



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



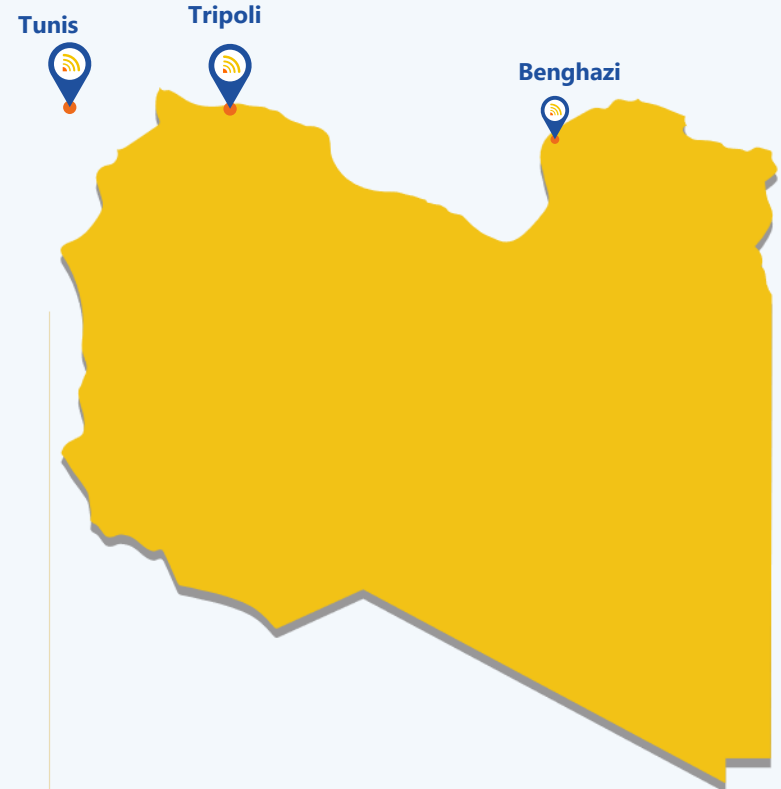
ETS was activated in
OCTOBER 2018

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 (December 2020)

- ✓ **2,056** calls received in total
- ✓ **16%** calls were COVID-19 related
- ✓ **84%** calls were regarding other humanitarian issues related to Protection, Cash and Coordination sectors.



ETS is providing WiFi connectivity for **>287** Persons of Concern at UNHCR Community Day Centre Tripoli

 Provided ETS services

 Planned ETS services