

Ukraine – conflict

ETC Situation Report #48

Reporting period: June 2025

The Emergency Telecommunications Cluster (ETC) was activated in Ukraine on 3 March 2022 in response to the escalation of conflict between Ukraine and the Russian Federation. This monthly situation report provides updates on ETC activities supporting connectivity and communications for the humanitarian response.

Highlights

- In June, the ETC activated a new VHF radio site in Kryvyi Rig, significantly improving secure communications across Mykolaiv, Zaporizhzhia, and Dnipro regions. The expansion strengthens safety and coordination for humanitarians operating near front-line areas.
- The ETC and WFP delivered ICT equipment—including laptops, printers, and Wi-Fi devices—to seven schools in Mykolaiv and Kharkiv, enhancing digital access to education for students in conflict-affected communities.
- ETC supported the WFP Executive Director's mission to the Kharkiv region by installing and verifying three RSoV kits on armoured vehicles, ensuring secure mobile communications throughout the high-risk visit.



ETC delivers ICT equipment to a school in Mykolaiv region to support digital learning. Photo: WFP/ETC

Overview

In June, the humanitarian crisis in Ukraine deteriorated significantly due to intensified aerial attacks and ongoing hostilities, particularly in densely populated areas. Long-range drone and missile [strikes](#) in Kyiv, Odesa, Zaporizhzhia, and Kharkiv resulted in high civilian casualties and widespread infrastructure damage, sharply increasing humanitarian needs.

Humanitarian access was further restricted as security concerns escalated. According to a WFP executive board [briefing](#), attacks on humanitarian warehouses and convoys forced adjustments to routes and delivery schedules to ensure the safety of personnel and cargo.

OCHA highlighted critical funding challenges, [reporting](#) that only 31% of the US\$2.6 billion Humanitarian Response Plan (HRP) had been funded as of late June—raising serious concerns about the continuity of aid operations.

Impact on telecommunications

In June, Ukraine's telecommunications sector remained under severe pressure from the ongoing conflict but continued to demonstrate resilience and strategic adaptation. Repeated missile and drone strikes targeted critical infrastructure, leading to periodic disruptions in mobile and internet services, particularly in frontline and occupied areas. Despite these challenges, major telecom operators sustained core services and intensified efforts to restore damaged networks.

The sector also faced persistent cyber threats, including attacks on critical infrastructure, government digital platforms, and satellite signal interference. Maintaining strong vigilance and a proactive defensive posture remains essential for telecom resilience.

ETC Activities

Coordination

Throughout June, the ETC played an active role in humanitarian coordination across Ukraine, participating in eight key meetings and advancing efforts in emergency response, strategic planning, and operational integration.

In southern regions affected by intense hostilities, the ETC coordinated with humanitarian partners to support the deployment of emergency response teams in Odesa, Kherson, and Mykolaiv. This included providing updates on damage to civil infrastructure and advising on ICT support needs in newly affected communities.

As part of the 2026 Humanitarian Needs and Response Plan (HNRP) development, the ETC contributed to planning discussions around the humanitarian reset, helping shape the design of the Multi-Sectoral Needs Assessment (MSNA) and sharing lessons learned to improve data collection and analysis processes.

The ETC also adapted to evolving coordination structures by engaging with the newly established Humanitarian Operational Coordination Groups (HOCGs) in Dnipro and Mykolaiv. It provided updates on key activities in the South Region, including the expansion of SCS and VHF coverage to Kherson, the deployment of Remote On-Site Vehicle (RSOV) kits by WFP and UNDSS, and ongoing delivery of data connectivity services to humanitarian partners.

Additionally, the ETC supported inter-agency efforts to strengthen accountability by contributing to a Cash Working Group survey mapping existing Complaints and Feedback Mechanisms (CFMs) used across the response.

Security communications

VHF radio network

In June, the ETC expanded VHF coverage by activating a new remote site in Kryvyi Rig (southwestern Dnipro region), improving communications across Mykolaiv, Zaporizhzhia, and Dnipro near the frontline. The site was deployed and installed in coordination with Ukrradioservice (URS), integrated with UNDSS Security Information Operations Centre (SIOC) dispatcher software for movement tracking, and connected via fibre optic. Signal testing confirmed the site is fully operational.

This brings the ETC's VHF network to 18 operational sites, all hosted on Ukrainian Broadcasting, Radiocommunications & Television (BRT) towers and remotely monitored. The network supports direct communication between field staff and UNDSS SIOC in Kyiv.

Work continued to expand the network with a new site at the Velyka Oleksandrivka BRT tower. Equipment—including repeaters, antennas, and fibre optic cabling—was configured and handed over to URS for installation.

Following a Security Cell request, ETC received technical approval from BRT to install a second VHF repeater at the Kyiv TV tower for use by the Security Management Team (SMT), Security Officers, and wardens. Installation is scheduled with URS for early July.

To strengthen preparedness, ETC assembled and tested a backup Remote Site Operations Centre (RSOC) kit for rapid deployment if needed.

