



Services provided in:
2
COMMON OPERATIONAL AREAS plus coordination services in Tunisia



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



5 OPERATORS manning the SOC in Benghazi



Type of emergency:
CONFLICT



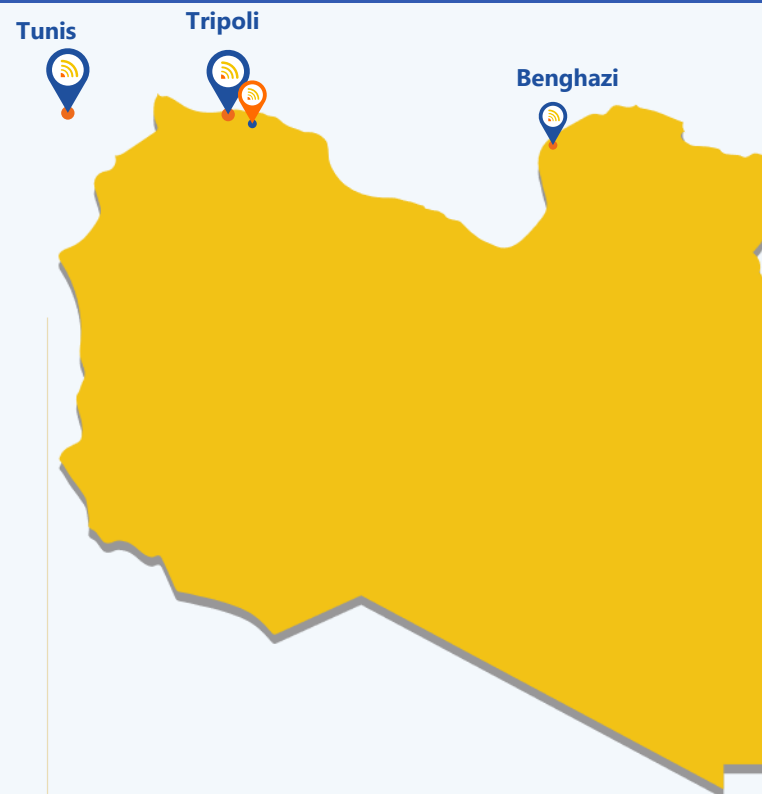
ETS was activated in
OCTOBER 2018

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



MONTHLY ANALYSIS (September 2020)

- ✓ **1,996** calls received in total
- ✓ **49%** calls were COVID-19 related
- ✓ **51%** calls were regarding other humanitarian issues



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



Provided ETS services



Planned ETS services