EMERGENCY TELECOMMUNICATIONS CLUSTER

| Libya, Syria, Yemen |
| Global ETC Teleconference |
| Date: 19/02/2020   TIME: 13:00 UTC |

Attendance

Chair	Prakash Muniandy	(Global ETC), UAE
UNICEF	Jalal Tamimi	Jordan
	Haytem Elgbali	Libya
	Mazen Shwikany	Syria
WFP	Ahmed Abdullah	Egypt
	Ahmed Elsheikh	Libya
	Sarah Mace	Libya
	Balamine Ouattara	Syria
	Suzanne Fenton	UAE

Teleconference started at 13:03 UTC

Agenda

1. **Libya**
2. **Syria update**
3. **Yemen update**
4. **AOB**

Minutes

1. LIBYA

ETS response

- The ETS conducted a soft launch of the inter-agency call centre, a Common Feedback Mechanism (CFM) project, on 16 February with calls already being received. In the coming months, the ETS team will present a Lessons Learned session on the implementation of the CFM project.

- The ETS is planning to provide connectivity to refugees as part of a UN High Commissioner for Refugees (UNHCR) project in Tripoli.

- The ETS will also support a joint digital literacy educational project with UN Population Fund (UNFPA), UN Women and two local NGOs to provide the technical set up and provision of connectivity at the Women's Union premises in Sabha.
- The ETS continues to follow up with the Ministry of Telecommunications (MoT) to obtain the licences required to use Very High Frequency (VHF) radios and satellite communications services. The ETS is also following up on the request to import and use specific security communications equipment in the country.

2. SYRIA AND SURROUNDING COUNTRIES

Security situation

- Intensive clashes in Idlib, in the north-west of Syria are ongoing between the different factions. The humanitarian community is concerned that the situation may deteriorate further.
- Aleppo airport has now reopened with the resumption of commercial flights.
- The situation remains unstable in Dara'a and a number of vehicle IED explosions have been reported in Damascus with five such accidents occurring over a short period, the most recent being on 18 February. Security has been raised for UN staff and some staff have been advised to avoid certain areas of the city.

ETC Response

- A Telecommunications Security Standards (TESS) team will conduct a mission to Damascus as well as a field trip to Homs from 22 March to 4 April. The goal of the mission is to deliver a training session on radio frequencies optimization to inter-agency Working Group staff and also to help optimize user frequencies for the Security Operations Centre (SOC) in Damascus. The team will then move to Homs to conduct the same activities.
- The ETC has sent a request to the Ministry of Foreign Affairs (MoFA) to determine whether it is possible to speed up the release of equipment stuck at the customs on the border with Lebanon.
- The first inter-agency Working Group will be held next week at the World Health Organisation (WHO) office and the coordinator is also talking to the Global ETC training team to plan a capacity building exercise.

3. YEMEN

Security situation

- n/a

ETC Response

- The ETC received a request from UNDSS to relocate the SOC in Aden from UNHCR premises to the UNDP office.
- Due to the recent Internet service outage in Yemen, the ETC has received a request from OCHA to extend the internet connectivity from the ETC hub hosted in the WFP guesthouse in Aden to their office.
- The ETC has completed the set up of UNDSS Security Operations Centres (SOC) at new common UN hubs in Al Tourba, managed by UNHCR and in Al Mokha, managed by WFP. The ETC will continue to provide connectivity and IT user support at both hubs.

- On 21 Jan, the ETC conducted a join mission to Socotra to assess the feasibility of setting up a new ETC hub for humanitarian responders.
- The ETC has extended the internet service for all Emergency Operations Centres (EOCs) until later this year. The procurement and delivery of the necessary IT equipment for all EOCs is in progress. The ETC has completed the installation of IT infrastructure at Aden's Ministry of Public Health and Population and handed it over to the World Health Organization (WHO).

Teleconference/Meeting ended at 13:17 UTC

Next Global ETC Joint Teleconference will be held on 18 March 2020.

Acronyms

CFM	Common Feedback Mechanism
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
HC	Humanitarian Coordinator
HRP	Humanitarian Response Planning
ISP	Internet Service Provider
IT	Information Technology
MoFA	Ministry of Foreign Affairs
MoT	Ministry of Telecommunications
S4C	Services for Communities
SOC	Security Operations Centres
OCHA	Office for the Coordination of Humanitarian Affairs
UN	United Nations
UNDP	UN Development Programme
UNDSS	UN Department of Safety and Security
UNHCR	UN High Commissioner for Refugees
UNICEF	UN Children's Fund
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal
WFP	World Food Programme

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

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

Minutes: Suzanne Fenton, WFP