

## Libya– Crisis

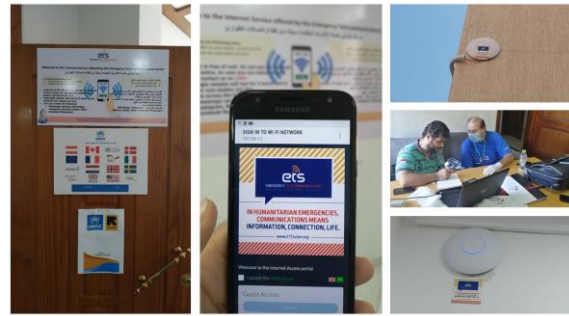
### ETS Situation Report #13

Reporting period 01/07/2020 to 31/08/2020

World Food Programme (WFP), in its capacity as global lead of the Emergency Telecommunications Cluster (ETC), is leading the Emergency Telecommunications Sector (ETS) in Libya, responding with government, private sector and humanitarian partners on the ground to ensure a coordinated response.

### Highlights

- The Ministry of Telecommunications has approved the VHF licenses that were requested on behalf of nine agencies. The licences are for handheld radios, mobile radios and base stations, as well as three ETS VHF repeaters.
- The ETS inter-agency call centre that was launched in February, thanks to the support and funding from global ETC partner, the Government of Luxembourg, continues to support the nationwide response to COVID-19 as well as other critical humanitarian issues.
- Since the call centre was launched, operators have answered more than 12,030 calls from people requesting information or assistance. Operators continue to share official health guidelines and refer suspected COVID-19 cases to the National Centre for Disease Control (NCDC).



The ETS is providing connectivity for persons of concern at UNHCR's Community Day Centre, Tripoli.

*Photo: WFP/ETS Libya*

### ETS Activities

#### Common Feedback Mechanism (CFM) project

- The ETS-managed call centre in Tripoli continues to serve as a nationwide COVID-19 information channel as well as a means for affected communities to seek information about other humanitarian issues and to provide feedback on assistance received. To date, call centre operators have answered more than 12,000 calls with 89% of calls related to COVID-19 and the remaining 11% on other humanitarian issues.
- Operators are providing critical information and official health guidelines to the population, raising awareness about the virus and how people can protect themselves from it as well as referring callers with potential symptoms to the health authorities.



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## Services for affected communities

- The ETS is now providing WiFi connectivity services for Persons of Concern (POC), including refugees, returnees, stateless people, the internally-displaced and asylum seekers at the UNHCR Community Day Centre (CDC) in Tripoli. POCs are able to use the service to contact their families.
- The ETS project with UNFPA and UN Women to provide Internet connectivity to the Women's Union premises in Sebha has been temporarily suspended due to restrictions imposed due to COVID-19.
- UNHCR Thuraya equipment type approval is under process with the Ministry of Telecommunications (MoT) in order to obtain the customs clearance letter.

## Benghazi

- The VHF license has been granted by the Ministry of Telecommunications and the ETS now plans to use it to implement a secure VHF communications network in the UN hub in Benghazi.
- UN Support Mission in Libya (UNSMIL) continue to discuss HF and Tetra licences with MoT. These licenses will enable humanitarians to operate security telecommunications equipment which is essential in ensuring their safety and security.

## Funding

- As outlined in the Humanitarian Response Plan (HRP) for 2020, the ETS requires US\$1 million to implement its activities this year. To date, the ETS is 50% funded.

## Key information

- All information on the ETS response in Libya can be found [here](#).
- The latest ETS infographic is also available on the website.
- For further information or to contact the team on the ground please contact [Libya.ETS@wfp.org](mailto:Libya.ETS@wfp.org)

## Contacts

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