"Providing emergency telecommunications services to the humanitarian community"

ETC Situation Report #24
Republic of South Sudan
Reporting period 31/07/13 to 31/08/13

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Highlights:

- ETC response kits have been activated in Ajoung Thok (Unity State) and in Bor (Jonglei State), a needs assessment was conducted in Abyei, and the Let's Comm training was held in Juba.

Cluster Responsibilities:

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

Achievements:

- Let's Comm training was held in Juba from 12-18 August and was attended by 12 ICT professionals from IOM, UNHCR, UNDP, OCHA, WFP, Mercy Corps, RedR UK, NRC, and Samaritan's Purse. The purpose of this training was to increase the skill level of the telecommunications technicians and give them the ability to provide support to security telecommunications infrastructure and services to the humanitarian community in South Sudan.
- Following the CHF Cluster Defence on 15 August, the Advisory Board recommended that ETC receive US$400,000 from the CHF. Accordingly, the ETC revised the project proposal to reflect the Advisory Board's recommendations and submitted the final CHF 2nd Round Allocation Project Proposal to the CHF Technical Secretariat for review and endorsement.
- The ETC response kit was successfully installed in Ajoung Thok and the humanitarian community has been utilizing ETC telecommunications services as of 26 August.
- ETC conducted a needs assessment in Abyei from 25-30 August to assess the current connectivity of all NGOs based in Agok and identify the needs and response capacity to ensure the effective and efficient delivery of communication services to the humanitarian community in this area.
- As a result of the last month's ETC needs assessment in Bor, Ericsson Response accompanied the ETC for the installation and implementation of the ETC response kit in Bor from 31 July to 5 August. As of 14 August, the humanitarian surge has been provided with data connectively, including those organizations that left Pibor and moved to Bor and for those who have no physical office on ground. This setup will remain throughout the Jonglei emergency response.
- ETC continues to provide support to organizations in terms of radio programming and basic IT support in Juba and in field locations.

Challenges and Gaps:

- Importation of telecommunications equipment continues to be a concern as significant delays are experienced in receiving tax exemption letters and customs clearance. Currently pending are the HISP importation letters required for implementation.
- The situation around Jonglei State remains tense and unpredictable and humanitarian access into many areas remains restricted.
- Funding remains an issue with shortfall of approximately 67%.

Planned Activities:

- The CAP 2014+ process has commenced. On 14 August, the Local ETC WG discussed future planning and agreed that the plan for 2014 will focus on support telecommunications for the humanitarian community in South Sudan as follows:
  - **HISP**
  - **Trainings**
  - **Emergencies**
  - **Security telecommunications**
- ETC continues to work closely with OCHA in order to finalize Cluster response plans for the Jonglei crisis.

Meetings:

The Global ETC Teleconferences on RoSS will be held on an ad hoc basis. Operational updates continue to be shared via monthly ETC SitReps. Local ETC Working Group meetings are scheduled for the first Thursday of each month at 11am (UTC +3) in Juba.

ICT Emergency website links:

All information related to the ETC response in South Sudan can be found on the ICT Emergency website:

RoSS Page:
http://ictemergency.wfp.org/web/ictepr/countries-south-sudan
RoSS Forum:
http://ictemergency.wfp.org/group/ictepr/forum/-/message_boards/category/287645
RoSS ETC e-mail address:
SouthSudan.ETC@wfp.org

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	VSAT	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	Yes
Maban	Upper Nile	UNHCR	3, 9	No	n/a	From Juba	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	WFP	10, 12	No	Working hours		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
Yida	Unity State	UNHCR	3, 13	No	n/a	From Juba	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	MOBILE PHONE/CONTACT
Aweil	Northern Bahr El Ghazal	WFP	Malek Ring	+211 955 928 008
Bentiu	Unity	WFP	Supported by Malakal Team	Southsudan.ETC@wfp.org
Bor	Jonglei	WFP	Bagi Palagako	+211 922 465 558
Juba	Central Equatoria	WFP	Deepak Shah	+211 920 001 260
			John Mawa	+211 956 162 782
			Diya Alasadi	+211 922 465 600
			Marta Dabbas	+211 922 465 440
Kaya	Upper Nile	WFP	Supported by Malakal Team	
Malakal	Upper Nile	WFP	Solomon Welle	+211 922 465 478
Renk	Upper Nile	WFP	Supported by Malakal Team	
Wau	Western Bahr El Ghazal	WFP	Supported by Juba Team	
Ajoung Thok	Unity	WFP	Supported by Malakal Team	

Acronyms:

CAP	Consolidated Appeal Process
CHF	Common Humanitarian Fund
ETC	Emergency Telecommunications Cluster
HISP	Humanitarian Internet Support Project
ICT	Information and Communications Technology
IOM	International Organization for Migration
IT	Information Technology
NRC	Norwegian Refugee Council
OCHA	UN Office for the Coordination of Humanitarian Affairs
RoSS	Republic of South Sudan
UNDP	United Nations Development Programme
UNHCR	United Nations High Commissioner for Refugees
WFP	World Food Programme
WG	Working Group