

## Nigeria – Crisis

### ETS Situation Report #58

Reporting period 01/08/2021 to 31/08/2021

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 3,002 users from 96 organizations across North-East Nigeria.
- This month, the ETS conducted two technical training sessions for Security Operations Centre(SOC) operators in Maiduguri and Yola.
- In August, the ETS programmed 34 VHF radios for 10 humanitarian organizations to improve the communication network between staff in the region.



ETS telecommunications staff train UNDSS Security Operations Centre (SOC) operators in Yola.

Photo: ETS Nigeria

### ETS Activities

#### Internet connectivity

- Since the beginning of the year, the ETS has provided reliable Internet connectivity services to more than 3,002 users from 96 organizations (16 UN agencies and 80 NGOs) across North-East Nigeria.
- This month, the ETS carried out corrective maintenance on connectivity equipment in Banki and at the Red Roof hub in Maiduguri to improve services.



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### *Security communications*

- Throughout August, the ETS programmed 34 radios for 10 UN agencies and INGOs – UNHCR, OCHA, UNFPA, UNWOMEN, UNDP, UNOPS, IOM, International Red Cross, Christian Aid and FHI360 – to improve the communications network between staff in the region.
- This month, the ETS conducted two training sessions for seven SOC operators in Maiduguri and Yola. Participants were trained on the use of VHF dispatcher software used for calls, tracking and reports in the SOC.
- The ETS conducted a mission to restore the VHF network and power backup system in Damaturu which were impacted by a power surge. New satellite phone docking stations and batteries were also sent to the SOC in Damaturu to restore impacted services.

### *User support*

- The team resolved 98 issues reported to the ETS helpdesk in August.

## **Planned Activities**

- The ETS is planning to deploy to several field locations to conduct maintenance activities on ETS connectivity equipment.

## **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 is 91.8 percent funded to continue its activities in 2021.

## **Meetings**

- The next Global ETC Joint Teleconference covering the Bangladesh, Central African Republic, Haiti, Libya, Nigeria, Syria and Yemen operations will be held on **8 September 2021**.
- The next Local ETS Working Group meeting will be held on **22 September 2021**.



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## Information

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

## Key ETS Contacts

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