



Services provided in **13 COMMON OPERATIONAL AREAS**



**US\$870,000** required in 2021  
**US\$320,000** received  
**US\$550,000** still urgently needed



**11 SECURITY OPERATION CENTRES (SOC)** supported by the ETC



ETC was activated in **DECEMBER 2013**

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



Operational ETC services



Planned **COMMON FEEDBACK MECHANISM (CFM)** services in Bambari, Batangafo, Bossangoa, Kaga Bandoro and Paoua



**77** percent **USER SATISFACTION** rating in 2021



**624** humanitarian responders using **ETC CONNECTIVITY SERVICES** across **11 SITES**



**3,501** calls per week received at the **24/7 COVID-19 HELPLINE** in **BANGUI**



**139** calls per week made using **FREE-OF-CHARGE PHONE BOOTHS** in **BRIA**



**151** cases per week registered via **COMMON FEEDBACK MECHANISM (CFM)** in **BRIA**



**184** IDPs per week charged devices using **CHARGING STATION** in **BRIA**