Nigeria, Crisis

Local ETS Working Group Meeting
Date: 28/03/2024 **Time:** 10:00 UTC +1

All information relating to the ETS in Nigeria can be found on the ETC website:

www.etcluster.org/emergencies/nigeria-crisis

For more information or to be added or deleted from the mailing list please contact:

Nigeria.ETS@wfp.org

Attendance

Chair	Patrick Midy
PLAN International	Musa Abdulrasheed
NCA	Usman Muhammed
IRC	Elizabeth Oyebanji
UNDSS	Adamu Iguda
WFP	Ahmed Saleh
	Bishar Double
	Amana Mbahi
	Caleb Anwara
	Amina Alhassan
	Marian Mgbemena
	Karim Saleh
	Sarah Omebe

Agenda

1. Update on the latest ETS activities in north-east Nigeria
2. Partners Update
3. AOB

Minutes

1. **Update on the latest ETS activities in north-east Nigeria**

Security Situation

- Violent incidents in the northeast and banditry in the northwest continue to be major factors that contribute to instability within Nigeria.

ETS Services

- The ETS provides security communications, internet connectivity, ICT helpdesk, Information Management (IM), and coordination services to humanitarian responders.

- The ETS provides security communications services in Damaturu, and Yola metropolitan areas. Internet and security communications services are delivered in the eight humanitarian hubs in Borno State—Bama, Banki, Damasak, Dikwa, Gwoza, Maiduguri, Monguno, and Ngala.

- The ETS is available to provide user and security communications training on demand.

ETS activities in March

- In March, the ETS provided internet services in eight common operational areas to 1,210 users from 100 organisations (14 UN agencies and 86 INGOs) and resolved 876 issues logged by the ICT helpdesk.

- ETS Nigeria programmed 91 radios for varied UN agencies and INGOs in March, to enhance staff safety through reliable and update communication services.

- The ETS provided Very High Frequency (VHF) radio services to 68 organizations—16 for UN agencies and 52 for NGOs in March.

- The ETS has switched to the new repeater in Maiduguri to launch the recently rolled out code plug which will improve security communications services in north-east Nigeria by providing additional channels and wider range of communications. The system is currently undergoing transmission monitoring.

- The ETS swiftly initiated the back-up connectivity services to support humanitarians in Red Roof hub who were impacted by major downtime of the Internet Service Provider (ISP) from 14 to 18 March. The ISP reported multiple undersea cable cut which affected all their services in Western Africa. Over that said period, four of the hubs – Bama, Banki, Gwoz,and, and Maiduguri - were impacted by the solar wind which degraded significantly the VSAT connections (satellite based internet connections).

- In preparation for the expansion of ETS services in Pulka and Damboa, the ETS is prepositioning the required equipment at the WFP warehouse in Maiduguri. The sector has tuned the intended VHF frequencies and programmed repeaters ready for shipment and deployment to the new locations.

2. Partner Updates

PLAN International

- ETS partner—PLAN International—is planning a transition to a new ISP—Starlink—which was recently tested by some partners. The expansion will enable PLAN International to optimize their internet services in their various field offices. PLAN International is currently seeking service reviews from partners who have experience using the ISP.

- Additionally, PLAN International also enquired about the installation methods and the various service subscription packages available and suitable for their field offices.

- The ETS explained the two service subscription packages which the ISP provides. However, individual organisation must access their needs and capacity to decide the most suitable package for their use.

- Furthermore, the sector had previously combined the list of the focal point of vendors for the ISP. The ETS would share the contact of the focal points with interested partners.

UNDSS

- UNDSS enquired about the subscription plan for the telecommunications services at the Security Operations Centre (SOC). The UNDSS stated that they received a notice from the government agency managing telecommunications services in Nigeria—National Communications Commission (NCC)—to pay an annual levy for telecommunications services.

- The ETS explained that there was a document sent by NCC to ETS for the payment of the annual levy in previous years. The document was however sent to UNDSS for follow up on possible waiver of the current and future payments, but ETS has not yet received any feedback from UNDSS for the status of the document.

- In addition, UNDSS also seeks ETS support for continuous orientation and capacity building of the humanitarian community on the use of the handheld radios at the deep field location for communication. UNDSS stated that the use of the handheld radio helps the field security focal points to monitor and track activities and movements of the humanitarian actors.

- The ETS stated that there is a 2024 planned training and UNDSS should send the ideal training needs to Nigeria.ETS@wfp.org.

WFP

- WFP received reports from coworkers about an "out of range" information which always come up while trying to make radio calls with the handheld radios which started after their radios were reprogrammed to the new code plug. WFP is seeking the support of ETS in diagnosing and resolving the issue.

- The ETS explained that they received similar complaints from some users before and after the radios were reprogrammed to the new code plugs. The sector maintained that it is monitoring the new code plugs and documenting reports for the new code plugs to be troubleshooted and issues resolved.

3. AOB

- Based on the expansion of services to Pulka and Damboa, the sector has assembled all required telecommunications equipment and are ready for deployment and installation.

Next meeting

The next Local ETS Working Group meeting will take place on **25 April 2024**.

Acronyms

ACF	Action Against Hunger
ETS	Emergency Telecommunications Sector
IM	Information Management
IMC	International Medical Corps
IOM	International Organization for Migration
IRC	International Rescue Committee
ISP	Internet Service Provider
IT	Information Technology
INGO	International Non-Governmental Organisation
MDM	Médecins du Monde
NCA	Norwegian Church Aid
NGO	Non-Governmental Organisation
PUI	Première Urgence Internationale
SI	Solidarites Internationale
SOC	Security Operations Centre
UN	United Nations
UNDSS	United Nations Department for Safety and Security
UNOCHA	United Nations Office for the Coordination of Humanitarian Affairs
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal
WFP	World Food Programme

Minutes: Oluwashina Oni, ETS Nigeria Information Management Officer (IMO)