



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



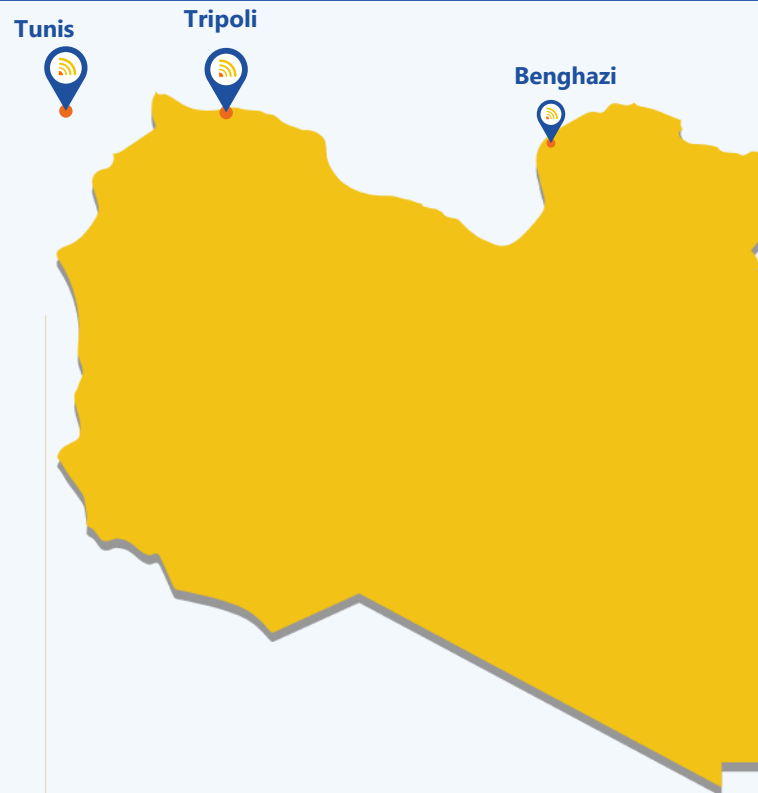
ETS was activated in **OCTOBER 2018**

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 (November 2020)

- ✓ **1,300** calls received in total
- ✓ **22%** calls were COVID-19 related
- ✓ **78%** calls were regarding other humanitarian issues



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



Provided ETS services



Planned ETS services