

ETS services in North-East Nigeria

The ETS provides vital communications services to the wider humanitarian community operating in North-East Nigeria.

ETS services allow an efficient and coordinated humanitarian response in areas where services from local providers are highly unreliable or non-existent.

The following ETS services are available to the humanitarian community at **no cost** to the humanitarian community.



Internet connectivity



Humanitarian hubs

ETS Internet connectivity services are available to the entire humanitarian community in locations with fully functional **field hubs** in North-East Nigeria and in Maiduguri at the **Red Roof** base camp.

Security Communications Systems (SCS)



Access to security communications network

The ETS provides access to HF/VHF security communications services, infrastructure and services, including the Security Operations Centres (SOCs) that are established and maintained by the ETS. The ETS is responsible for allocating call signs and radio IDs to organizations' radio equipment in North-East Nigeria.



Radio programming

The ETS programmes handheld VHF radios, mobile and fixed HF/VHF bases.



End-user training

The ETS provides training to ensure humanitarians are familiar with the use of radio devices and **security telecommunications** procedures. Training activities can be conducted at organisations' offices in North-East Nigeria.



Management of radio frequencies

granted by the Ministry of Telecommunications on behalf of the humanitarian community in North-East Nigeria.

Service for Communities



Access to Information Services

The ETS provides access to **communication services** to the **affected population**. One access to information services was provided in Bama Internally Displaced persons (IDP) of Borno State.

Telephony (voice communications)



Voice services

The ETS provides audio conferencing services enabling organizations to hold inter-hub meetings and training, as well as VoIP phones in the security operations centres and a private voice network interconnecting all hubs.



Access to the Push-To-Talk (PTT) satellite-based voice network

which covers 300,000 km² in Abuja, North-East Nigeria and bordering towns in Cameroon, Chad and Niger.

Customer services



IT Helpdesk, which is dedicated to support users on technical and user related errors on ICT equipment and services.

Coordination and Information Management activities



The **ETS Coordination hub** is based in Maiduguri. Humanitarian organisations across North-East Nigeria are encouraged to contact the ETS to discuss their **communications needs and technical requirements** for **guidance** on ETS communications services and solutions.



Local ETS Working Group meetings

are organised in Maiduguri to identify communications gaps and enable a coordinated response.



ETS Information Management collects and analyses operational data and develops timely and accurate information products. These inform decision-making and coordination activities.

Disclaimer: The ETS does not provide organizations with end user equipment. Each organization is responsible for procuring its own IT/telecommunications equipment as well as for customs clearance procedures. The equipment installed by the ETS remains its property. The receiving organization is responsible for keeping it in good working condition. The ETS will conduct the required maintenance and technical support, as necessary. Deployment of services/equipment is subject to a prior site assessment by the ETS. The usage of connectivity services deployed by the ETS must adhere to the UN connectivity guidance. The ETS does not carry out equipment installation services for individual organizations.