

Nigeria – Crisis

ETS Situation Report #60

Reporting period 01/10/2021 to 31/10/2021

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 3,313 users from 101 organizations across North-East Nigeria.
- This month, the ETS conducted missions to Banki, Damaturu, Gwoza and Ngala to carry out corrective maintenance on connectivity and security communications equipment.
- The ETS conducted technical training sessions on setting up VHF radios, installing satellite phones and VHF tracking software.



An ETS telecommunications officer fixes critical equipment in the Security Operations Centre (SOC) in Damaturu.

Photo: ETS Nigeria

ETS Activities

Internet connectivity

- Since the beginning of the year, the ETS has provided reliable internet connectivity services to more than 3,313 users from 101 organizations (16 UN agencies and 85 NGOs) across North-East Nigeria.
- This month, the ETS carried out corrective maintenance on connectivity equipment in Banki, Gwoza and Ngala to improve services.



Security communications

- Throughout October, the ETS programmed 21 radios for six UN agencies and INGOs – the Food and Agriculture Organization (FAO), International Medical Corps (IMC), Salient Humanitarian Organization, Mentor Initiative, OCHA and IOM in Maiduguri – to improve the communications network between staff in the region.
- Technical training sessions were provided to 11 participants from Action Contre la Faim (ACF), Mentor Initiative and UNDSS on setting up VHF radio, installing satellite phones and using the VHF tracking software.
- The ETS conducted missions to Damaturu to update the tracking software system and conduct routine maintenance on security communications equipment in the Security Operations Centre (SOC).
- The ETS carried out post-installation tasks in the Remote Security Operations Centre (RSOC) in Gwoza including adjusting the settings of the VHF repeater to enhance communications services.

User support

- The team resolved 72 issues reported to the ETS helpdesk in October.

Planned Activities

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

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.

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, Libya, Nigeria, Syria and Yemen operations will be held on **17 November 2021**.
- The next Local ETS Working Group meeting will be held on **24 November 2021**.



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.

Key ETS Contacts

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