

## **Nigeria – Crisis**

### **ETS Situation Report #34**

**Reporting period 1/08/19 to 31/08/19**

As global lead of the Emergency Telecommunications Cluster (ETC), the World Food Programme (WFP) is convening 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 has provided Internet connectivity to more than 3,417 humanitarians from 104 organisations in North-East Nigeria since the beginning of the year.
- The ETS conducted maintenance missions in Banki, Bama and Monguno to ensure full operability of security communications services for humanitarian workers.
- The ETS operation in Nigeria is currently 87.5% funded out of the US\$3.4 million required for 2019.



The ETS team conducts a training exercise on how to use critical security telecommunications equipment.

*Photo: ETS*

### **Situation Overview**

It has been 10 years since the insurgency began in North-East Nigeria with the conflict far from over.

It is estimated that 1.8 million people have been displaced across the northeastern states of Borno, Adamawa and Yobe. Violence continues in the area with the Nigerian Army launching a new strategy to combat insurgents in the area. Although the amount of humanitarian aid has increased over the past few years, gaps in support for displaced communities have not been adequately addressed. Many areas of Borno remain very insecure today, which makes providing assistance difficult.

Hundreds and thousands of people continue to rely on humanitarian assistance to survive.



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## ETS Response

- The ETS continues to provide Internet connectivity and security telecommunications services in 9x common operational areas. Since the beginning of the year, the ETS has provided Internet connectivity services to more than 3,417 humanitarians from 104 organisations at the hubs deployed across North-East Nigeria.
- A new Business Support Associate joined the ETS team on 1 August and will assist in monitoring the budget among other activities.
- The agreement to migrate radio operator contracts from WFP to UN Development Programme (UNDP) was signed in late August. It is hoped that all radio operators will have signed their new contracts by early September.
- The ETS conducted user/operator training exercises in the field in August for 36x staff in Monguno and 15 staff in Bama. Radio communication training was provided on VHF and satellite phones to 40x staff from 8x organisations in Ngala and Bama and to 32x WFP staff.
  - A total of 426 people has been trained so far this year.
- The ETS conducted maintenance missions in Banki, Bama and Monguno to ensure security communications services are fully operational for humanitarian workers.
- The ETS completed deployment of an additional Internet connectivity link from a local ISP at Red Roof in Maiduguri. This will significantly improve user experience.
- The ETS made three purchase requisitions to ensure there is sufficient equipment for the deployment of the humanitarian hub in Yola as well as for the upgrade and maintenance of existing humanitarian hubs.
- The ETS continued to coordinate the rotation of 14 radio operators at seven humanitarian hubs to ensure the SOCs are operational to support the humanitarian response, improving the safety and security of responders.

## Planned Response

- The ETS is planning to conduct maintenance works in Ngala, Monguno and Bama to ensure security communications services are fully operational for humanitarian use.
- A mission from an international telecommunications contractor is scheduled from 8 to 23 September to upgrade the VHF network in Maiduguri.
- The deployment of the second satellite terminal in Monguno is tentatively planned to start on 11 September.
- The ETS services needs for 2020 will be further discussed during the next local ETS Working Group meeting scheduled for 26 September.
- The deployment of equipment in Yola is still pending as the new building is still not ready. The new building will be an International Organisation for Migration (IOM) managed common office and will be used by IOM and four additional UN agencies.
- The ETS will continue working on the activation and testing of the connectivity equipment part of the Crisis Connectivity Charter before deploying it to field hubs.



- The ETS will continue the discussions with IOM on the handover of the connectivity services deployed at the humanitarian hubs planned for 1 January 2020.

## Challenges

- The ETS is facing some logistical delays moving equipment from Ngala to Monguno, via Maiduguri due to changes in the cargo movement process.

## Funding

- The ETS operation in Nigeria is currently 87.5% funded out of the US\$3.4 million required for 2019.

## Meetings

- The ETS held its Local Working Group meeting on 22 August with 12 participants from 8 organizations.
- The next Global ETC Joint teleconference covering Bangladesh, Central African Republic, Nigeria and Venezuela (UNHCR) operations will be held on 25 September 2019.
- The next Local ETS Working Group meeting will be held on 26 September 2019.

## Information

- ETS Nigeria information can be found on: [www.etcluster.org/emergencies/nigeria-crisis](http://www.etcluster.org/emergencies/nigeria-crisis)
- The latest ETS Dashboard displaying where ETS services are available and planned can be found here: <https://www.etcluster.org/document/ets-nigeria-dashboard-1-august-2019>

## Key ETS Contacts

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## Acronyms

DMR	Digital Mobile Radio
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
HF	High Frequency
IDP	Internally Displaced Person



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IOM	International Organisation for Migration
IT	Information Technology
LGA	Local Government Area
MNO	Mobile Network Operators
MoU	Memorandum of Understanding
MSU	Mobile Storage Units
OCHA	Office for the Coordination of Humanitarian Affairs
PUI	Première Urgence Internationale
SCS	Security Communications System
SOC	Security Operations Centre
SSAFE	Safe and Secure Approaches to Field Environments
UN	United Nations
UNDP	UN Development Programme
UNDSS	UN Department of Safety and Security
UNHCR	UN High Commissioner for Refugees
UNICEF	UN Children's Fund
VHF	Very High Frequency
WFP	World Food Programme
WHO	World Health Organization

**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: [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org)**