

Yemen – Conflict

ETC Situation Report #85

Reporting period: 01/10/2023 to 31/10/2023

The ETC was activated in Yemen in April 2015 in response to the conflict crisis. Situation Reports are issued monthly.

Highlight

- In October, the ETC provided data connectivity services to 1,460 humanitarians and security communications services to a total of 2,412 responders across 20 sites in Yemen.
- The ETC responded to Cyclone Tej in Yemen by supporting the Emergency Operations Centre (EOC) in Al-Mahrah to activate the VSAT under the health office. Communications services provided at the EOC in Al-Mahrah remains the only means of communication with the humanitarian community in Al-Mahrah.
- The ETC configured three access points in Aden International Airport to expand the connectivity services for passengers in the VIP hall, as part of its support to the community.



The ETC responded to Cyclone Tej in Yemen by supporting the Emergency Operations Center (EOC) in Al-Mahrah to activate the VSAT site. Photo: WFP/ETC

Activities

Coordination

The ETC—led by WFP—continues its collaboration with the World Health Organization (WHO) to provide IT services including connectivity to 29 Emergency Operations Centres (EOCs) across Yemen, supporting humanitarian operations in response to the ongoing cholera outbreak through access to internet and IT facilities.

The ETC user satisfaction survey was launched on 03 October to gather feedback from users on the performance of ETC services and activities and to identify areas for improvement. The survey closed on 24 October with feedback from 213 humanitarians. The outcome of the survey will be published in November.

Internet connectivity

In October, the ETC provided data connectivity to 1,460 humanitarians in 20 sites across 10 common operational areas in Yemen.

The ETC responded to Cyclone Tej in Yemen by supporting the Emergency Operations Centre (EOC) to activate the VSAT site at Al-Mahrah EOC under the health office. The EOC remains the only means of communication with the humanitarian community in Al-Mahrah.

The ETC configured three access points in Aden International Airport to expand the connectivity services for passengers in the VIP hall as part of its support to the community.

The network configuration for access points, switches, and the power system in the Faculty of Medicine at Aden University is in progress.

Replacement batteries for the satellite phones in the Security Operations Centres (SOCs) in Aden, Ibb, Sa'ada, and Marib were delivered by the supplier on 18 October.

In Hodeidah and Hajjah, the ETC carried out routine preventative maintenance of ETC network infrastructure in both the UN hub and the I/NGO hub for enhanced services.

ETC connectivity services provided in the WFP guesthouse located in the UN hub in Hodeidah was utilized by staff from UNFPA, UNICEF, and OCHA.

Security communications

In October, a total of 2,412 responders benefited from ETC security communications services through the nine UNDSS-managed SOCs across the country.

In coordination with UNDSS, the ETC team in Aden programmed two VHF radios for UNICEF according to the UN standard callsign structure.

User support

In October, the ETC helpdesk received and resolved 1,106 user requests.

Planning

Coordination

The ETC annual user satisfaction survey report will be published in November 2023.

The ETC in Yemen is facing funding challenges. With a focus on 'do more with less' mindset, the team is planning to conduct capacity assessment of the infrastructure and services—namely internet connectivity—to identify and reduce its services where feasible without compromising quality of the services.

Challenges

Since July 2023 onward, limited financial resources due to lack of donor funding has been one of the major challenges for the cluster. The ETC is currently looking at alternate funding options in coordination with the UN Resident Coordinator's Office (UNRCO) and the Operations Management Team (OMT).

The ETC continues to face difficulties in the importation of IT and telecommunications equipment. The pre-import certificate for the shipment of two consignments from Djibouti to Aden is still pending approval from the Internationally Recognized Government (IRG). The UNRCO has escalated the issue with Yemen's authorities.

Funding

The ETC is currently 58 percent funded out of the required US\$3.6 million in 2023.

In March 2023, the ETC received US\$794,000 from the Yemen Humanitarian Fund (YHF), and US\$500,000 from WFP.

An additional cost-shared allocation of US\$219,000 from the UN agencies was approved by the RCO in July 2023 to cover the ETC network upgrade costs in the South of Yemen.

The ETC funding proposal for Q3 is US\$750,000. The ETC received in October US\$338,667 out of US\$750,000 the remainder is expected to be received in November.

The ETC funding proposal for 2024 of US\$2.7 million was presented and endorsed by the UN Operations Management Team (OMT) on 17 October.

Additional Information

See the [ETC Yemen Dashboard](#) for an overview of planned and existing service locations.

Meetings

The next Local ETC Working Group will take place on **08 November 2023**.

Contacts

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

www.etcluster.org/emergencies/yemen-conflict

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

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