

## Nigeria, Crisis

### Local ETS Working Group Meeting

**Date:** 29/02/2024 **Time:** 10:00 UTC +1

All information relating to the ETS in Nigeria can be found on the ETC website:

**[www.etcluster.org/emergencies/nigeria-crisis](http://www.etcluster.org/emergencies/nigeria-crisis)**

For more information or to be added or deleted from the mailing list please contact:

**[Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org)**

## Attendance

### Chair

### Caleb Anwara

ACF

Kabir Said Suleiman  
Muhammad Yahaya Lawan

FAO

Dauda Mshelia

INTERSOS

Moses Francis

IOM

Alabi Shola

Muhammad Kalli

Tijjani Ibrahim

Mercy Corps

Emmanuel Omirinde

David John Adamu

PLAN International

Musa Abdulrasheed

SI

Abdulbasit Oyeniyi

UNDP

Jacob Billiyok

Sylvester Okeke

UNDSS

Achir Dzwa

Danladi Saidu

Isa Salisu

Yusuf Samlerumso

UNICEF

Adekunle Oluyomi

Oluwafemi Agbelua

UNHCR

Batrus Miwai Gbogbo

Solomon Hangem

UNOCHA

Blessing Adeleke

Bachirou Saladdine

WFP

Barka Iliya

Bishar Duple

Caleb Anwara

Emilie Benkemoun  
Hadiza Alikura  
Marian Mgbemena  
Karim Saleh  
Oluwashina Oni  
Salamat Yohanna  
Salisu Sheriff  
Stephen Andow  
Unity Oware

## Agenda

1. Update on the latest ETS activities in north-east Nigeria
2. Partners Update
3. AOB

## Minutes

### 1. Update on the latest ETS activities in north-east Nigeria

#### Security Situation

- Violent incidents in the northeast and banditry in the northwest continue to be major factors that contribute to instability within Nigeria.

#### ETS Services

- The ETS provides security communications, internet connectivity, ICT helpdesk, Information Management (IM), and coordination services to humanitarian responders.
- The ETS provides security communications services in Maiduguri, Damaturu, and Yola metropolitan areas. Internet and security communications services are delivered in the eight humanitarian hubs in Borno State – Bama, Banki, Damasak, Dikwa, Gwoza, Maiduguri, Monguno, and Ngala. Security communications services are also available in the Security Operations Centres (SOCs) in Damaturu and Yola.
- The ETS is available to provide user and security communications training on demand.

#### ETS activities in February

- In February, the ETS provided internet services in eight common operational areas to 1,230 users from 91 organisations (14 UN agencies and 77 INGOs) and resolved 876 issues logged by the helpdesk.
- ETS Nigeria programmed 67 radios in February.

- The ETS provided Very High Frequency (VHF) radio services to 68 organizations—16 for UN agencies and 52 for NGOs in February.
- In collaboration with UNDSS and UNOCHA, the ETS completed the ICT needs assessment in Pulka on 20 February and in Damboa on 28 February. The sector is currently compiling two reports to be sent to partners in preparation for the implementation of services.
- As part of the ETS plans to improve its cybersecurity architecture, the ETS worked with WFP to test the newly acquired firewall cybersecurity equipment, which has been integrated into the ETS connectivity network. On 23 February, the ETS launched the system at the 'Red Roof' humanitarian hub in Maiduguri as part of the first stage of the deployment. The ETS is currently monitoring the performance of the firewall and adjusting the needs based on feedback, before deploying the same solution in seven other locations.
- The ETS began the roll out of the new code plug frequencies.

## 2. Partner Updates

### UNOCHA

- UNOCHA enquired about where the new site will be for the planned relocation of the Security Operations Centre (SOC) in Damaturu. The ETS explained that the SOC will be relocated from its current site at the WFP compound to the new UN compound in Damaturu.
- Additionally, UNOCHA stated that they have received questions from several national NGOs working in northeast Nigeria on the purchase of Starlink connectivity terminals. UNOCHA is seeking ETS support to assist the national NGOs in the purchase of the Starlink devices. The ETS requested that UNOCHA should forward the sector's official email: [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org) to the interested local NGOs for them to request for the required support.

