**The ETC in Iraq is providing emergency telecommunications services to humanitarian organizations responding to the crisis on the ground.**

The Emergency Telecommunications Cluster (ETC) is a network of organizations that work together to provide shared communications services in humanitarian emergencies. UN agencies and programmes, NGOs, Stand-by Partners, government and other humanitarian organizations partner with the ETC to fulfil its mandate and objectives.

The ETC has been activated in Iraq in response to the IDP crisis. The ETC is providing security communications, data connectivity and coordination services to the humanitarian community responding to the crisis.

**The cluster approach strengthens response effectiveness by ensuring predictable and sufficient capacity, leadership, partners, accountability and coordination.**

**In emergencies, members exchange information and expertise and provide personnel, equipment and solutions.**

## Achievements

- Provision of internet and ICT services for all humanitarian organizations operating out of Arbat and Domiz camps, in Sulaymaniyah and Dohuk respectively, and a transit camp 7 kms from Arbat.

- Over 200 humanitarian workers are registered on ETC wireless internet networks, utilizing technology from Ericsson Response, emergency.lu and the World Food Programme.

- Establishment of analogue radio services for NGOs and UN agencies in Dohuk and Sulaymaniyah to improve the safety and security of staff.

- Development of joint Standard Operating Procedures with the UN Assistance Mission in Iraq (UNAMI) governing radio room and operator management on digital radio networks.

- The radio call sign structure has been updated and will be distributed to all humanitarian organizations on the ground.

- Continuous provision of radio training and programming services to ensure all radios are compatible with existing networks and adherence to correct radio protocol.

**ETCluster.org**

# Challenges and Gaps

- Deteriorating security situation: a car bomb exploded in Erbil on 18 November 2014. The resulting restrictions on staff movement could delay the implementation of planned activities.

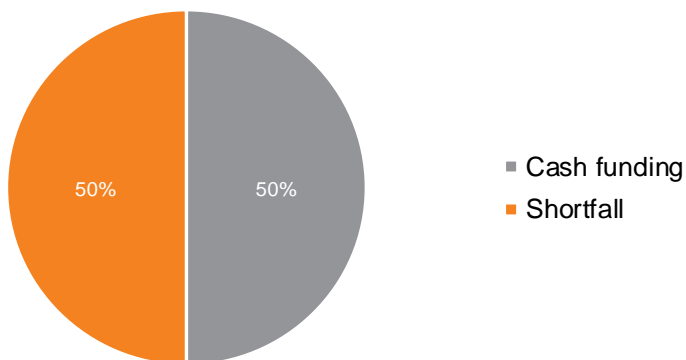- Flight options for the importation of equipment remain limited.

# Planned Activities

- Establishment of a common Wi-Fi hotspot for humanitarian organizations operating out of the Erbil International Hotel.

- Provision of analogue radio services in Erbil for NGOs and UN agencies. Permission has been received to install a repeater on the roof of the Erbil International Hotel.

- Continued cooperation with UNAMI to upgrade the digital radio network.

# Funding

- The ETC in Iraq is currently 50% funded. The ETC will continue to expand operations as required by humanitarian operations on the ground.

## ETC in Iraq: Funding Breakdown



- 50%
- 50%

■ Cash funding
■ Shortfall



**Staff from all humanitarian organizations can use ETC services, regardless of membership.**

**Representatives from humanitarian organizations interested in participating in inter-agency ICT services and information-sharing are encouraged to attend local ETC working group meetings.**





**For more information about the Emergency Telecommunications Cluster (ETC) in Iraq, visit: ETCluster.org or contact: Iraq.ETC@wfp.org**

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