



Services provided in:  
**2 COMMON OPERATIONAL AREAS** plus coordination services in Tunis



The ETS is **50%** funded of **US\$1 MILLION** required for 2020



**5 OPERATORS** manning the SOC in Benghazi



Type of emergency:  
**CONFLICT**



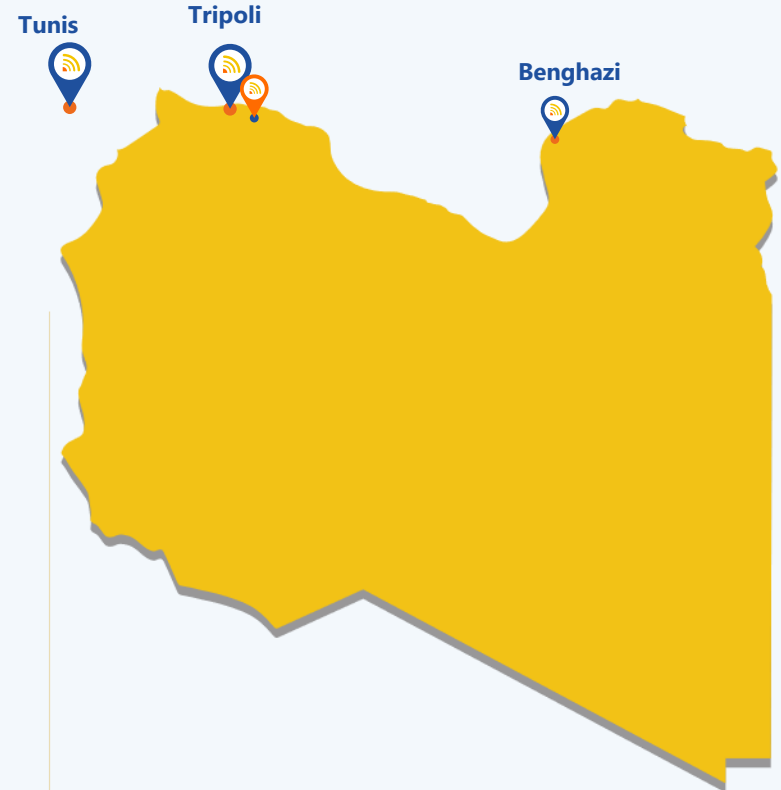
ETS was activated in **OCTOBER 2018**

Since February 2020, the ETS has managed a call centre in Tripoli which is a humanitarian hotline as well as a nationwide COVID-19 information channel



**MONTHLY ANALYSIS (August 2020)**

- ✓ **1,941** calls received in total
- ✓ **61%** calls were COVID-19 related
- ✓ **39%** calls were regarding other humanitarian issues



**Provision of WiFi connectivity for Persons of Concern at UNHCR Community Day Centre Tripoli**

 Provided ETS services

 Planned ETS services