

Emergency Telecommunications Sector - Services available in North-East Nigeria

As a provider of last resort, the Emergency Telecommunications Sector (ETS) is providing 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**

Security communications



Access to security communications network

The ETS provides access to **HF / VHF security communications services** in North-East Nigeria, namely Bama, Banki, Damasak, Damaturu, Dikwa, Gwoza, Maiduguri, Monguno and Ngala. Infrastructure and services, including the Security Operations Centres (SOCs), are established and maintained by the ETS.

The ETS is responsible for **allocating call signs and radio IDs** to organisations' radio equipment in North-East Nigeria, and rest of the country if required.



Radio programming

The ETS team in Maiduguri programmes handheld VHF radios, mobile and fixed HF / VHF bases. Radio programming activities can also be conducted in hub locations.



End-user training

The ETS relies on specialised radio trainers 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.



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.

Disclaimer

- ❗ The ETS does not provide organisations with end user equipment. Each organisation 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 organisation 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 organisations.

Internet connectivity



Humanitarian Hubs

ETS Internet connectivity services are available to the entire humanitarian community during daily allocated time slots in locations with fully functional **field hubs** in North-East Nigeria. In **Maiduguri**, the ETS is providing Internet services at the **Red Roof** base camp (Mala Kachala House) to guests and non-guests daily.

Coordination and Information Management



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.



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



Local ETS Working Group meetings are organised in Maiduguri to identify communications gaps and enable a coordinated response.



The ETS provides **Information Management services** to collect and analyse operational data and develop timely and accurate information products. These support better informed decision-making and coordination activities.



Send your request to Nigeria.ETS@wfp.org



call or WhatsApp us at 09070276556



or visit us at Red Roof Humanitarian Base Camp in Maiduguri-Mala Kachala House

The ETS in North-East Nigeria is led by

