

Nigeria – Conflict

ETS Situation Report #68

Reporting period: 01/06/2022 to 30/06/2022

The ETS was activated in North-East Nigeria in November 2016 in response to the protection crisis. As global lead of the Emergency Telecommunications Cluster (ETC), the World Food Programme (WFP) is leading the 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

- In 2022 so far, the ETS has provided reliable internet connectivity services to 2,525 users from 93 organizations. Further, the ETS is providing security communications services to over 1,367 humanitarian responders in ten sites across north east Nigeria.
- ETS security communications and connectivity services have been reactivated in the humanitarian hub in Dikwa as of 14 June. Humanitarian activities have now resumed at the hub after a security incident caused its closure in March 2021.
- The ETS deployed to Banki from 22 to 24 June to install security communications equipment in the hub's new bunker. During the mission, preventive maintenance was conducted on the VSAT satellite equipment after outages were experienced earlier in the month.



ETS staff installs solar power equipment in the Security Operations Centre (SOC) in Dikwa.
Photo: WFP/ETS

Activities

Internet connectivity

Since the beginning of the year, the ETS has provided reliable internet connectivity services to 2,525 users from 93 organizations, including 17 UN agencies and 76 NGOs across eight sites in North-East Nigeria.

After decommissioning the emergency.lu VSAT that has been providing connectivity in the Red Roof humanitarian hub in Maiduguri since 2017, the ETS prepared the terminal for shipment from Maiduguri to Abuja with the support of the Logistics Cluster. The subsequent arrangements to return the VSAT to Luxembourg are being arranged in coordination with the Government of Luxembourg.

The ETS team is continuing to work with the primary Internet Service Provider (ISP) to improve the connectivity service in the Red Roof hub in Maiduguri. Preventive maintenance was also carried out on two VSATs in Maiduguri this month.

The ETS conducted a three-day mission to Monguno from 7 to 10 June to carry out preventive maintenance on the VSAT as well as an inventory count of ETS assets.

After remotely assisting to resolve VSAT connectivity outages in Banki in early June, the ETS carried out a mission to Banki from 22 to 24 June to conduct preventive VSAT maintenance. The replacement batteries for the hybrid solar power system have arrived in Banki. The ETS is following up on the delivery of additional batteries ordered for use in Monguno and Dikwa.

ETS connectivity services are now active in Dikwa following an ETS mission to support the reopening of the hub on 14 June. To enable the ETS to respond rapidly to future security incidents like the one that damaged the infrastructure in the Dikwa hub in March 2021, the ETS has initiated the procurement of two VSAT terminals as a part of a quick connectivity deployment kit.

The ETS is following up with the local VSAT service provider to resolve issues related to connectivity outages that occurred in Maiduguri, Monguno, and Damasak.

Security communications

The ETS team conducted a mission to Dikwa on 31 May to install a Remote Security Operations Centre (RSOC) solution to re-operationalise the hub in Dikwa. On 14 June, the ETS conducted a one-day joint mission to finalise the re-launch of ETS security communications (and connectivity services as above) to support humanitarian activities, which have now resumed in Dikwa. The power supply to the hub is currently dependent on fuel provisioned by the International Organisation for Migration (IOM) and is not available 24/7. The ETS is following up on the delivery of replacement batteries for the solar hybrid power system to strengthen the power supply in the hub.

In response to an increasingly volatile security situation and escalating attacks, the ETS is working with IOM on a project to reinforce bunkers in humanitarian hubs across north-east Nigeria. As a part of this project, the ETS supported the deployment of security communications equipment in the new bunker in Banki during the mission that took place from 22-24 June.

In June, the ETS in Nigeria programmed a total of 37 VHF mobile and handheld radios for the United Nations Office for Project Services (UNOPS), the UN Humanitarian Air Service (UNHAS), International Rescue Committee (IRC), and IOM.

On 13 and 15 June, the ETS trained 37 IOM staff in Maiduguri on basic VHF security communications procedures.

The ETS is providing security communications services to a total of 1,367 humanitarian responders across ten sites in north east Nigeria.

User support

The team resolved 115 issues reported to the ETS helpdesk in June.

Funding

The ETS is fully funded out of a required US\$1,600,000 to carry out its 2022 activities.

Challenges

The availability of helicopter flights to field locations is currently very restricted due to space limitations, weather conditions, and security concerns. This is impacting on ETS deployments.

The security situation remains volatile.

Meetings

The next Global ETC Joint Teleconference covering the Bangladesh, Central African Republic, Libya, Nigeria, Syria and Yemen operations will be held on **20 July 2022**.

The next Local ETS Working Group meeting will be held on **26 July 2022**.

Contacts

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All information related to ETS operations can be found on the website:

www.etcluster.org/emergencies/nigeria-crisis

For more informations or to be added or deleted from the mailing list please contact:

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