

**The ETC in the South Sudan is providing vital IT and telecommunications services to support the humanitarian community's response to the conflict emergency.**

The **Emergency Telecommunications Cluster (ETC)** is a network of organizations, including UN agencies and programmes, NGOs, Stand-by Partners, government and other humanitarian organizations that work together to provide shared communications services in humanitarian emergencies.

The ETC has been activated in South Sudan since 2011, providing security communications, internet connectivity and coordination services to the humanitarian community. Following the beginning of the humanitarian crisis in December 2013, the ETC scaled up its activities and expanded to new locations in the interior of South Sudan.

### Achievements

- The ETC currently provides vital frontline ICT services to over 150 humanitarian organizations operating in South Sudan, including security telecommunications and internet connectivity services, renewable power, technical support and training.
- The ETC is supporting 24x repeater sites for the provision of security telecommunications services. On-site as well as remote ICT support services are being provided to 8x data connectivity sites across the country with technologies from emergency.lu, Ericsson Response and the World Food Programme (WFP).

### Planned Activities

- The ETC is concentrating its efforts on providing emergency telecommunication services to priority locations as mandated by the Inter-Cluster Working Group in response to the ongoing complex crisis.
- Access to reliable and continuous power represents a challenge in remote and conflict-affected locations, mainly relying on generators. For its services to run efficiently, the ETC is shifting to reliable and sustainable solar power.
- Due to the rising insecurity affecting the humanitarians across the country, the ETC has identified the roll-out of Digital Mobile Radios (DMRs) as a priority in South Sudan. Digital radio technology has a number of beneficial features including GPS tracking, private calls, group calls, SMS alerting and broadcasting between sites.



*“Every day, World Relief uses the Internet connectivity and energy power to provide assessments of the various health facilities, and communicate about the need for new drugs or nutrition commodities. Other organizations use the Internet in life-saving ways too. In a day and age when it is easy to get cynical about the competition within NGOs, the ETC equipment and support has been a very tangible way to promote cooperation and savings by pooled resources.”*

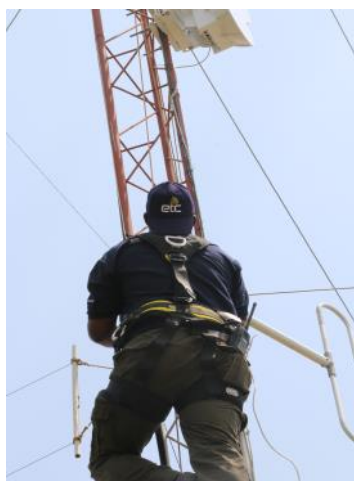
**Diana Smith, Programme Director for World Relief South Sudan**



# ETC Services Map



- |  |   |  |                      |
|--|---|--|----------------------|
|  | Internet                                      |  | ICT Helpdesk         |
|  | Information Management                        |  | Coordination Hub     |
|  | Logistics Hub                                 |  | Solar Power System   |
|  | Assessment Mission                            |  | Radio Training       |
|  | Radio Programming                             |  | Communication Center |
|  | Radio Communication supported by Solar Panels |  |                      |
|  | Services being provided                       |  |                      |
|  | Planned services                              |  |                      |



Staff from all humanitarian organizations can use ETC services, regardless of membership.

Representatives from humanitarian organizations interested in participating in inter-agency ICT services and information-sharing are encouraged to attend local working group meetings.



For more information about the Emergency Telecommunications Cluster (ETC) in the South Sudan, visit: [www.ETCcluster.org](http://www.ETCcluster.org) or contact: [SouthSudan.ETC@wfp.org](mailto:SouthSudan.ETC@wfp.org)

On behalf of the ETC, WFP thanks key partners for their contribution to this response, including ACTED, emergency.lu, Ericsson Response, International Rescue Committee (IRC), Norwegian Refugee Council (NRC), Save the Children, UNHCR, UNICEF, UNMISS and World Relief.