Ukraine

ETC Situation Report #12
Reporting period: 01/08/2022 to 15/08/2022

The Emergency Telecommunications Cluster (ETC) was activated in Ukraine on 3 March 2022 following the escalation of armed conflict between Ukraine and the Russian Federation.

Highlights

- The ETC finalized the Very High Frequency (VHF) license request with the UN Resident Coordinator's Office (UNRCO) on 11 August. The license request—which would allow for the establishment of a radio security communications network for humanitarians in Ukraine—will be submitted to the Ministry of Foreign Affairs.

- As of 15 August, the ETC is providing secure internet connectivity and ICT helpdesk services to 355 staff from 12 humanitarian organizations including UN agencies and INGOs in two interagency workspaces in Dnipro and Lviv.

The ETC installs a satellite docking station in a WFP soft skin vehicle in Lviv. Photo: WFP/Kehinde Adewara

- A member of the Global ETC team arrived in Ukraine on 6 August for a mission to support the expansion of the ETC Chatbot. Since the launch of the ETC Chatbot – vBezpetsi – a total of 9,896 users in Ukraine have accessed information relating to humanitarian assistance.

Overview

Six months into the hostilities in Ukraine, concerns about the impact of the conflict on global food supplies are growing, with key ports for the export of grain blocked.

The estimated toll of the ongoing conflict in Ukraine surpassed 13,212 civilian casualties, including 5,514 deaths as of 14 August, according to the Office of the United Nations High Commissioner for Human Rights (OHCHR). Between 1 – 14 August, about 144 casualties were reported. The OHCHR has stated that actual numbers may be significantly higher as many reports of casualties are still awaiting corroboration. The most intense hostilities continue to take place in Donetska, Luhanska, and Kharkivska oblasts.

The International Organisation for Migration (IOM) reports that 6.64 million people are internally displaced in Ukraine due to the conflict as of 4 August, and the Office of the

[United Nations High Commissioner for Refugees (UNHCR)](#) puts the total number of refugees having crossed international borders at 10.89 million as of 15 August.

Impact on telecommunications

Telecommunications infrastructure remains operational throughout most of Ukraine, however, there are reports of hacking and jamming of telecommunications channels in the country and localized outages in areas of heavy fighting. Although reports of 3G and 4G mobile network coverage continue to be positive along the Ukrainian borders, there may be localized saturation of the network in some areas due to the influx of refugees.

A high volume of cyber-attacks on Internet Service Providers (ISPs) have been observed to have caused a significant reduction in internet speeds. Additionally, phishing attacks targeting humanitarian workers have been reported.

Activities

Coordination

The ETC is present in four locations in Ukraine – Dnipro, Kyiv, Lviv, and Odesa. The ETC team on the ground comprises the ETC Coordinator and a telecommunications specialist based in Kyiv and the ETC Information Management (IM) Officer, as well as two IT & Telecommunications specialists present in Lviv. Similarly, two IT & Telecommunications specialists are based in Dnipro and Odesa respectively.

Security communications

The ETC provided technical guidance to the UN Resident Coordinator's Office (UNRCO) on the Very High Frequency (VHF) license request required to establish a radio security communications network for humanitarians in Ukraine. With the information provided, the VHF license application has been reviewed and finalized with the UNRCO as of 11 August in preparation to submit to the Ministry of Foreign Affairs.

The team completed an assessment and radio frequency coverage analysis for VHF antennae installation to prepare for UN agencies to move to the office of the former Organization for Security and Co-operation in Europe (OSCE) in Dnipro.

The ETC completed the installation of four docking stations for satellite phones in WFP soft-skin vehicles in Lviv. This is to enhance security communications for vehicles on field missions and to bring them into compliance with {TESS+} recommendations. A similar installation is being planned for two vehicles in Odesa, and another in Kyiv.

The ETC team developed a radio call sign list for WFP staff and is now developing a similar list for other UN agencies to standardize and improve radio use across the response community.

The team programmed six VHF radios for WFP security staff and drivers on 4 August.

Data connectivity

As of 15 August, the ETC is providing secure internet connectivity and ICT helpdesk services to 355 staff from 12 humanitarian organizations including UN agencies and INGO in two interagency workspaces in Dnipro and Lviv.

The team conducted maintenance work on the ETC network in the Dnister Hotel in Lviv and is working to ensure that connectivity is available in the three bunkers in the WFP office in Lviv.

The team is planning to set up data connectivity services in a third location – Odesa. A local Internet Service Provider (ISP) has been identified for this purpose.

Services for Communities

A member of the Global ETC team arrived in Ukraine on 6 August for a mission to support the expansion of the ETC Chatbot. The team is producing and updating visibility materials including posters and flyers, and is exploring opportunities to increase the visibility of the Chatbot service among the affected population.

The team is engaging with the Accountability to Affected Populations (AAP) Working Group and the Protection Cluster led by UNHCR on the planned establishment of the Inter-Agency Information Centre (IAIC). The decision on the lead agency is still pending.

Funding

The ETC is 97% funded out of the US$3.72 million required to implement the ETC Chatbot and to provide security communications services, SOC setup, data connectivity, and helpdesk services in five locations until the end of August 2022.

So far, the ETC has received a total of $3.62 million from the following donors:

FUNDING SOURCES	US$	%
Two UN Central Emergency Response Fund (CERF) envelopes	1,100,000	30
ICANN	1,000,000	28
United States	1,000,000	28
Ukraine Humanitarian Fund	248,000	7
Cisco	150,000	4
Tableau	125,000	3
Total	3,623,000	100

Challenges

The risk of cyber attacks in Ukraine is considered high.

Security issues and access to some locations in eastern Ukraine is a major constraints in the ETC's ability to implement telecommunications solutions within Ukraine.

The ETC is facing challenges in acquiring a VHF license in the country.

Meetings

The next Global ETC Partners Teleconference on the Ukraine response will take place on **25 August 2022 at 13:00 UTC**.

Contacts

CONTACTS	EMAIL
ETC Coordinator	Amirullah Syarif Ukraine.ETC@wfp.org
ETC IM Officer	Kehinde Adewara Ukraine.ETC@wfp.org

Further information related to ETC operations can be found on the website:

https://www.etcluster.org/emergency/ukraine-conflict

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

Ukraine.ETC@wfp.org