Sudan, Conflict

User Satisfaction Survey Report
Survey period: 21/10/2025 to 11/11/2025

Sudan is facing a major humanitarian crisis, with half the population—24.7 million people—requiring aid and protection. To support the response to conflict that erupted on 15 April 2023, the World Food Programme (WFP)-led Emergency Telecommunications Cluster (ETC) was activated on 25 May 2023 to provide essential connectivity and security communications services for responders across Sudan.

Overview

The Emergency Telecommunications Cluster (ETC) in Sudan conducted a user satisfaction survey from 21 October to 11 November 2025 to evaluate the performance of its services and activities.

The survey gathered feedback from humanitarian partners who rely on ETC support during the response, with the aim of identifying areas for improvement. It focused on four core services: internet connectivity, ICT helpdesk support, security communications, and coordination and information management (IM).

ETC provides internet connectivity for refugees in August 2025. Photo: WFP/ETC

These services are provided to partners across seven operational areas: Port Sudan, Kassala, Kosti, Damazine, Dongola, Atbara, and Al-Gedarif.

Methodology

The ETC collected feedback through an online, semi-structured questionnaire with 17 questions covering user profiles, service satisfaction, and open-ended suggestions. The survey was shared electronically with all 1,393 registered users between 21 October and 11 November, with reminders issued to encourage participation. In total, 52 users responded, representing a 4% response rate. Some users reported technical challenges due to the structure of the survey requiring that all questions be answered, which may have impacted participation. The ETC will explore a simplified structure to raise response rates in future years.

Of these respondents, 54% were from UN agencies, 37% from international NGOs, 8% from local NGOs, and 1% from other organizations.

Their professional roles spanned Programme, ICT, Transport and Logistics, Field/Operations, Management, Security, Administration/Business Support, Data and Information Management, Finance, and Human Resources.

Key findings

The survey found an **overall 89% user satisfaction rate** for ETC services and activities in Sudan. This surpasses the key performance indicator target of 80% and marks an improvement from last year's satisfaction rate of 85%. Detailed results are presented in the following sections.

ETC services

Respondents rated their satisfaction with ETC services in Sudan, covering internet connectivity, ICT helpdesk support, and security communications. Overall, **91% of participants** reported being satisfied with the services provided.

The survey found:

- **91%** satisfaction rate for **internet connectivity** services.

- **95%** satisfaction rate for **security communications** services.

- **87%** satisfaction rate for customer support (**ICT helpdesk**) services.
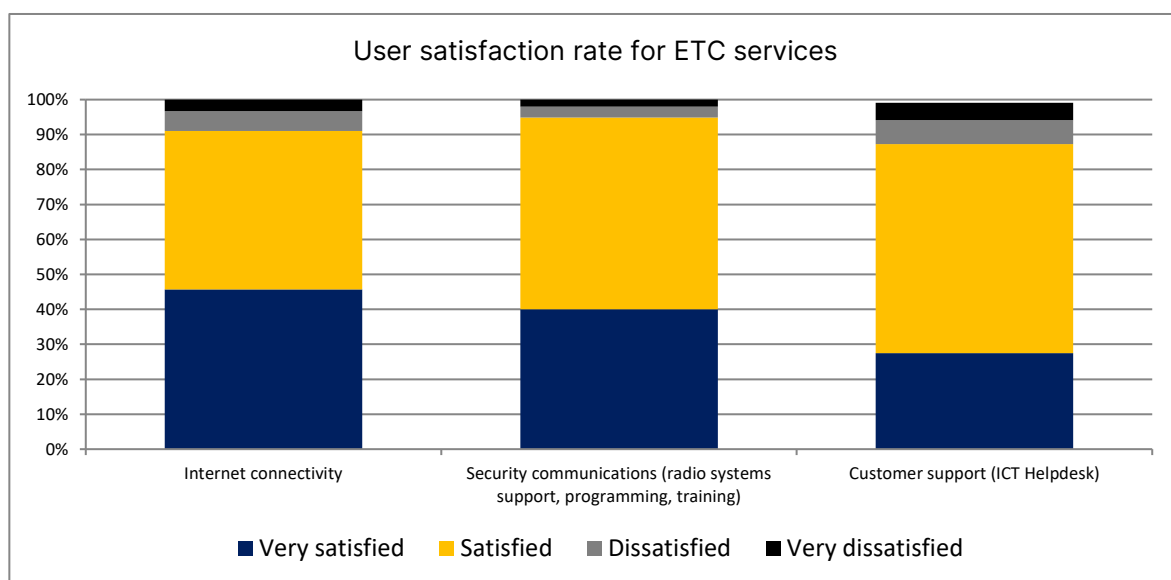
Feedback on ETC services

