



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**

14,051
CASES PROCESSED
since January 2021



IN 6
LANGUAGES

378
related to
COVID-19



13,664
related to
humanitarian
services



BREAKDOWN OF CALLERS

29% female
71% male



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



UNHCR COMMUNITY DAY CENTRE TRIPOLI

Internet provided to **289** POCs in
2,758 unique sessions in 2021