Since February 2020, the ETS has managed a call centre in Tripoli which is a humanitarian hotline as well as a nationwide COVID-19 information channel.

- **Services provided in:**
  - 2 COMMON OPERATIONAL AREAS plus coordination services in Tunis

- **The ETS is 50% funded of US$1 MILLION required for 2020**

- **5 OPERATORS** manning the SOC in Benghazi

- **Type of emergency:** CONFLICT

- **ETS was activated in OCTOBER 2018**

**MONTHLY ANALYSIS (August 2020)**

- ✓ 1,941 calls received in total
- ✓ 61% calls were COVID-19 related
- ✓ 39% calls were regarding other humanitarian issues

- **362 suspected COVID cases referred to NCDC**
- **$**
- **$**
- **>12,030 calls answered**

**DISSEMINATING health information & official guidelines**

- **Provision of WiFi connectivity for Persons of Concern at UNHCR Community Day Centre Tripoli**

**Provided ETS services**

**Planned ETS services**