

Libya– Crisis

ETS Situation Report #8

Reporting period 01/12/19 to 29/02/2020

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.

Highlights

- On 16 February 2020, the Emergency Telecommunications Sector (ETS) conducted a soft launch of the inter-agency call centre, a Common Feedback Mechanism (CFM) project, thanks to the support and funding from global ETC partner, the Government of Luxembourg.
- The ETS continues to provide Internet connectivity and customer support services to 18 humanitarians permanently based at the United Nations (UN) hub in Benghazi which is now operational.
- The ETS has received and resolved 361 ICT service requests during the reporting period.



The ETS conducted a soft launch of the inter-agency call centre, a CFM project.
Photo: ETS Libya

ETS Activities

Tripoli

- On 16 February, the ETS conducted a soft launch of the inter-agency call centre, a CFM project. The call centre received 140 calls in the first 10 days of operation.
 - The CFM is a toll-free, country-wide number that affected populations can call to obtain information on humanitarian assistance programs, submit their feedback and get referrals to the humanitarian organizations that are best-suited to handle their needs or concerns.
 - The team has shared Service Level Agreements (SLA) with all partners, while all call centre operators have been trained on key sectoral and humanitarian issues in order to be better able to support callers.



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- The UN Support Mission in Libya (UNSMIL) continues its discussions with the Ministry of Telecommunications (MoT) in Tripoli who have requested that UNSMIL use the national Tetra network. UNSMIL have requested its existing Tetra licence be renewed by the MoT.
 - The ETS Coordinator is working with the UN Population Fund (UNFPA), UN Women and two NGOs on a digital literacy education project in Sabha. The project involves establishing an IT lab in the Sabha Women's Union premises. The ETS will support by providing connectivity.
 - The ETS has been requested to provide internet connectivity services to refugees in Tripoli as part of a UNHCR project. An assessment has been conducted and now a detailed project plan is being drawn up.

Benghazi

- Since the beginning of the year, the 24/7 Security Operations Centre (SOC) installed by the ETS at the UN hub in Benghazi has tracked more than 449 missions ensuring the safety and security of staff. ETS staff conducted 227 radio checks for 28-40 staff and responded to two distress calls.
- The ETS is also providing Internet connectivity and technical support at the UN hub to 18 permanent staff, an additional 20 staff who were on mission, and the team has also resolved 361 ICT service requests.
- The ETS is working closely with the UN Support Mission in Libya (UNSMIL) and local authorities to obtain radio licenses for humanitarian organizations working in the UN hub in Benghazi. These licenses will enable humanitarians to operate security telecommunications equipment which is essential in ensuring their safety and security.

Funding

- The ETS has submitted its inputs and narrative in to the Humanitarian Response Plan (HRP) and the Humanitarian Needs Overview (HNO) process. The ETS in Libya requires USD 1.5 million in 2020 to ensure it can implement its planned activities, including coordination, Information Management (IM), the CFM project and two planned projects to enable affected communities to access critical information.

Challenges

- The process of obtaining radio licences in Libya continues to be a significant challenge. The ETS continues to follow up on the application submitted to the Ministry of Telecommunications in Tripoli last year. UN staff have no radios at all in the east (Benghazi) and staff are only able to use mobile phones.

Key information

- All information on the ETS response in Libya can be found [here](#).
- The latest [ETS Libya Dashboard](#) & [infographic](#) are also available on the website.
- The next Global ETC Joint Teleconference covering Libya, Syria and Yemen will be held on **18 March 2020**.



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- For further information or to contact the team on the ground please contact Libya.ETS@wfp.org

Contacts

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