

## Libya– Crisis

### ETS Situation Report #3

Reporting period 01/03/18 to 16/05/19

World Food Programme (WFP), in its capacity as global lead of the Emergency Telecommunications Cluster (ETC), is leading the Emergency Telecommunications Sector (ETS) in Libya, responding with government, private sector and humanitarian partners on the ground to ensure a coordinated response. ETS SitReps are issued every two-three months.

### Highlights

- The ETS is providing Internet connectivity and customer support services in the UN hub in Benghazi which is no operational.
- The ETS requires US\$2.4 million to cover the implementation of its project plan in 2019. To date, it has received US\$550,000 meaning it is 23% funded.
- The Emergency Telecommunications Cluster (ETC) Services for Communities (S4C) adviser conducted a mission to Tunis ahead of the implementation of the planned inter-agency call centre.



The ETS team in Benghazi

Photo: ETS/Libya

### Situation Overview

Since 4 April, when fighting began to flare up in areas south of Tripoli, the security situation in western Libya remains fluid and unpredictable. While displacement of some 2,200 individuals has already been recorded, the civilian population in some combat-affected areas are unable to flee the area and emergency services are unable to reach them. Humanitarian partners are urgently seeking US\$10.2 million to be able to meet the most pressing needs of 100,000 people. Funding is especially needed to provide basic health services, protection, clean water, emergency food and shelter to civilians trapped in the cross-fire and forced to flee their homes.

The increasing deployment of forces could potentially result in significant population displacement and curtailed access to populations in need with wide-spread protection issues.

## ETS Response

- The ETS is now providing connectivity and customer support to humanitarians at the UN hub in Benghazi and is facilitating emergency communications systems.
  - The team will install the main IT link by the end of May. Humanitarians are currently accessing connectivity using a satellite terminal the ETS deployed.
  - The ETS has recruited a local telecommunications assistant based in Tripoli and radio operators and an IT assistant who are based at the UN hub in Benghazi.
- The ETS is working closely with the UN Support Mission in Libya (UNSMIL) and local authorities to obtain radio licences for humanitarian organisations working in the UN hub in Benghazi. These licences will enable humanitarians to operate security telecommunications equipment which is essential in ensuring their safety and security.
  - To expand the radio coverage, the ETS will procure the necessary equipment and UNSMIL will install the equipment in additional sites in Benghazi.
- The ETS together with the UN Department of Safety and Security (UNDSS) and UNSMIL is preparing a national Emergency Communication Framework (ECF). The objective of the ECF is to establish the mechanism to address communications needs in the country as well as to define the modality to establish hubs outside Tripoli.
- The main communications network being used in Libya is Ultra High Frequency (UHF) which is owned and maintained by UNSMIL. This has been agreed upon by the UN Country Team (UNCT) and will be supported by HF radio, satellite phones and mobile phones.
  - UNSMIL has deployed UHF equipment in the UN hub in Benghazi.
- The ETS has updated the Concept of Operations (CONOPS).
- Following a Services for Communities (S4C) assessment conducted in November 2018, the ETC S4C adviser conducted a mission to Tunis to discuss the planned implementation of a common feedback mechanism for beneficiaries (inter-agency call centre).

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## Planned Response

- The ETS will support the establishment of an inter-agency call centre as a way for affected populations to provide complaints and feedback about the humanitarian response.

## Funding

- The ETS in Libya requires US\$2.4 million in 2019 to conduct its activities. So far, it has received US\$550,000 from the Central Emergency Response Fund (CERF), meaning it is 23% funded.

## Meetings

- The next Global ETC Joint Teleconference will be held on Wednesday 12 June 2019.
- The next Local ETS Working Group meeting will be held on 26 June 2019.

## Information

- Information on the ETS in Libya can be found on: <https://www.etcluster.org/emergencies/libya-crisis>
- The latest ETS Libya Dashboard can be found here: <https://www.etcluster.org/document/ets-libya-dashboard-november-2018>

## Key ETS Contacts

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## Acronyms

AAP	Accountability to Affected People
CwC	Communication with Communities
DC	Deputy Commissioner
EPR	Emergency Preparedness and Response
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
HF	High Frequency
ICT	Information and Communications Technology
IM	Information Management
IMO	Information Management Officer



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ISP	Internet Service Provider
IT	Information Technology
MNO	Mobile Network Operator
MOFA	Ministry of Foreign Affairs
NGO	Non-Government Organisation
S4C	Services for Communities
TSF	Telecom Sans Frontiere
UN	United Nations
UNDSS	United Nations Department of Safety and Security
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal
WVI	World Vision International
WFP	World Food Programme

**All information related to ETC operations can be found on the ETC website: [www.ETCluster.org](http://www.ETCluster.org)**

**For more information, or to be added or deleted from the mailing list, please contact: [Libya.ETS@wfp.org](mailto:Libya.ETS@wfp.org)**