

# Palestine – Gaza Strip

## Conflict

### Operation overview

Armed conflict between Palestinian militant groups and Israeli military forces began on 07 October 2023. The conflict has resulted in a dire and devastating humanitarian crisis and significant disruption to communications networks, ultimately impeding life-saving humanitarian operations. The WFP-led Emergency Telecommunications Cluster (ETC) was activated on 31 October 2023 to meet the urgent need to support access to reliable shared communications services for humanitarian organizations operating in Gaza.



ETC services & coordination provided or planned in **5 COMMON OPERATIONAL AREAS** in Gaza (see map)



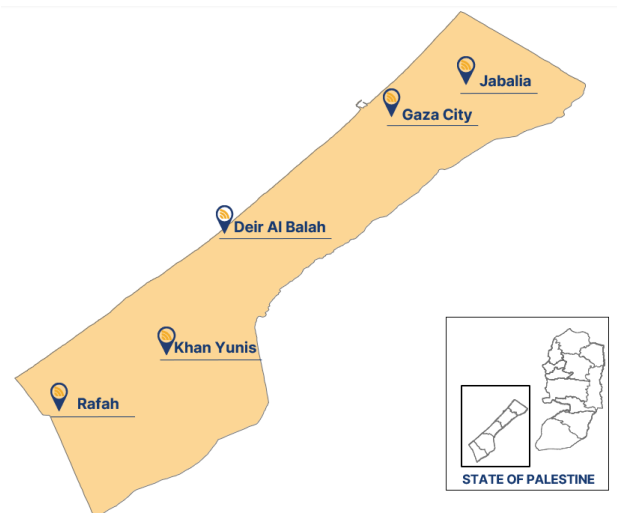
**5 SITES** in Gaza where ETC **SECURITY COMMUNICATIONS** services are planned (Deir Al Balah partially op.)



**26 ASSESSMENTS** in **17 SITES** across Rafah, Deir Al Balah, Khan Yunis and Gaza City, supporting **19 PARTNERS**



**US\$1.8 MILLION (45.8% funded)** required to set up services in 2024



## Communication needs in Gaza

Communications infrastructure in Gaza is heavily impacted by the conflict with congested networks, service outages, and damaged towers. Internet Service Provider (ISP)—Paltel—is only able to provide intermittent services in parts of Deir Al Balah, Gaza City, northern Gaza, Khan Yunis and Rafah. Limited access to connectivity and secure radio communications is severely hampering the humanitarian response and the safety of staff in the field.

## ETC response

**Coordination and user support** — The ETC is engaging with local and regional actors to coordinate the needs & fast-track the telecommunications equipment importation process for Gaza and set up shared data connectivity services for the humanitarian response in key operational locations. An ETC helpdesk service is provided in Deir Al Balah and planned for other locations in Gaza to support the humanitarian responders on the ground.

**Telecommunications equipment**—Since 07 October 2023, the Coordination of Government Activities in the Territories (COGAT) has approved the importation of 20 satellite phones, 30 Very High Frequency (VHF) digital radios, 83 satellite-based tracking devices, and four solar-powered solution kits into Gaza. All approved items have successfully been transported into Gaza. The ETC coordinates with key partners and stakeholders to obtain COGAT approval for pending equipment.

**Internet connectivity** — The ETC is engaging with the ISP to prioritize strengthening internet connectivity services, especially in Deir Al Balah, where most humanitarians are based. The ETC is liaising with agencies and partners for technical advice and assessments.

**Security communications** — The ETC supports a 24/7 (but limited capacity) UNDSS-managed Security Operations Centre (SOC) in Deir Al Balah and a planned SOC in Jerusalem. The cluster is also working with partners to facilitate the VHF radio network across five key locations in Gaza. In November, the ETC, in collaboration with UNDSS, trained 142 UNSMS personnel from 13 UN agencies in Gaza and Jerusalem on Security Communications, including using Very High Frequency (VHF) radios and satellite-based devices being used in Gaza.

### ETC FUNDING NEEDS

The ETC requires a further **US\$1 million** to provide shared and independent communications services in 2024.

With thanks to the Government of Poland, US BHA, and WFP for committing the 45.8% funding received so far in 2024.

## ETC services & activities in Gaza



Further information related to the ETC operation can be found on the website:

[www.etcluster.org/emergency/palestine-conflict](http://www.etcluster.org/emergency/palestine-conflict)

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

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