received at the Syrian border in July 2021 have been released from customs and is waiting for UNDSS to collect them.
- Cisco networking equipment for the planned upgrades to the connectivity infrastructure in all UN hubs in Syria was cleared from customs and received in the WFP warehouse in Damascus on 3 November.
- The ETC has received and pre-positioned equipment in Aleppo for the installation of a solar power solution to support connectivity services in the UN hub. The installation is taking place from 7 to 14 November.
- The ETC is importing four VHF repeaters to maintain a contingency stock in country. The ETC is waiting for final approval from the authorities.
- The ETC is importing portable solar power solutions to support the SOCs and inter-agency missions. The ETC has received the MoFA approval and shipment clearance.
- The ETC is fully funded for activities in 2022 and the remaining funds can support the operation up to Q1 of 2023.

## 5. Yemen

### Security situation

- In general, the security situation remains volatile and unpredictable.
- Spates of conflict were reported in Taizz, Aldhale, Marib and Hudaydah.

### ETC response

- In October, the ETC provided data connectivity services to 1,000 humanitarians and security communications services to a total of 2,594 responders across 17 sites.
- In response to the increased humanitarian operations, the ETC installed a VSAT satellite terminal to provide back-up connectivity in two INGO sites hosted by Action Contre la Faim (ACF) in Sana'a and the Norwegian Refugee Council (NRC) in Hajjah.
- The ETC coordinator, Wali Noor, is on a joint oversight mission to Aden, Marib and Turbah from 5-12 November to meet with partners and to assess the readiness for IT services.
- The ETC has completed the migration of seven VSAT stations to TelYemen, a local satellite service provider, to comply with the local regulations. Nine additional stations will be migrated before the end of this year.
- ETC supported the activation of a dedicated data connection link in Al Mukallah, to add to the current high-capacity VSAT. This is to expand connectivity services. The Al Mukallah site is hosted and managed by UNDP.
- The ETC team, in coordination with UNDSS, relocated the UNDSS SOC from the UNDP compound to the UN clinic in Aden.
- The ETC has assisted University of Aden services for communities' project through four phases since 2017. In recent weeks, the University sent a request to the ETC to expand the IT services to other departments of the university and provide maintenance services to the current infrastructure. The university submitted the project proposal through the World Health Organisation (WHO). The ETC is awaiting funding to start project implementation.
- The ETC is planning to pilot a new project for communities in the IDP camp in Al-Mokha.
- The ETC continues to provide regular technical support to partners in the North and South.
- The ETC in Yemen is 72% funded as of 12 October. The ETC received US\$900,000 in October from the Yemen Humanitarian Fund (YHF). US\$219,000 is expected to be received from the cost-sharing agreement with other operational partners and UN agencies to cover the ETC network upgrade.

## 6. AOB

- N/a

**The teleconference meeting ended at 12:30 UTC**

## Next meeting

The next Global ETC Joint Teleconference will be held in the New Year.

## Acronyms

ACF	Action Against Hunger
BGAN	Broadband global Area Network
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
FITTEST	Fast IT & Telecommunications Emergency & Support Team
GoS	Syrian Government
IDP	Internally Displaced People
IP	Internet Protocol
ISP	Internet Service Provider
IT	Information Technology
MoFA	Ministry of Foreign Affairs
MPO	Micro Purchase Order
NRF	Notes for the Record
OCHA	Office for the Coordination of Humanitarian Affairs
SDF	Syrian Democratic Forces
SOC	Security Operations Centre
TDY	Temporary Duty Assignment
UN	United Nations
UNDP	United Nations Development Programme
UNDSS	United Nations Department of Safety and Security
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNRWA	United Nations Relief and Works Agency
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal
WFP	World Food Programme
WHO	World Health Organization

**Minutes: Mufaro Masuka, Global ETC Information Management Officer**