Respondents were asked to explain their satisfaction ratings and suggest improvements to ETC services through open-ended comments. In total, 71 comments were received, which are summarized below:

- **Internet connectivity:** Respondents largely valued ETC-provided internet as stable, reliable, and essential in challenging circumstances. While some noted occasional weak connectivity, improvements compared to last year were highlighted. Suggestions included expanding coverage to additional—especially remote—areas, allowing more devices per user account, and increasing connection speed.

- **ICT helpdesk:** Respondents expressed generally positive views of the helpdesk, with several praising ETC's quick and effective support for connectivity issues. Others noted slow response times, particularly for internet service requests. To address these concerns, respondents recommended faster response rates for all user requests, regular check-ins with users, and additional communication channels such as live chat or a customer portal.

- **Security communications:** Few respondents directly linked their satisfaction ratings to security communications. However, several emphasized the critical importance of these services and called for greater provision of VHF radios and satellite phones for users.

ETC response to service feedback

- **Internet connectivity:** The ETC recognizes the critical need for stable, reliable internet services and is committed to strengthening support in 2025. To address bandwidth congestion, the fibre link for Point-to-Point (P2P) devices was relocated to Hai al-Matar, resulting in improved user satisfaction and fewer complaints about downtime. Looking ahead, the ETC aims to secure additional bandwidth for humanitarian users, subject to funding.

  While data services in eastern regions are generally adequate, significant gaps persist in the Darfurs, Kordofans, and Khartoum—areas with some of the most food-insecure populations, where poor connectivity has hindered humanitarian aid. To improve access in these hard-to-reach locations, the ETC will continue collaborating with NGOs, with plans already underway to establish connectivity hubs in Khartoum.
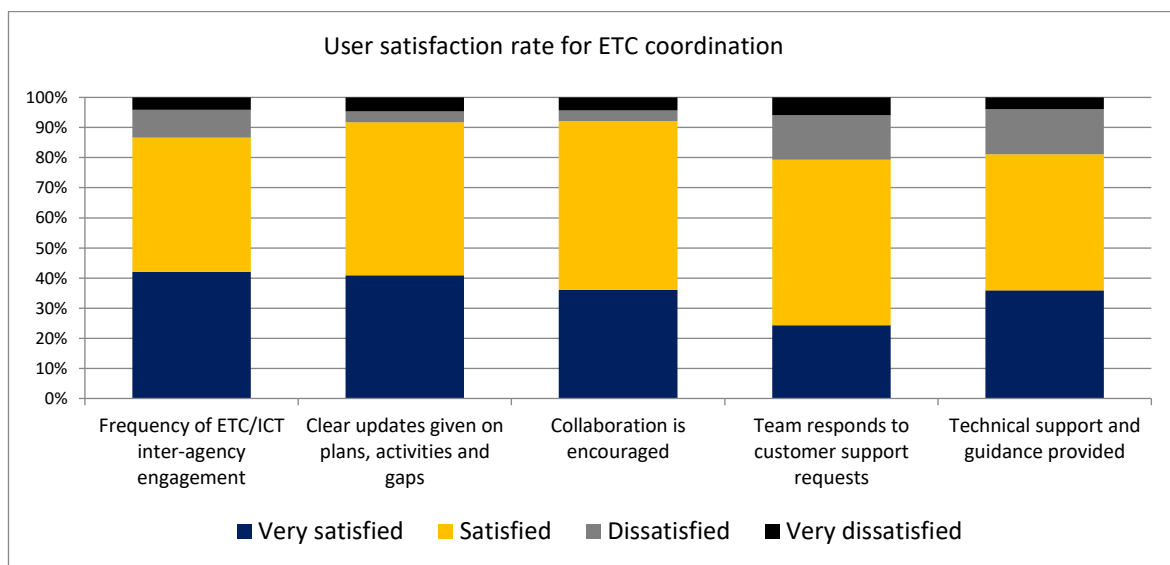
- **ICT helpdesk:** In 2026, the ETC will prioritize maintaining and further improving the speed and quality of support provided to partners. All incoming requests will be tracked and monitored to ensure consistent, transparent communication on their status.

