

*“Providing emergency telecommunications services to the humanitarian community”*

## Republic of South Sudan

### Situation Report #5

Reporting period 24/02/12 to 08/03/12

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#### **Summary:**

- The ETC response solution (consisting of emergency.lu and Ericsson Response WIDER solutions) for internet connectivity and voice telephony services has been deployed in Bentiu, Maban, Pibor and Renk. Services continue to be provided at these locations free of charge to the humanitarian community.
- Relief agencies across South Sudan are prepositioning for the rainy season. The humanitarian situation remains strained, with relief agencies responding to multiple operations across the country.

#### **Cluster Responsibilities:**

- WFP is leading ETC activities in South Sudan with responsibility for coordination, implementation and overall operation support for common ICT services.

#### **Achievements:**

- ETC provided free training covering VHF and HF radio operation, theory, and basic maintenance for 243 members of the humanitarian community in Bentiu, Rumbek, Wau, Aweil, Malakal and Bor.
- Ericsson Response has completed its deployment across South Sudan.

#### Pibor

- The ETC response solution was installed in Pibor on 5 February at the InterSOS compound. A technician from ETC Standby Partner, RedR Australia, is on site to support the installation.

#### Renk

- The ETC response solution was installed in Renk on 11 February at the IOM office. A wireless link between the IOM office and the MSF France house has been added enabling the majority of users to use the system from home.
- A technician from ETC Standby Partner, MSB, is on site to support the installation.

#### Maban

- The ETC response solution remains operational at the UNHCR Maban office.
- A technician from ETC Standby Partner, Ericsson Response, is on site to support the installation.

#### Bentiu/Yida<sup>1</sup>:

- The ETC response solution remains operational at the WFP Bentiu office.
- A technician from ETC Standby Partner, Ericsson Response, is on site to support the installation.

#### Services:

- The number of humanitarian users is still increasing with a total of 817 people from 107 different humanitarian organisations having been registered and authorized to use the ETC services.
- The ETC response solution is providing free internet connectivity and voice telephony services to the humanitarian community in Bentiu, Maban, Pibor and Renk. For security reasons a one-time, online registration is required to access the Internet Café in all locations. To register, users must show their ID cards to confirm they work for a humanitarian organization.

#### **Challenges and Gaps:**

- Due to extremely hot weather in Pibor, an air conditioner has been dispatched to keep ETC equipment inside the container cool. Gas for the air conditioner cannot be transported by air and must be sent via road. It has not yet reached the site and as a result, internet access hours are limited so as not to overheat and permanently damage the equipment. Once the air conditioner is installed, internet access hours in Pibor will be extended.

#### **Planned Activities:**

- Additional equipment such as printers and scanners will be provided in each of the sites in the coming weeks.
- The ETC will continue to provide free training covering VHF and HF operation, theory, and basic maintenance for the humanitarian community in Juba, Yambio and Torit. Courses include Radio Training, Radio Operator Training and Training of Trainers. The next sessions will be held in Juba on Thursday 15<sup>th</sup> March. Training schedule and contacts are available on the HEP website: [http://ictemergency.wfp.org/group/ictepr/forum/-/message\\_boards/category/321764](http://ictemergency.wfp.org/group/ictepr/forum/-/message_boards/category/321764)

#### **Meetings:**

**Global ETC Information Sharing teleconferences for the Republic of South Sudan are usually held every two weeks.**

The next Global ETC teleconference will be held on **Wednesday 21 March** at:

0900 New York  
1400 UTC  
1500 Rome/Geneva  
1700 Juba/Nairobi

Dial-in instructions:

- 1) Call +39 066513 3344
- 2) Enter the personal code 267200 followed by #
- 3) If you are the first caller, a message will notify you. Please remain on the line.

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<sup>1</sup> For security reasons, humanitarian organizations are currently unable to access Yida. As a result, many humanitarian staff have moved to nearby Bentiu. It was therefore decided to set up connectivity initially in Bentiu and then relocate the system to Yida when security permits.

