



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



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



The ETS has received **18%** of the **USD 882,000** required for 2021

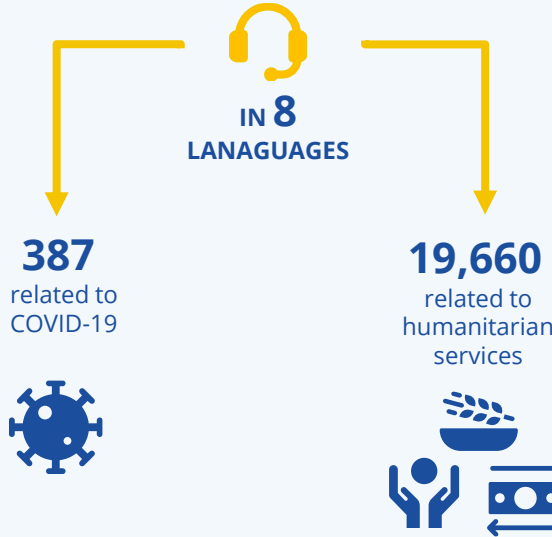


The ETS is supporting **1 SECURITY OPERATIONS CENTRE (SOC)** in Benghazi



ETS was activated in **OCTOBER 2018**

20,056
CASES PROCESSED
since January 2021

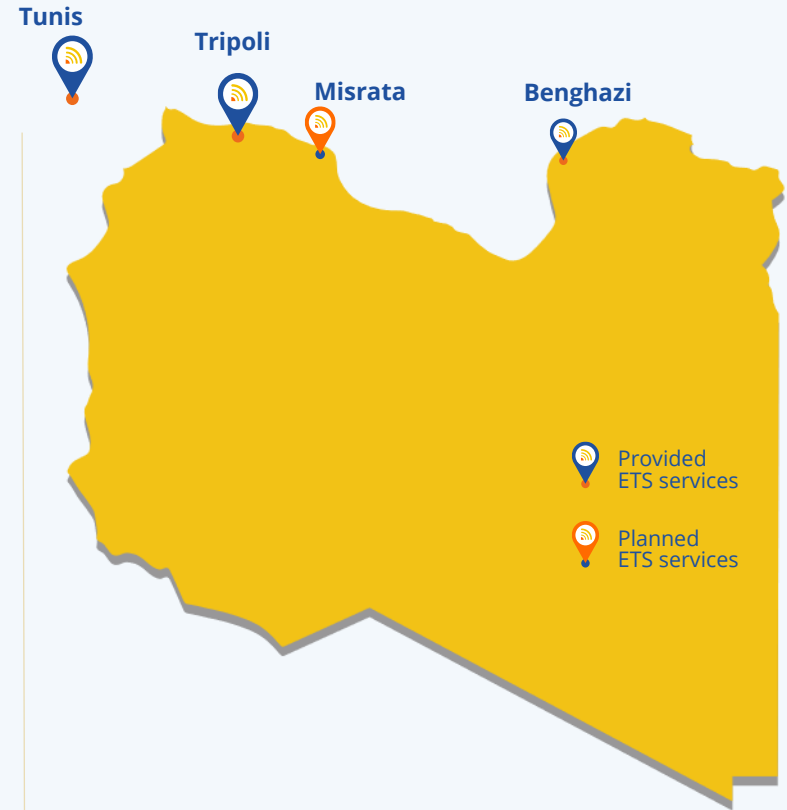


BREAKDOWN OF CALLERS

28% female
72% male



92% from the **West**
6% from the **South**
2% from the **East**



UNHCR COMMUNITY DAY CENTRE TRIPOLI

Internet provided to **352** POCs in **3,041** unique sessions in 2021