

## Bangladesh, CAR, Libya, Nigeria, Syria, Yemen

### Global ETC Teleconference

**Date: 22/07/2020    TIME: 12:00 UTC**

#### Attendance

Chair	Prakash Muniandy	(Global ETC), UAE
ACF	Thomas Gerard	France
emergency.lu	Roland Nurenberg	Luxembourg
Ericsson Response	Lars Ruediger	Germany
IOM	Ottmar Figueroa	Switzerland
ITU	Haidar Baqir	Switzerland
NetHope	Brent Carbno	Canada
	Duncan Drury	UK
Samaritan's Purse	Don Jamison	USA
UNICEF	Ali Al Dhayani	Yemen
	Haytem Elgbali	Libya
	Mazen Shwikany	Syria
UNRWA	Moayad Ayoub	Syria
WFP	Habib Shashati	Bangladesh
	Lalou Yavoucko	CAR
	Muanza Kanda	Chad
	Maria Saleh	Italy
	Oscar Caleman	Italy
	Richard Egwangu	Italy
	Ahmed Elsheikh	Libya
	Khawar Ilyas	Pakistan
	Jean Claude Laouwayi	Senegal
	Triwik Kurniasari	UAE
	Wali Noor	Yemen

Teleconference started at 12:02 UTC

## Agenda

1. **Bangladesh update**
2. **Central African Republic (CAR) update**
3. **Libya update**
4. **Nigeria update**
5. **Syria update**
6. **Yemen update**
7. **AOB**

## Minutes

### 1. BANGLADESH

#### Security situation

- The lockdown put in place due to COVID-19 has been eased, but precautionary measures, such as wearing masks and social distancing remain in place.
- The Government has issued guidelines to prevent the spread of COVID-19 during the upcoming Eid al-Adha holiday. It will shut down public transportation three days before and four days after Eid to limit people's movement as part of the efforts to curb the spread of the virus.
- Monsoon season has started, bringing heavy rainfalls to the country. So far, ETS services have not been affected by the bad weather.

#### ETS Response

- The ETS continues providing data connectivity and security telecommunications services to staff from 10 United Nations (UN) agencies and seven non-governmental organizations (NGOs).
- The ETS is providing data connectivity services in 23 sites across the three operational areas in Cox's Bazar, including Ukhiya and Teknaf at e-voucher outlets, logistics hubs and humanitarian hubs where some staff reside.
- As part of the COVID-19 response in the country, UNHCR is providing connectivity in two Severe Acute Respiratory Infection (SARI) treatment centres and Isolation and Treatment Centres (ITC) with coordination support from the ETS.

### 2. CENTRAL AFRICAN REPUBLIC

#### ETC Response

- In mid-July, the COVID-19 call centre, established in Bangui as requested by the Ministry of Health was launched. The call centre will be used to provide information and guidelines on COVID-19-related issues to affected populations.
- The ETC team is in the process of recruiting one local project manager to operate the call centre and an ETC Coordinator to manage the operation in CAR.

### 3. LIBYA

- The ETS-managed call centre in Tripoli continues to serve as a nationwide COVID-19 information channel. To date, operators have answered more than 10,000 calls. Around 70% of the calls are related to COVID-19 and the remaining 30% are on other humanitarian issues.
- The ETS is in the final stages of providing WiFi Internet connectivity to people of concern (POC) in UNHCR Community Day Centre (CDC) in Tripoli to enable them to communicate with their families.
- A new Internet Service Provider (ISP) contract has been signed for the provision of connectivity in the UN hub in Benghazi. Services have now started.
- The VHF license has been granted by the Ministry of Telecommunications (MoT) and the ETS now plans to implement a secure communications network (VHF) in the UN hub in Benghazi.

### 4. NIGERIA

#### Security situation

- The security situation is tense in the North-East following some attacks. The United Nations Humanitarian Air Service (UNHAS) has temporarily suspended services after an attack in Borno state.
- As of the end of July, Borno state has recorded approximately 500 COVID-19 cases. There are no longer restrictions of movement as the lockdown has been lifted. Humanitarian workers, however, are still working remotely to contain the spread of the virus.

#### ETS Response

- The ETS has enough funding to carry out its critical activities in North-East Nigeria until around August/September.
- The ETS continues to provide data connectivity services in eight humanitarian hubs and security communications in 11 sites across North-East Nigeria.
- The recruitment process for an IT staff is ongoing.

### 5. SYRIA AND SURROUNDING COUNTRIES

#### ETC Response

- In line with the country-wide migration of the security telecommunications radio infrastructure, the ETC replaced a repeater at an accommodation site in Damascus where UN staff are based to extend the internet connectivity service.
- A Telecommunications Security Standards (TESS) mission is currently taking place in Damascus to optimize radio frequencies and assist with the ongoing infrastructure migration. The TESS consultant will also deliver training to 14 members of the inter-agency Working Group to increase capacity to support the migration.

### 6. YEMEN

#### Security situation

- The security situation remains tense and unpredictable.



- All UN premises remain closed as staff continue to work from home due to the COVID-19 lockdown.

### ETC Response

- The ETC team conducted a mission to Tourba to set up a new Security Operations Centre (SOC) and provide Internet connectivity at the UN hub which was damaged by flooding in June. The site is managed by UNHCR.
- The ETC has received approval to deliver its equipment from Aden to Marib where it will support the set-up of a new UN hub hosted by the International Organization for Migration (IOM).
- As part of the ETC response to COVID-19, the team has extended its Internet connectivity service to a designated quarantine centre in Aden, while similar centres in Sana'a and Hudaydah are in progress.
- The ETC is preparing to organize virtual IT technical and soft skills training exercise for partners in September.
- As part of the TESS project, the ETC is planning to extend its network coverage in Aden. Procurement for the required equipment has been initiated.

**Teleconference/Meeting ended at 12:24 UTC**

**Next Global ETC Joint Teleconference will be held in September.**

### Acronyms

ACF	Action Contre la Faim
CIC	Camp-in-Charge
CO	Country Office
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
IOM	International Organization for Migration
ISP	Internet Service Provider
IT	Information Technology
NGO	Non-Governmental Organizations
SOC	Security Operations Centre
UN	United Nations
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNRWA	United Nations Relief and Works Agency for Palestine Refugees
WFP	World Food Programme
WHO	World Health Organization

All information related to ETC operations can be found on the website: [www.ETCluster.org](http://www.ETCluster.org)

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

**Minutes:** Triwik Kurniasari, WFP