- **Security communications services:** The ETC will continue supporting UNDSS-managed Security Operations Centres (SOC) by providing the equipment necessary to sustain SOC activities, in line with existing operational agreements with UNDSS.

ETC coordination activities

Respondents rated their satisfaction with the quality of ETC coordination activities, reporting an overall **satisfaction rate of 86% for coordination** provided in Sudan.

The survey highlighted:

- **87%** satisfaction rate for **frequency of ETC/ICT inter-agency engagement.**

- **92%** satisfaction rate for **clarity of updates on plans, activities, and gaps.**

- **92%** satisfaction rate for **effectiveness in fostering collaboration among partners.**

- **79%** satisfaction rate for **responsiveness to customer support requests.**

- **81%** satisfaction rate for **quality of technical support and guidance provided.**

User satisfaction rate for ETC coordination

Categories: Frequency of ETC/ICT inter-agency engagement, Clear updates given on plans, activities and gaps, Collaboration is encouraged, Team responds to customer support requests, Technical support and guidance provided

Legend: ■ Very satisfied ■ Satisfied ■ Dissatisfied ■ Very dissatisfied

Feedback on ETC coordination

A total of 33 respondents shared feedback on ETC coordination in Sudan. Many highlighted ETC's responsiveness and collaborative approach, while others called for quicker replies to user issues and more timely responses to service requests.
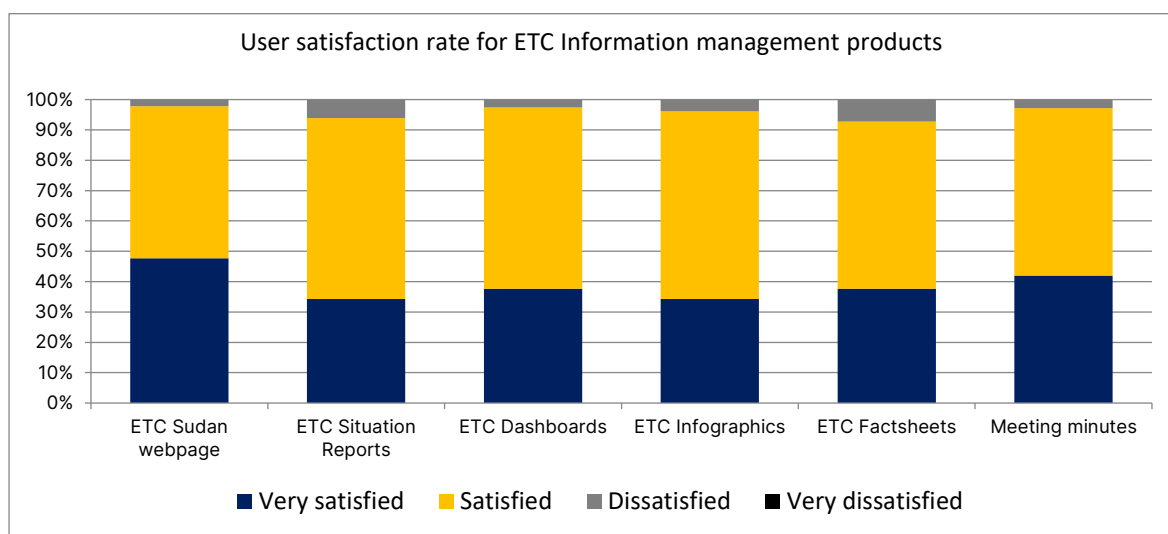
To strengthen coordination, the ETC will continue prioritizing timely information-sharing and technical support. Partners' queries will be promptly acknowledged, with clear communication on expected response times, ensuring that collaboration remains both efficient and empowering.

