

Nigeria – Crisis

ETS Situation Report #54

Reporting period 01/04/2021 to 30/04/2021

As global lead of the Emergency Telecommunications Cluster (ETC), the World Food Programme (WFP) is leading the Emergency Telecommunications Sector (ETS) in Nigeria, responding with government, private sector and humanitarian partners on the ground to ensure a coordinated response. ETS Nigeria SitReps are issued monthly.

Highlights

- The ETS continues to provide reliable Internet connectivity and security communications services to the response community in 10 sites. Since the beginning of the year, the team has provided Internet connectivity to more than 2,382 users from 87 organizations across North-East Nigeria.
- The ETS programmed 21 radios for humanitarians in North-East Nigeria in April.
- In April, the ETS completed the relocation of security telecommunications equipment to the ETS prefab in a third-party site.



ETS relocate security telecommunications equipment in Maiduguri.

Photo: ETS Nigeria

ETS Activities

- Since the beginning of the year, the ETS has provided reliable Internet connectivity services to more than 2,382 users from 87 organizations (15 UN agencies and 72 NGOs) across North-East Nigeria.
- The team resolved 112 issues reported to the ETS helpdesk in April.
- Throughout April, the ETS programmed 21 radios for humanitarian staff — Care International, ACTED, IOM, PUI, UNDP, UNHCR and UN Women — to improve the communication network between staff in the region.
- This month, the ETS conducted a webinar session on basic VHF radio use for one participant from Premiere Urgence Internationale (PUI) in Maiduguri.
- In April, the ETS completed the relocation of security telecommunications equipment to the ETS prefab in a third-party site.



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- The ETS conducted a mission to Ngala on 16 April to carry out corrective maintenance work on satellite connectivity equipment to optimize services for humanitarians.
 - On 17 April, UN operations in Damasak were suspended in order to safely relocate humanitarian staff, following an increase in the number of attacks in the area. As a result of the last attack, some connectivity equipment was destroyed by fire at the logistics warehouse located beside the humanitarian hub. ETS services in Damasak have been temporarily suspended for humanitarians but the ETS is continuing to support security assessments in this location.

Planned Activities

- The ETS is planning to conduct a mission to install the Digital Mobile Radio (DMR) system and upgrade existing telecommunications infrastructure in the Security Operations Centre (SOC) in Damaturu.

Challenges

- The availability of helicopters to field locations is currently very restricted due to space limitations, weather conditions and security concerns, which is impacting on ETS deployments.
- The security situation remains volatile.

Funding

- The ETS has received US\$750,000 from the United States Agency for International Development (USAID). The ETS is now 69.4 percent funded to continue its activities in 2021.

Meetings

- The next Global ETC Joint Teleconference covering Bangladesh, Central African Republic, Libya, Nigeria, Syria and Yemen operations will be held on **5 May 2021**.
- The next Local ETS Working Group meeting will be held on **26 May 2021**.

Information

- All information on the ETS response in North-East Nigeria can be found [here](#).
- The latest ETS Dashboard and infographic are available on etcluster.org.
- For more information or to contact the team on the ground please contact Nigeria.ETS@wfp.org.

Key ETS Contacts

Nigeria.ETS@wfp.org



LOCATION	NAME	TITLE	EMAIL
Nigeria	Ernest Aho	ETS Coordinator	ernest.aho@wfp.org
Nigeria	Oyintare Kalama	ETS Information Management Associate	oyintare.kalama@wfp.org