

## Cox's Bazar, Bangladesh – Refugee Crisis

ETS Situation Report #58 July - August

Reporting period: 01/07/2023 to 31/08/2023

The ETS was activated in Bangladesh in August 2017 in response to the Rohingya refugee crisis. ETS Situation Reports are distributed bimonthly.

### Highlights

- The ETS received government approval to import standard frequency equipment for radio links, data connectivity access points, and 300 Mobile Point of Sales (MPOS) devices that support SIM cards. The equipment will be used to improve access to data connectivity and security communications services across the ETS network.
- The project to relocate the core data connectivity network from Ukhiya to Cox's Bazar is ongoing since 01 July. Configuration of the Wi-Fi controller, network monitoring tool, and the user manager settings were completed on 28 July.
- The ETS expanded its data connectivity services by adding five new sites to the network. There are now 96 sites connected to the ETS network.



The ETS installed data connectivity at the IOM-managed Rohingya Cultural Memory Centre in Camp 18. Photo: WFP/ETS

### Activities

#### Coordination

On 06 July, the ETS received government approval to import standard frequency equipment for radio links, data connectivity access points, and 300 Mobile Point of Sales (MPOS) devices that support SIM cards. The equipment will be used to improve access to data connectivity and security communications services across the ETS network.

#### Data connectivity

From 01 July to 31 August, the ETS provided data connectivity services to a monthly average of 665 users from 14 NGOs and 11 UN agencies. A total of 96 sites are connected to the ETS network across three operational areas—Cox's Bazar, Ukhiya, and Teknaf.

The ETS updated 200 access points across the network for enhanced security and improved data connectivity services.

Five new sites were added to the ETS data connectivity network between 01 July and 31 August. A total of 96 sites are now connected to the ETS network. The new sites are:

- Balukhali Logistics hub in Ukhiya, managed by Migrant Offshore Aid Station (MOAS);
- IOM-managed Primary Health Centre hospital in Camp 25;
- Nutrition Centre in Camp 25;
- IOM-managed Rohingya Cultural Memory Centre in Camp 18 and Chakmarkul site in Camp 21.

The project to relocate the core data connectivity network from Ukhiya to Cox's Bazar is ongoing since 01 July. Configuration of the Wi-Fi controller, network monitoring tool, and the user manager settings were completed on 28 July. Two pilot sites will be selected and migrated to the new core network and monitored to ensure stable connectivity by September. Once data connectivity stability is ascertained, other selected sites will also be migrated on a gradual scale, until all sites are relocated to the new core network in Cox's Bazar.

On 18 July, the ETS conducted network connectivity feasibility assessments at two sites: Camp 20 extension and Camp 8 East. The locations will be used as pilot sites for the Disaster Risk Reduction (DRR) project. One assessment for network expansion was completed in Camp 8W at the IOM-managed Shelter Development site in August.

Multiple missions to repair the ETS connectivity network across the sites were undertaken from 01 July to 31 August. Network configurations were updated at the TV Tower site to resolve slow data connectivity speed. The ETS added an access point to expand the data connectivity network service at the Save the Children site in Camp 25, while a new access port to replace a faulty one was installed at Hope Hospital in Camp 20 Extension. A new Uninterrupted Power Supply (UPS) device was installed at the Cox's Bazar main hub to replace a faulty one and to restore both power and data connectivity.

Multiple connectivity downtime was experienced at varied sites across the network in July and August. Brief network connectivity downtime was experienced at: Camp 17 and 18 due to a faulty port relay switch; Jamtoli, Hakimpara, Unchirang sites, Camp 7 C1, Camp 27 C1, Camp 04 C2, and Balukali sites due to broken Internet Service Provider (ISP) links. The downtime at Camp 17 and 18 briefly affected service delivery at two WFP e-voucher sites. Service was restored at all sites within three hours. The ISP is working to find a permanent solution to ensure that the downtime does not recur.

Seven sites—Camp 4, Camp 7, Camp 17, Camp 20 extension, Camp 21, Camp 22, and Camp 27—experienced a power supply downtime due to limited solar energy due to protracted cloud cover and heavy rains from 01 to 25 August. An alternative power source was used to fully charge the batteries. The ETS plans to install higher storage solar batteries as a permanent solution for both camps.

New ETS data network users experienced a brief connectivity challenge at Camp 8W and Jadimura as the OpenVPN service was down on 08 August and at Balakuli on 15 August due to ISP challenges. The host network devices were instantly rebooted, and the service restored.

On 07 August, the ETS adjusted and refocused the telescopic mast to restore connectivity service at the Nutrition site in Camp 4, due to tree canopy growth that was affecting the line of sight.

On 23 August, ETS data service users experienced a brief connectivity challenge at Camp 12 and 25 due to ISP issues, which have been resolved. Meanwhile, the damaged optic fibre that affected Camp 8W was promptly fixed to restore services on the same day.

### Security communications

From 01 July to 31 August, ETS security communications services were provided to a monthly average of 899 UN staff members—155 international staff and 747 national staff, utilized by 11 UN agencies.

### User support

The team resolved 128 issues out 133 reported to the ETS helpdesk from 01 July to 31 August.

## Dashboard

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

## Funding

The 2023 budget for the ETS is US\$1.15 million, which was allocated by the Inter Sector Coordination Group (ISCG) after a decrease in available funding for sectors in the response.

US\$970,000 was received from the United States Bureau of Humanitarian Affairs (BHA), bringing the ETS funding status for 2023 to 84%.

## Contacts

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All information related to ETC operations can be found on the website:

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