

Sudan, conflict

Global ETC Teleconference #4

Date: 10/08/2023 Time: 13:00 UTC

Further information related to the ETC Sudan operation can be found on the website:

www.etcluster.org/emergency/sudan-conflict

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

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Attendance

| Chair | Komi Amedjonekou, Global ETC |
|--------------|------------------------------|
| CDAC | Liz Hendry |
| TSF | Sebastien Latouille |
| UNHCR | Rami Shakra |
| UNHCR | Ekue Ayih |
| UNOICT | David Padi |
| WFP | Ernest Wambari |
| | Omar Namaoui |
| | Karen Barsamian |
| | Moussa Sana |
| | Caroline Bird |
| | Habib Shashati |
| | Natacha Nzabampema |
| | Kesi Kalama |
| | Bright Ocokdhogu |
| World Vision | Daniel Mwanzau |
| | Chris Alagna |
| | Santino Gullo |
| | Ahmed Amina |

Agenda

1. ETC Sudan update
2. UNHCR RETS Update
3. AOB

Minutes

1. ETC Sudan update

General situation update

- It is reported that fighting between the Rapid Support Forces (RSF) and the Sudanese Armed Forces (SAF) continues in various parts of Khartoum.
- UN agencies have limited access to the Darfurs, Khartoum, and the North Kordofan regions. Due to the movement of the affected people, there is a need to establish new humanitarian offices, primarily in Damazine, Kosti, and Wad Madani, as the locations with the highest needs.
- Road accessibility is still a challenge with different rival groups setting up roadblocks in different parts of the country.

ETC operational update

- Presently, the ETC is providing data connectivity and security communications services to 20 UN agencies and 19 NGOs, serving approximately 600 users in Port Sudan. The cluster continues to receive service requests from partners—while the ETC is delivering where possible, the limited availability of telecommunications equipment on the ground continues to be a challenge.
- The ETC is working to receive a consignment of required telecommunications equipment to deploy in Port Sudan and other parts of the country. The equipment shipment route is via Nairobi, Kenya. There are recent reports of UN equipment confiscation at military roadblocks. This may impact on the delivery of equipment for ETC services.
- The cluster has so far secured 68% out of the required US\$ 6.3 million to deliver and expand services until December 2023. Funding has been received from the Government of Luxembourg (EUR 250,000), USAID's BHA (US\$2 million), and OCHA's Central Emergency Relief Fund (CERF) (US\$2 million). The remaining funding is required to ensure critical services delivery.
- The ETC is planning to conduct a user satisfaction survey for ETC services in Port Sudan to establish areas of improvement for data connectivity and security communications services.
- The ETC produces a Dashboard showing the locations of ETC services [here](#).

2. UNHCR Refugee Emergency Telecommunications Sector (RETS) Updates

- The RETS coordination meeting was held on 27 July. The next meeting will be on 17 August.
- As the fighting in Sudan continues, cross border population movement continues, increasing needs in the surrounding countries.
- RETS provides services in 11 sites to approximately 941 users from partner organizations across three neighbouring countries where there is movement of people from Sudan—seven sites in Chad, one in Central African Republic (CAR), and four sites in South Sudan. The sector has identified and plans to establish three more sites.
- RETS plans to set up captive portals deployed at all the sites to capture the number of service users.
- RETS continues to monitor the situation in Egypt and Ethiopia and is ready to set up services there if needed.
- The ETC and UNHCR RETS will continue to collaborate bilaterally to avoid any duplication of efforts.

3. AOB

- The Communicating with Disaster Affected Communities (CDAC) network has a project for the Sudan response. As part of the project, practitioner workshops are planned to be held in communication, community engagement, and accountability (CCEA). CDAC will organize an event for responders working as national practitioners in the coming weeks, and another session for those working regionally on cross border issues. Findings from these two sessions will be used for decision-making purposes going forwards.

The next ETC Sudan Global Partners teleconference will be held on 14 September 2023 at 12:00 UTC.

Acronyms

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| AAP | Accountability to Affected Populations |
| ACF | Action Contre la Faim |
| BGAN | Broadband Global Area Network |
| CCEA | Communication, Community Engagement and Accountability |
| CDAC | Communicating with Disaster Affected Communities |
| ETC | Emergency Telecommunications Cluster |
| GSMA | Global System for Mobile Communications Association |
| ICT | Information and Communications Technology |
| IOM | International Organisation for Migration |
| MNO | Mobile Network Operators |
| MSB | Swedish Civil Contingencies Agency |
| RETS | Refugee Emergency Telecommunications Sector |
| SES | Société Européenne des Satellites |
| TSF | Télécoms Sans Frontières |

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| UNDP | United Nations Development Programme |
| UNDSS | United Nations Department for Safety and Security |
| UNHCR | United Nations High Commissioner for Refugees |
| UTC | Coordinated Universal Time |
| VSAT | Very Small Aperture Terminal |
| WFP | World Food Programme |
| WVI | World Vision International |

Minutes: Bright Ocokdhogu, ETC Sudan Information Management Officer