

Republic of South Sudan

ETC Situation Report #92

Reporting period 10/08/16 to 10/09/16

The next ETC South Sudan SitRep will be issued on or around 30/09/16.

Highlights

- The activated Emergency Telecommunications Cluster (ETC) services in Wau remain operational, serving at least 10 humanitarian organizations of approximately 60 aid workers.
- The Local ETC meetings are now held online through web conferencing due to limited movement of staff around Juba and to accommodate operational support outside Juba.
- ETC services in twenty two (22) locations throughout the country remain operational, including the security telecommunications and Humanitarian Internet Service Project (HISP).

Situation Overview

The insecurity has spread across the country, to counties such as Leer, Koch, Torit, and Western and Central Equatoria. The ETC suspended the planned mission to Leer and Koch due to security concerns.

Communication Centres (COMCENs) in South Sudan remain operational 24/7 to ensure the ongoing transmission of security information. Regular radio checks are being carried out in line with radio operation protocol for crisis situations across South Sudan.

With regards to security telecommunications, High-Frequency (HF) and Very High-Frequency (VHF) base radios were installed in the World Food Programme (WFP) bunker to be used in an emergency. This will serve as COMCEN in emergency situations in Juba, where the radio operators can operate the telecommunications system safely.

The ETC continues to provide vital internet connectivity and security communications services to the humanitarian community across 22 sites in South Sudan.



ETC installation of renewable solar energy solution at the Humanitarian Hub in Mingkaman, South Sudan

Photo credit: WFP

ETC Response Activities

- Due to lessons learned on the need to upgrade HF radio, the ETC continues to fast track the procurement of Digital Mobile Radio (DMR) project equipment. DMR system will integrate the United Nations Mission in South Sudan (UNMISS) tetra digital radio network, Digital Private Mobile Network (DPMR) and the inter-agency network. The ETC and UNMISS are working out the specific details of the integration, including identifying the first group of users that will have access to both networks.
- Restricted movement of IT staff has limited the ETC's capacity to provide immediate field support to users.
- Installation of emergency.lu, a rapid deployment satellite communication kit in Leer and Koch awaits security clearance. The equipment will be powered by renewable energy solutions.
 - Due to the delay of deployment caused by access constraints and unavailability of power support equipment, extension of ETC Internet services in both locations will be required once this equipment is installed.
- DMR deployment will start at the end of September in Juba. However, technical staff from the global service provider are experiencing difficulties in getting visas for South Sudan to work for WFP.

Planned Activities

Radio training will be conducted in Juba for users from humanitarian agencies from the end of October to early November as part of the preparation for the DMR system migration.

Challenges and Gaps

- ETC Cluster are facing several constraints in their activities due to insecurity and other access constraints. The current situation limits the movement of humanitarians providing assistance and hampers the ability of the clusters to quickly respond in field locations.
- Efforts to restore the backbone telecommunications infrastructure have been disrupted by recent clashes in Juba. This has also resulted in local service providers cancelling their plans to restore services in some locations.



The Humanitarian Internet Support Project (HISP) is a reliable, low-cost and long-term solution to meet the internet connectivity needs of humanitarian actors in remote and hard to reach locations. The ETC is supporting the response community with development and implementation of this inter-agency project.

Connected Sites

- HISP solution is working as normal in all four locations across South Sudan – Aweil (Northern Bahr el Ghazal State), Malakal (Upper Nile State), Mingkaman and Bentiu. In total, 14 accounts are subscribed to by UN



agencies, 40 accounts subscribed to by International Non-Governmental Organizations (INGOs) and 11 accounts for national NGOs. There are currently 720 HISP users in total. HISP sites were not impacted by the recent fighting.

- In Bor (Jonglei State), the HISP connection has been under restoration due to damage caused by lightning. Humanitarian organizations subscribing to HISP have been temporarily accessing the WFP internet network.

Cluster Responsibilities

WFP, global lead of the ETC, is leading ETC activities in South Sudan with responsibility for coordination, implementation, and overall operational support for common ICT services and driving of ETC2020.

As an inter-agency project, the ETC is supporting the response community with development and implementation of HISP.

ETC Meetings

- Global ETC teleconferences are held monthly. The next teleconference will be held on 21 September 2016.
- Local IT Task Force meetings are currently held every Monday. The next meeting will be held on Thursday 29 September 2016.

Useful Links

- [ETC South Sudan Factsheet](#)
- [ETC South Sudan Service Map](#)
- [ETC VHF Radio coverage Map](#)
- [ETC services usage Policy](#)
- [About ETC2020 vision](#)

Acronyms

COMCEN	Communications Centre
DPRM	Digital Private Mobile Network
ETC	Emergency Telecommunications Cluster
HISP	Humanitarian Internet Support Project
HF	High Frequency
ICT	Information and Communications Technology
INGO	International Non-governmental Organizations
NGO	Non-Governmental Organization
UN	United Nations
UNMISS	United Nations Mission in South Sudan
VHF	Very High Frequency
WFP	World Food Programme



All information related to ETC operations can be found on the ETC Emergency website: www.ETCluster.org

For more information, or to be added or deleted from the mailing list, please contact: SouthSudan.ETC@wfp.org
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Background on the crisis:

In December 2013, fighting between different elements of the South Sudan armed forces broke out in the capital Juba and subsequently spread to the interior of the country, especially Jonglei State, Unity State and Upper Nile State. On-going clashes between pro-government and anti-government forces continue to undermine the security situation and have had dire humanitarian consequences.

Since the onset of violence over 1.64 million people have been displaced within South Sudan while 622,400 have fled to neighbouring countries.

The [Emergency Telecommunications Cluster](#) (ETC) has been activated in South Sudan since 2011, providing security and data telecommunications and coordination services to the humanitarian community. Following the beginning of the humanitarian crisis in December 2013, the ETC scaled up its activities and expanded to new locations in the interior of South Sudan, supporting humanitarian organizations involved in the crisis response through the provision of vital telecommunication services.

Sources: OCHA South Sudan Crisis Situation Report, Emergency Telecommunications Cluster (ETC)