Information management activities

Respondents rated their satisfaction with the quality of ETC Information Management (IM) products, all of which are available on the Sudan emergency page of the ETC website. Feedback showed a strong endorsement of ETC's IM work, with an overall **satisfaction rate of 96% for IM activities** in Sudan.

The survey found:

- **98%** satisfaction rate for the **Sudan Conflict page** on the ETC website.

- **94%** satisfaction rate for **Situation Reports** (SitReps).

- **97%** satisfaction rate for **dashboards.**

- **96%** satisfaction rate for **infographics.**

- **93%** satisfaction rate for **ETC Factsheet.**

- **97%** satisfaction rate for **Meeting minutes.**

User satisfaction rate for ETC Information management products

Legend: Very satisfied (dark blue), Satisfied (yellow), Dissatisfied (grey), Very dissatisfied (black)

Categories: ETC Sudan webpage, ETC Situation Reports, ETC Dashboards, ETC Infographics, ETC Factsheets, Meeting minutes
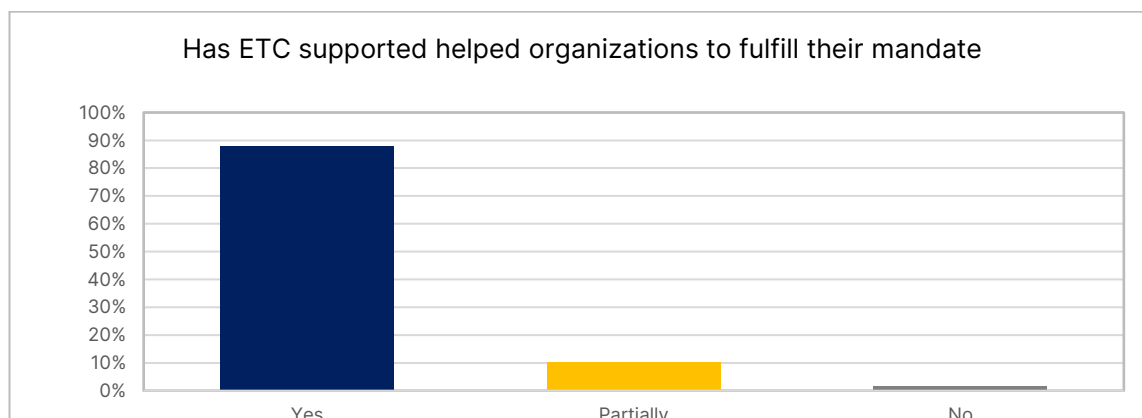
Feedback on ETC Information Management

A total of 31 comments were received on ETC IM. Respondents noted significant improvements over the year, highlighting that situation reports, dashboards, and data provision were informative and valuable for partners' planning. A few users indicated they had not engaged with IM products.

The ETC underscores the importance of ensuring the humanitarian community has full access to up-to-date information on services and operations, which is critical for effective decision-making and optimal use of ETC support. In 2026, the ETC will maintain its IM processes and review mailing lists to ensure products reach all interested stakeholders.

ETS support to organizational mandates

In 2025, respondents were asked whether ETC support enabled their organizations to fulfill their mandates efficiently and effectively. Nearly 88% reported that ETC support fully helped them achieve their mandate, while just over 10% indicated it had partially contributed.

Has ETC supported helped organizations to fulfill their mandate

Categories: Yes, Partially, No

Emergency Telecommunications Cluster (ETC)   www.ETCluster.org

Effectiveness and efficiency of ETC support

A total of 50 respondents provided feedback on the effectiveness and efficiency of ETC support services. 87% expressed satisfaction, underscoring the team's consistent delivery of timely and reliable assistance across operations.

