



## OPERATION OVERVIEW

The conflict crisis in CAR has forced a million people to flee their homes and left over 2.5 million in need of humanitarian assistance. ETC communication services support **3,000 responders** from **97 humanitarian agencies** across the country to assist the humanitarian response.



ETC was activated in  
**DECEMBER 2013**



ETC services provided in  
**12 COMMON  
OPERATIONAL AREAS**



**15** site upgrades as part of the  
**TELECOMMUNICATIONS  
SECURITY STANDARDS (TESS)  
PROJECT**



**8%** funded of the required  
**US\$1.3 MILLION**  
in 2020.  
**US\$1.19 MILLION**  
still required



**DEDICATED COVID-19 CALL CENTRE**  
Bangui



**INFORMATION AND LEARNING HUB**  
Bangassou



**PHONE BOOTH / COMMON FEEDBACK  
MECHANISM (CFM)**  
Bria

# ETC activities in CAR

## COMMUNICATION NEEDS

Humanitarians work in unstable and insecure areas throughout CAR. To assist affected communities, responders require reliable and effective means of communication to work, stay safe and communicate with colleagues. The ETC in CAR responds to severe gaps in the country's data and security telecommunications infrastructure caused by the conflict. Across 12 common operational areas of the country – Alindao, Bambari, Bangassou, Bangui, Batangafo, Birao, Bossangoa, Bouar, Bria, Kaga-Bandoro, N'Dele and Paoua – the ETC provides communication services to over 3,000 humanitarian workers from 97 partner organizations across different sectors.

## AFFECTED COMMUNITIES

**COVID-19 response**—In CAR, free and rapid access to information on COVID-19 could mean the difference between life and death. This is why the ETC in the Central African Republic (CAR) has been called on by the Ministry of Health to set up a dedicated COVID-19 call centre in Bangui, where operators will soon be taking calls from the population on symptoms, national health guidelines and referrals through the short code helpline number '1212'.

**Communication services in Internally Displaced Persons (IDP) camps**—Communication is a basic human need. For over half a million people displaced within CAR, communication and access to information can provide a lifeline to humanitarian assistance. An ETC field assessment showed 74 per cent of IDPs feel disconnected and ill-informed about assistance. The ETC in CAR is addressing this by setting up an Information and Learning Hub in Bangassou—and dedicated phone booths and a feedback mechanism in Bria—to ensure affected people can access information, receive assistance, contact loved ones and make informed decisions.

## TELECOMMUNICATIONS SECURITY STANDARDS (TESS)

The ETC is working with TESS and UNDSS to strengthen and augment the capacity/coverage of VHF and HF radio networks across 15 sites in CAR, in line with UN Security Communications System standards to ensure staff can communicate safely and securely.

During the escalation of violence in Bria earlier this year, NGOs operating in the area depended heavily on a dedicated radio channel set up for them by the ETC as part of the TESS project. Access to security channels gave humanitarians real and immediate support in the field and assisted them to stay safe.

**At 8 per cent funded, the ETC in CAR requires immediate funding of US\$ 1.19 million to maintain and expand lifesaving communications services.**

**Partner and donor organizations supporting the ETC in CAR:** Central African Red Cross (CARC), CORDAID, Ericsson Response, Government of Luxembourg, INTERSOS, IOM, OCHA, UNDSS, UNICEF, WFP