Remote Site on Vehicle (RSoV) project

The RSoV project equips UN armoured vehicles with mobile VHF and data connectivity for operations in high-risk areas. ETC currently supports six units: one in Kyiv, two in Odesa, and three in Dnipro.

In June, ETC installed three RSoV kits on WFP vehicles for the Executive Director's mission to Kharkiv. Routine maintenance was carried out on a UNDSS RSoV kit in Odesa. ETC also confirmed strong internet connectivity from an RSoV kit mounted on a Logistics Cluster truck.

Additionally, ETC supported an OCHA mission to Pokrovsk by equipping an armoured vehicle with an RSoV kit for secure communications during field operations.

Radio programming

During the reporting period, the ETC programmed the following VHF handheld radios:

- Two VHF handheld radios for OHCHR in Kyiv;
- One VHF handheld radio for UNOPS in Mykolaiv;
- Two VHF handheld radios for WFP in Kyiv.

ETC radio programming services can be requested via email through a ticketing system: ukraine.etc servicedesk@wfp.org

Capacity building

The ETC offers VHF radio use capacity-building sessions to UN agencies to ensure staff are informed and equipped to respond to security incidents in the field. To book security communications training sessions, please use [this link](#).

In June, the ETC conducted the following training sessions:

- SCS training for 13 UNOPS staff in Kyiv;
- Training on the use of the satellite phone docking stations and the satellite phones for the WFP Security staff in Odesa.

Satellite phones

The ETC conducted additional test calls using alternative satellite phones in Odesa and Mykolaiv, confirming strong signal and reliability. Results were uploaded to the ETC Quality Network portal and shared with UNDSS for Security Cell use.

The ETC also provided a satellite phone to support WFP Security's mission to the Kherson region.

Data connectivity

The ETC continues to provide reliable data connectivity services for humanitarian partners at inter-agency hubs in Odesa, Kharkiv, Mykolaiv, and Lviv. These services also support the broader SCS infrastructure, including the VHF radio network.

In June, the ETC upgraded firmware on all Meraki devices, including spares, ensuring devices remained connected to the cloud for regular updates and optimal performance.

As part of efforts to enhance user experience and network security, the ETC tested a new Wi-Fi user registration and authentication process at the UNDSS premises in Lviv using the Meraki self-registration portal. This test supports wider implementation of secure, user-friendly network access

across ETC-managed sites.

The ETC also completed the migration of Wi-Fi networks at the Odesa and Kharkiv Field Offices from the Ericsson Authentication Server to Meraki Cloud Authentication, improving centralized access control and security.

Throughout June, ETC connectivity services supported 132 individual users, averaging 61 users per day. The ETC Helpdesk processed 47 support tickets—resolving 41, with six in progress—representing an 87% resolution rate.

Services for communities

Chatbot

The ETC continues supporting the Cash Working Group (CWG) with the humanitarian Chatbot project, which remains in its monitoring and promotion phase. In June, knowledge documentation was officially handed over from the developer to the ETC. Members of the Chatbot Working Group—including WFP, ETC, and OCHA—completed training on the content management system and analytics panel.

To date, the Chatbot has reached 24,300 users, with the highest engagement in Dnipro, Donetsk, Kharkiv, Zaporizhzhia, Sumy, Odesa, and Mykolaiv regions. [Read the story here.](#)

Digital Access for Education (DAE) project

The DAE project—jointly led by the ETC and WFP—continues to support schools in conflict-affected regions by providing essential ICT equipment. In June, the ETC and WFP delivered 66 laptops and other digital tools (printers, routers, repeaters, power stations, and mini projectors) to five schools in Mykolaiv (Novoinhulka, Dovha Prystan, Chausove, Voronivka, and Kazanka) and two in Kharkiv (Mykolaivka and Besarabivka).

Remaining deliveries to schools in Kherson and Zaporizhzhia are scheduled for early July.

Dashboard

See the [ETC Dashboard](#) for an overview of service locations.

Funding

As of June, the ETC in Ukraine is 97% funded against its 2025 budget requirement of USD 1 million. This strong funding position ensures the continued delivery of critical communication services in support of the humanitarian response.

Challenges

Ongoing attacks on infrastructure and civilian areas continue to impede the expansion of VHF radio coverage and data connectivity in frontline regions, creating operational risks for ETC technical teams. Signal interference and recurring cyberattacks also affect national telecommunications and ETC services, posing ongoing threats to network stability and reliability.

In June, a persistent failure in the Starlink satellite connection at the WFP Dnipro Field Office disrupted services. The ETC initially restored connectivity by rebooting the system and submitting a service request, but the issue recurred intermittently during night hours. A full technical inspection was conducted, including antenna checks, cable assessments, and replacement of the power supply unit.

To ensure continuity, the satellite provider arranged delivery of a replacement Starlink kit. ETC simultaneously requested deactivation of the faulty unit and activation of the backup to maintain uninterrupted service.

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www.etcluster.org/emergency/ukraine-conflict

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