Ukraine, conflict

Global ETC Teleconference #19
Date: 06/04/2023 **Time:** 14:00 UTC

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

www.etcluster.org/emergency/ukraine-conflict

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

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Attendance

Chair (ETC)	**Komi AMEDJONEKOU**
Cisco	Matt Runyan
	Matt Wood
	Eric Knudson
OCHA	Predrag Milicevic
	Ali Solhjoo
	Mimi Huang
UNHCR	Andrew Sentamu
WFP	Prakash Muniandy
	Viktoriia Kosytska
	Tenson Majaraunga
	Roman Aptykaiev
	Mohamedou N'Diath
	Ahmad Al-Mehdi
	Kehinde Adewara
	Omar Namaoui
	Komi Amedjonekou
	Aramais Alojants
	Maryna Andrusikova
INTERSOS	Sarah Ramassamy

Agenda

1. ETC Ukraine update
2. Partner updates
3. AOB

Minutes

1. ETC Ukraine update

Security update

The situation in Ukraine in the past month stayed the same. The fighting continues in the frontline areas. Missles and drones attacks continue. The curfew hours for Kyiv city changed to 00:00-05:00.

Operational update

Security communications

- Continuing the expansion of the VHF network the ETC team submitted additional license on 15 March including locations closer to frontlines where the convoys are supposed to reach the affected population and locations where we have UN presence but not covered by the initial license.

- Another ongoing project of ETC in Ukraine is VHF coverage expansion and improvement in the locations that already got license. ETC is in communication with the Broadcast and Radio Telecommunications (BRT) Concern about installing radio equipment on their towers in locations that already got license. They shared the list of available towers in the country and the ETC team selected the ones needed for the VHF coverage expansion. Right now ETC is on stage of preparing all documents for LTA between WFP and BRT.

- The ETC conducted a survey with UN agencies to identify their radio programming needs to see their inventory of VHF handheld and mobile radios that they have and the amount of radios already programmed and need programming.

- The ETC identified a gap in radio training for UN staff. The ETC plans to create a calendar for country-wide training sessions.

Data connectivity

- The ETC continues to support internet connectivity services in the inter-agency hubs in Dnipro, Lviv and Odesa. The ETC is deploying back-up connectivity services to ensure the continuity of communications services during emergencies and black-out. All the

VHF radio networks will be linked to the main SOC in Mukachevo via Starlink now, before the BGAN satellite devices were used.

- Talking about security of the network we don't have a firewall and it's an open network right now. The ETC raised the a request to CISCO to see if they can support in terms of firewall. The team is also exploring the possibility to use the standard WFP firewall.

- The ETC team received two donations from the government of Luxembourg. After the discussion the ETC and emergency.lu decide to leave one piece of telecommunications equipment in Odesa and another will be shipped back to Luxembourg. The mission is planned to prepare the equipment for the shipment.

Services for Communities

- In March Clear Global, the organization providing translation and content revision for the ETC Chatbot (known in Ukraine as vBezpetsi, meaning safe spaces), finished their planned scope of work which included the use of plain language for the ETC Chatbot improvement, content curation, and language services such as translation, professional revision, and editing terminology consistency.

- The exit strategy and closure of the ETC Chatbot is at the stage of checking and approval. The ETC together with to Affected Populations (AAP) Working Group discussed the closure of the Chatbot due to the fact that all agencies have their own channels of information provision.

- The ETC is planning the implementation of the CFM call centre project in Ternopil, following approval of the concept note. The identified local vendor is currently being profiled to establish a service agreement with the cluster.

The next teleconference will be held on 18 May 2023 at 13:00 UTC

13:00   UTC
15:00   Rome/Cairo
16:00   Kyiv
17:00   Dubai

Acronyms

SOC	Security I Operations Centre
RSOC	Remote Security Operations Centre
VHF	Very High Frequency
ETC	Emergency Telecommunications Cluster
UN	United Nations
CFM	Complain Feedback Mechanism
BRT	Broadcasting Radio and Television Concern
NGO	Non-Governmental Organization
OSCE	Organization for Security and Co-operation in Europe
GSM	Global System for Mobile Communications

Minutes: Maryna Andrusikova, ETC Information Management Officer.