

## OPERATION OVERVIEW



TYPE OF EMERGENCY:

# CONFLICT

ETC ACTIVE SINCE:

# 2014

SITUATION OVERVIEW:



The Emergency Telecommunications Cluster (ETC) has been activated in Iraq since 2014 after heavy fighting erupted between the Iraqi Security Forces (ISF) and the armed opposition groups. As a result, an estimated eleven million people across Iraq are in need of life-saving assistance. The country has remained extremely volatile with telecommunications infrastructure having been severely damaged by the conflict while provision and restoration of communications services are required to support the response community. As the global lead of the ETC, the World Food Programme (WFP) is convening the ETC in Iraq to meet vital communications needs, responding with government, the private sector and humanitarian organizations to ensure a coordinated response.

## KEY DATA



NUMBER OF SITES

# 15



FUNDING STATUS

- The ETC appealed for US\$2.7 million for the 2017 activities.
- US\$2.33 million has been received so far.



SERVICES PROVIDED

- Internet Connectivity
- Security telecommunications (Radio)
- Radio training
- Coordination
- Information Management
- Services for Communities
- Communications Center (COMCEN)



PLANNED ACTIVITIES

- The ETC plans to provide Internet connectivity and security telecommunications in Haji Ali, Hasansham, Hammam al Alil, Khazer, Nargizliya and Al Qayyarah camps 3-6.
- The ETC plans to roll out Services for Communities projects in Arbat.



TRAININGS CONDUCTED

- Radio training for UNHCR



NUMBER OF HUMANITARIANS SERVED (SINCE 1 JAN 2017)

# 170+



CHALLENGES

- The security situation is increasingly volatile.

## RESPONSE

- The ETC continues to provide security telecommunications (radio) and Internet connectivity services to the humanitarian community in 13 sites across Iraq.
- The ETC continues to provide security telecommunications services to the response community throughout Iraq: in Bagdad, Basrah, Dohuk, Domiz Camp, Sulaymaniyah, Arbat Camp, Ashti Camp, Haj Ali, Athbah, Al Qayyarah, Kirkuk, and Erbil.
- Internet connectivity is being provided in Domiz Camp, Arbat Camp, Haj Ali, Qayyarah Airstrip, and Qayyarah Jad'ah.
- The ETC continues its engagement with a local Internet Service Provider (ISP) to use its Internet connectivity services in three main humanitarian sites in response to the Mosul operation – Hassan Sham, As Salamiyah, and Nargzila.
- The ETC has continuously carried out refresher radio training for humanitarian responders to ensure their safety and security. Recently a training was conducted for 32 participants from United Nations High Commissioner for Refugees (UNHCR).
- ETC is in contact with United Nations Assistance Mission for Iraq (UNAMI) to expand telecommunications network by using the already available UNAMI infrastructure. With this expansion, staff using handheld radios will be able to reach Erbil radio room from Qayyarah.

## PLANNED ACTIVITIES

- The ETC is conducting assessments to roll out additional locations with Services for Communities (S4C) across Iraq.
- The ETC is planning a mission to install Internet connectivity and security telecommunications in Al Qayyarah 3-6, Haji Ali, Hasansham, Hammam al Alil, Khazer and Nargizliya.

### CHALLENGES:

- The security situation in the whole region remains uncertain after the KRI referendum, particularly around the camps south of Mosul, where access to new key sites to support the emergency response remains a major challenge.

THE GLOBAL ETC IS GRATEFUL FOR THE SUPPORT OF KEY PARTNERS, INCLUDING:



UNDER THE LEADERSHIP OF



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