

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

Republic of South Sudan

Situation Report #14

Reporting period 10/08/12 to 14/09/12

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**Summary:**

- The Emergency Telecommunications Cluster continues providing data connectivity services to the Humanitarian Community in Renk, Maban, and Yida while beginning the implementation of the Humanitarian Internet Service Provider (HISP) project in key identified locations (Bentiu, Wau, Aweil, Bor, and Malakal).

**Cluster Responsibilities:**

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

**Achievements:**

- The ETC has been actively working with the Ministry of Telecommunications and Postal Service (MoTPS) and has identified a Focal Point within the MoTPS to be the main point of contact for the humanitarian community. The MoTPS Focal Point has been regularly attending the monthly Local ETC Working Group (WG) meetings and providing feedback from the Ministry.
- The MoTPS has advised the WG that the first National Telecommunications Act has passed and currently a committee has been formed to finalize bylaws for implementation and tariffs. The MoTPS Focal Point advised the WG that the tariffs are being discussed and the MoTPS is attempting to keep them at a reasonable rate in line with the International Telecommunications Union’s (ITU) recommendations.
- All applications for the Let’s Com training, provided by FITTEST, were accepted, and 21 individuals were trained during the two trainings. The training was to provide technical staff guidance on installing and implementing emergency provision of security telecommunications.
- Each person and their organization who attended the Let’s Com training has been asked to be part of a pool of technical staff that can be sent to emergency locations to set up telecommunications in the future and has agreed. Therefore, there are 21 technicians in RoSS available for deployment to field locations to install and implement security telecommunications.

- The HISP is currently under procurement process. FITTEST is currently looking into complimentary technology to fit the solution and proposed project. ETC will liaise with the MoTPS for licensing the microwave link with the correct frequencies.
- There are two phases of the HISP:
  - Data connectivity with limited voice services
  - Full voice connectivity and mobility (ability to move from office locations without re-registering)
- ETC is currently waiting for funding to fully implement the project's two phases in all proposed five locations. Currently ETC is planning to implement all locations with phase one initially.
- Two ETC staff members are currently deployed to the field and are conducting maintenance and a HISP feasibility study to ensure proper coordinates and locations for set up are identified while equipment is being procured.
- ETC is currently in the process of extending its Special Operation to cover an additional six months.
- The IT office kit ordered from WFP Somalia office has arrived in RoSS and is be part of the ETC contingency stock in Juba.

ETC emergency data connectivity deployment status:

<b>Location</b>	<b>Deployed on</b>	<b>Expected to be needed until</b>	<b>Hosted by</b>
Bentiu	07 January 2012	Dismantled	WFP
Maban	16 January 2012	31 August 2012	UNHCR
Pibor	05 February 2012	Dismantled	InterSOS
Renk	11 February 2012	31 September 2012	IOM
Yida	26 July 2012	15 December 2012	UNHCR

### **Challenges and Gaps:**

- There are significant challenges with shipping and customs clearing delays with importing contingency stock. Also, due to the impact of the rainy season ETC is facing significant logistical challenges once the equipment is in country because of poor infrastructure and cargo movement delays. There are also significant delays and cancellations of passenger flights, due to the rainy season, to deploy staff to ETC solution locations.
- The Ministry of Telecommunications first Ministerial Order (2012/01) and the newly passed Telecommunications Act are still unclear in the implementation. ETC continues to follow up with the Ministry and will continue providing information to Local ETC Working Group Members.

### **Planned Activities:**

- A VHF repeater will be installed in Yida to provide 20-30km in extension of coverage to provide security telecommunications.

- ETC will continue to meet regularly with the MoTPS and act as a Focal Point to relay messages on behalf of humanitarian agencies, especially with regards to frequency allocation and the implementation of the bylaws of the National Telecommunications Act.
- The HISP is currently under procurement and once equipment has arrived, FITTEST will be deployed to install the equipment in the five state capitals.

### **Meetings:**

The Global ETC Teleconferences on RoSS will be held on a monthly basis. Operational updates continue to be shared via monthly ETC SitReps.

### **Acronyms:**

ETC	Emergency Telecommunications Cluster
HCT	Humanitarian Country Team
HISP	Humanitarian Internet Service Provider
HF/VHF	High Frequency/Very High Frequency
ICT	Information and Communications Technology
IT	Information Technology
NGO	Non-Governmental Organization
OCHA	Office for the Coordination of Humanitarian Affairs
RoSS	The Republic of South Sudan
VSAT	Very Small Aperture Terminal (Satellite ground station)
WFP	UN World Food Programme
WG	Working Group

### **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)

### 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	No	n/a	Yes	VSAT	Yes
Pibor	Jonglei	UNMISS	9	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.

LOCATION	STATE	AGENCY	NAME	EMOP MOBILE
Aweil	Northern Bahr El Ghazal	WFP	Malek Ring	+211 955 928 008
Bentiu	Unity	WFP	Supported by Juba team	
Bor	Jonglei	WFP	Rida Shaba	+211 922 465 434
Juba	Central Equatoria	WFP	Haidar Baqir	+211 922 465 540
			Diya Alasadi	+211 922465600
Maban	Upper Nile	WFP	Supported by Juba team	
Malakal	Upper Nile	WFP	Anywar Nicholas	+211 923 819 778
Pibor	Jonglei	WFP	Supported by Juba team	
Renk	Upper Nile	WFP	Supported by Malakal team	
Wau	Western Bahr El Ghazal	WFP	Paulos Negassi	+211 956378711

For specific ICT contacts, please email: [SouthSudan.ETC@wfp.org](mailto:SouthSudan.ETC@wfp.org)