### FAO

- FAO requested for further clarity on the planned relocation of the SOC in Damaturu regarding which services will be affected during this exercise, including security communications services.
- The ETS explained that the planned relocation has been designed in phases to minimize disruption of communication services. The first phase is streamlined to the relocation of the radios only, whilst the repeater remains in the old site until the radios are installed in the new site to allow the radio operators and SOC assistants to track humanitarian workers movement in Damaturu. There will therefore be no disruption of security communications services during the relocation exercise.

### UNICEF

- UNICEF extended its gratitude to the ETS for support provided to reprogramme all their radios according to the new code plugs to allow continuous communication among the UNICEF staff while in the field.
- In addition, UNICEF also appreciated ETS for the support received during the purchase of a new Internet Service Provider (ISP)—Starlink—while they were facing intermittent network challenges in the deep field.
- The ETS further asks partners to share feedback on the rollout of Starlink in their various organisations so that other interested partners can utilize it as a baseline knowledge.

#### WFP

- WFP is seeking clarification from UNICEF on the use of Marlink in their offices. WFP would like to know if UNICEF has a global Long-Term Agreement (LTA) with Marlink and if they have Marlink in the offices where Starlink is primary.
- In addition, WFP inquired about the performance of Marlink during different seasons and what were the noticeable changes. Furthermore, WFP also seeks to know which of the packages was used and UNICEF's experience using them.
- UNICEF will share all this information to the ETS via [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org) while ETS will consolidate that information and disseminate to other interested partners.

#### UNHCR

- UNHCR highlighted the recent outage in data and voice services by one of the ISPs working in the northeast. This intermittent outage of services has occurred multiple times in one month which affected UNHCR activities in some states in the northeast. UNICEF is seeking ETS support in identifying a contingency plan to prepare them for subsequent experience as UNICEF would like to move to Starlink as their only ISP.
- The ETS mentioned that the ISP announced a nationwide fibre cut which affected the voice and data services in the northeast area. However, ETS advised UNICEF to maintain multiple ISPs in case there is a downtime of services by one of the ISPs.

#### UNDP

- UNDP seeks ETS support in using the satellite phones to make calls due to the frequent downtime recently experienced by the local ISPs—the only alternative is to use the VHF radios which is short range within the town. UNDP noted that the satellite phones they have were unable to make direct calls during the period of the voice and data service downtime.
- UNDP also seeks ETS support for the purchase of VHF batteries. UNDP stated that the batteries they have on their VHF radios have significantly deteriorated, hence the need to change them.
- The ETS maintained that the satellite phones in the SOC are available with up-to-date subscription to ensure 24/7 utilization. The ETS further stated that, in some

cases, there might be outage of connection at the location of use and to ensure the satellite phone is on the right talk group. The ETS recommended the use of the Push-To-Talk (PTT) option in the case where the dialing option did not work.

### 3. AOB

- N/A

## Next meeting

The next Local ETS Working Group meeting will take place on **28 March 2024**.

## Acronyms

ACF	Action Against Hunger
ETS	Emergency Telecommunications Sector
IM	Information Management
IMC	International Medical Corps
IOM	International Organization for Migration
IRC	International Rescue Committee
ISP	Internet Service Provider
IT	Information Technology
INGO	International Non-Governmental Organisation
MDM	Médecins du Monde
NCA	Norwegian Church Aid
NGO	Non-Governmental Organisation
PUI	Première Urgence Internationale
SI	Solidarites Internationale
SOC	Security Operations Centre
UN	United Nations
UNDSS	United Nations Department for Safety and Security
UNOCHA	United Nations Office for the Coordination of Humanitarian Affairs
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal
WFP	World Food Programme

**Minutes: Oluwashina Oni, ETS Nigeria Information Management Officer (IMO)**