

# Sudan Conflict

2024

## Operation overview

Since the outbreak of conflict on 15 April 2023, Sudan's **communications infrastructure** has been heavily impacted. The ETC was activated on 25 May 2023 to support the urgent need for essential internet **connectivity** and **security communications services** for responders across Sudan amid increasing nationwide communications **blackouts**.



ETC services for humanitarian provided in **5 COMMON OPERATIONAL AREAS**



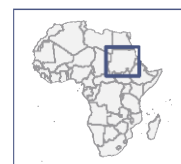
**4 SECURITY OPERATIONS CENTRES (SOCs)** supported by the ETC



**US\$6.3 MILLION REQUIRED** in 2024 to maintain and expand services



ETC was activated on **25 MAY 2023**



**Partner organizations supporting the ETC in Sudan:** IOM, UNDSS, UNHCR, UNOCHA, WFP

**Donor contributions include:** Government of Luxembourg (EUR 250,000), US Bureau for Humanitarian Affairs (BHA) (US\$2 million), and the Central Emergency Response Fund (CERF) (US\$2 million).

## Communication needs in Sudan

Sudan's national communications infrastructure has been impacted by direct damage to telecommunications towers and a deteriorated national power grid supply. Looting of communications assets across the country is extensive. Telecommunications service providers in Sudan continue to be cut off sporadically across the country.

Since activation in May 2023, the ETC coordinates the provision of internet connectivity and security communications services for responders in Sudan to ensure the delivery of humanitarian assistance.

## Services for humanitarians

**Coordination** — The ETC works closely with UN agencies and humanitarian partners, organizing monthly ETC Working Group meetings to discuss strategic planning, the implementation of activities, and address partners' requests. The ETC also works with national authorities and Mobile Network Operators (MNOs) to improve service provision.

**Internet connectivity** — The ETC ensures connectivity for the humanitarian community across 30 sites in Port Sudan, Kassala, and Kosti (where services are temporary halted due to conflict). The cluster provides internet connectivity services to more than 700 humanitarians from 33 organizations.

**Security communications** — The ETC supports four UNDSS-managed Security Operations Centres (SOCs) in Port Sudan, Kassala, Gedaref, and Kosti. The cluster also co-facilitates security communications services through a Very High Frequency (VHF) radio network that remains operational in most locations across the country.



## Projects planned for 2024

Scale up **connectivity services** in key operational locations: Kassala, Gedaref, Wad Madani, and Kosti, to meet the growing needs of the response.

Expand the **VHF radio network** in strategic areas: Port Sudan, Kassala, Kosti, Wad Madani, and Gedaref, as well as develop strategies to promote awareness and **build capacity** among UN agencies for regular radio checks.

Assess **community needs** to provide direct technology assistance more effectively in areas severely impacted by the conflict.

## Challenges

Critical telecommunications equipment is not available on the local market and is extremely challenge to import into Sudan due to customs authorization and logistical constraints. This has severely impacted on the expansion of ETC services.

## Funding

The ETC requires US\$6.3 million to continue service delivery in 2024 and expand its support to up to 10 common operational areas in Sudan. No new funding has been received in 2024.