

## Nigeria, Crisis

### Local ETS Working Group Meeting

Date: 30/05/2024 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

FAO  
IOM  
MDM  
MercyCorps  
PUI  
SI  
UNDP  
UNDSS

UNHCR  
UNICEF

UNOCHA  
WFP

ETS

### Patrick Midy

Dauda Mshelia  
Alabi Shola  
Emmanuel Bitrus  
Emmanuel Omirinde  
Saleh Isah  
Abdulbasit Oyeniya  
Sylvester Okeke  
Adamu Iguda  
Danladi Saidu  
Batus Miwai Gbogbo  
Adekunle Oluyomi  
Oluwafemi Agbelua  
Taiwo Oluremi  
Saladdine Bachirou  
Abubakar Shehu  
Adati Nixon  
Akhete Inegbeniki  
Barka Iliya  
Betty Justin  
Bonnie Anidobi  
Hadiza Alikura  
Ngohile Torkuma  
Sarah Ndai  
Sarah Omebe  
Wajdi Khattar  
Amana Mbahi

Caleb Anwara  
Karim Saleh  
Oluwashina Oni  
Patrick Midy  
Salamatu Yohanna  
Unity Oware

## Agenda

1. Update on the latest ETS activities in north-east Nigeria
2. Presentation of the features and changes introduced by the new code plug
3. Partners Update
4. AOB

## Minutes

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

#### Security Situation

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

#### ETS Services

- The ETS provides security communications, internet connectivity, ICT helpdesk, service for communities, Information Management (IM), and coordination services to humanitarian responders.
- The ETS provides security communications services in 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.
- The ETS is available to provide user and security communications training on demand at no cost.

#### ETS activities in May

- In May, the ETS provided internet services in eight common operational areas to 1,180 users from 108 organisations (15 UN agencies and 93 INGOs) and resolved 59 issues logged by the ICT helpdesk.
- ETS Nigeria programmed seven radios for UN agencies and INGOs in May to enhance staff safety through reliable and update communications services.
- The ETS provided Very High Frequency (VHF) radio services to 68 organizations—16 for UN agencies and 52 for NGOs in May.

## 2. Partner Updates

### Premiere Urgence Internationale (PUI)

- ETS partner—PUI—enquired about the new features on the newly launched code plug. The partner stated that they usually experience unstable network glitch by the local Mobile Network Operators (MNOs) while working in the deep field location and would like to know if the text messaging feature would work when they have a poor network experience in the field.
- The ETS explained that the new code plug offers additional features beyond the text messaging capabilities. The other features present in the new codeplug also serve as a contingency when such issues occur. The sector further stated that the users must be within the same ETS provided digital repeater range for the users to use the service.
- PUI recently purchased some VHF radios and would like to deploy those radios in Pulka for staff security and monitoring. The partner seeks ETS support in programming those radios.
- The ETS requested PUI to send a request via [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org) for follow up.

### United Nations Department of Safety and Security (UNDSS)

- UNDSS is facing challenges as regards to the license subscription notices sent by the national authority. UNDSS enquired about the new codeplug and the frequencies if it would be affected by the subscription notice.
- The ETS stated the new code plug would not affect the license subscription fees required by the national authority. The sector further explained that the frequency was not changed, only features were added.
- Additionally, UNDSS seeks ETS support regarding an additional talk group on their radios so that they can properly monitor all channels and staff country-wide.
- The ETS requested UNDSS to send a request via [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org) for follow up.

### United Nations International Children's Emergency Fund (UNICEF)

- UNICEF appreciates ETS support as regards to the reprogramming of their radios with the new codeplug. So far, UNICEF has recorded no issues on the radio calls following the reprogramming.
- However, UNICEF seeks ETS support as regards to their faulty repeater equipment in Abuja. UNICEF stated that the repeater has been faulty for a while, and it affected internal communication between the security team and their staff. The faulty repeater equipment will be sent to Maiduguri for troubleshooting and repair.
- The ETS requested UNICEF to send a request via [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org) for follow up.

## 3. AOB

- The ETS is planning to improve its engagement and support to partners in the northeast by including new topics, short training sessions on VHF radio, [data connectivity](#) and exploring new ideas for services for communities. The sector requested partners to send ideas on how to improve the Local ETS Working Group engagements via [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org).

## Next meeting

The next Local ETS Working Group meeting will take place on **27 June 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)**