### Status Matrix:

| LOCATION         | STATE                   | AGENCY   | REPEATER CH.         | TEL. LINES | RADIO ROOM | ICT SUPPORT | CONNECTIVITY | STAFF TRAINED |
|------------------|-------------------------|----------|----------------------|------------|------------|-------------|--------------|---------------|
| Aweil            | Northern Bahr El Ghazal | WFP      | 11, 13               | No         | 24/7       | Yes         |              | Yes           |
| Bentiu (Rubkona) | Unity                   | WFP      | 6, 7, 9              | No         | 24/7       | Yes         | VSAT         | Yes           |
| Juba             | Central Equatoria       | WFP      | 1,2,6,7,8,9,13,14,15 | No         | 24/7       | Yes         | VSAT         | Yes           |
| Malakal          | Upper Nile              | WFP      | 6,7,9                | No         | 24/7       | Yes         | VSAT         |               |
| Maban            | Upper Nile              | UNHCR    | 3, 9 (planned)       | No         | n/a        | Yes         | VSAT         | Yes           |
| Pibor            | Jonglei                 | InterSOS | 9 (planned)          | No         | n/a        | Yes         | VSAT         | Yes           |
| Renk             | Upper Nile              | IOM      | n/a                  | No         | n/a        | Yes         | VSAT         | Yes           |
| Rumbek           | Lakes                   | WFP      | 10, 11, 13           | No         | 24/7       | No          | VSAT         | Yes           |
| Torit            | Eastern Equatoria       | UNHCR    | 10, 12               | No         | 24/7       |             | VSAT         | Yes           |
| Wau              | Western Bahr El Ghazal  | WFP      | 6, 11, 15            | No         | 24/7       | Yes         | VSAT         | Yes           |
| Yambio           | Western Equatoria       | UNICEF   | 6, 7, 9              | No         | 24/7       |             | VSAT         | Yes           |

### Staff in the Operation:

This list below shows the key people involved in providing and supporting inter-agency ICT services. For specific ICT contacts, please email: [ETC.SouthSudan@wfp.org](mailto:ETC.SouthSudan@wfp.org)

| LOCATION | STATE             | AGENCY | NAME               | EMOP MOBILE      |
|----------|-------------------|--------|--------------------|------------------|
| Bentiu   | Unity             | WFP    | Caroll Katshuki    | +211 956 814 950 |
| Juba     | Central Equatoria | WFP    | Arthur Sawmadal    | +211 922 465 466 |
|          |                   |        | Haidar Baqir       | +211 922 465 540 |
| Maban    | Upper Nile        | WFP    | Whitney Mutowo     | +211 922 465 568 |
| Pibor    | Jonglei           | WFP    | Christopher Alagna | +211 922 465 584 |
| Renk     | Upper Nile        | WFP    | Therese Lannemo    | +211 922 465 596 |

## **Acronyms:**

|       |   |
|-------|---|
| ETC   | Emergency Telecommunications Cluster                                |
| HEP   | ICT Humanitarian Emergency Platform                                 |
| IOM   | International Organization for Migration                            |
| LAN   | Local Area Network  |
| MSB   | Swedish Civil Contingencies Agency                                  |
| NGO   | Non-Governmental Organization                                       |
| OCHA  | UN Office for the Coordination of Humanitarian Affairs              |
| UNHCR | UN High Commissioner for Refugees                                   |
| VSAT  | Very Small Aperture Terminal (Satellite ground station)             |
| WIDER | Ericsson Wireless Local Area Network in Disaster Emergency Response |
| WFP   | UN World Food Programme   |

## **ICT Emergency website (HEP) links:**

Humanitarian Emergency Platform:

<http://ictemergency.wfp.org>

FORUM: Republic of South Sudan:

[http://ictemergency.wfp.org/group/ictepr/forum/-/message\\_boards/category/287645](http://ictemergency.wfp.org/group/ictepr/forum/-/message_boards/category/287645)