The survey highlighted:

- **86%** satisfaction rate for the **ETS services.**

- **92%** satisfaction rate for **ETS Coordination.**

- **84%** satisfaction rate for **ETS Information Management.**
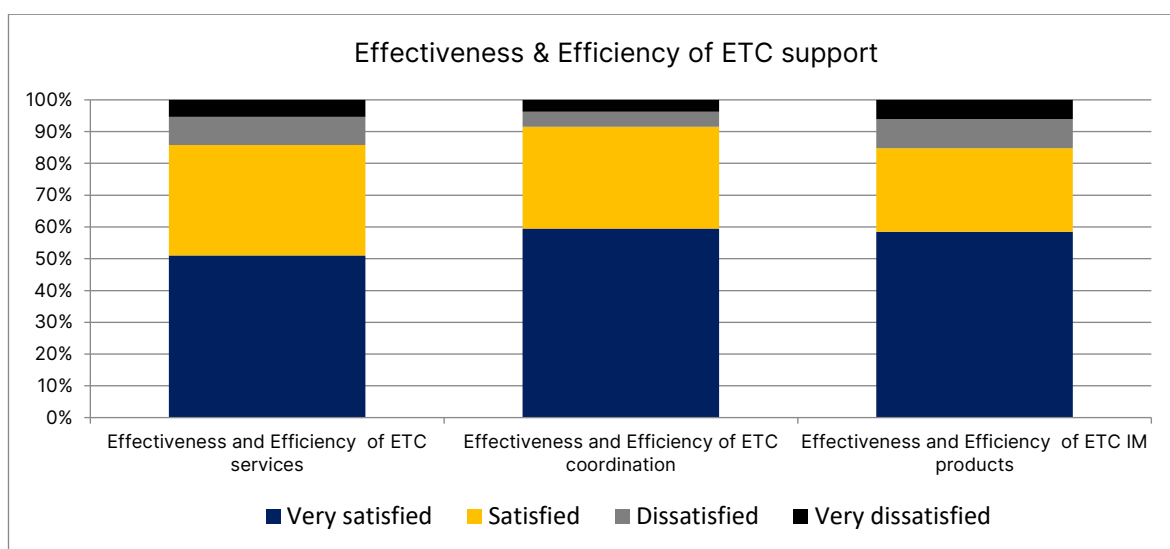
Summary

ETC Sudan has established itself as a leader in fostering inter-agency collaboration and delivering shared communication services. This approach has strengthened operational effectiveness in an environment marked by complexity and constant change. A core strength is the provision of free internet connectivity in common areas, widely recognized as a major value-add that enables organizations to work more efficiently and coordinate more effectively. Reliable back-up connectivity has proven critical for sustaining humanitarian operations, allowing organizations to continue functioning even during technical disruptions.

Respondents also noted ETC Sudan's consistent delivery of timely operational information, which supports effective decision-making and response efforts.

At the same time, several concerns were raised. Users reported that internet quality is often weak and unstable, affecting their overall experience. They emphasized the need to expand connectivity to remote and hard-to-reach locations to ensure equitable access. Some respondents also highlighted long wait times for technical support, identifying this as an area requiring improvement to enhance service reliability and user satisfaction.

Next steps

The ETC is reviewing all feedback to guide service improvements in Sudan and address emerging challenges. Respondent comments and recommendations will be systematically analyzed and incorporated into the Sudan workplan, subject to funding and assessed necessity.

Under the 2026 Humanitarian Response Plan (HRP), the cluster is committed to maintaining and enhancing ETC services, with a focus on improving connectivity in operational areas across the Eastern region, including Port Sudan, Kassala, Al-Gadarif, Kosti, Damazin, Dongola, and Atbara. The ETC will also pursue opportunities to expand connectivity into hard-to-reach locations, contingent on access and funding.

Further steps include improving response times to partner requests and ensuring partners are promptly informed of any outages. The ETC will continue tracking incoming requests and monitoring resolution times to strengthen service reliability.

This report will be shared with ETC users and partners in Sudan, the Global ETC partnership network, and the World Food Programme (WFP) as cluster lead. It will also be published on the ETC website for wider public access.

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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