

## **Nigeria – Crisis**

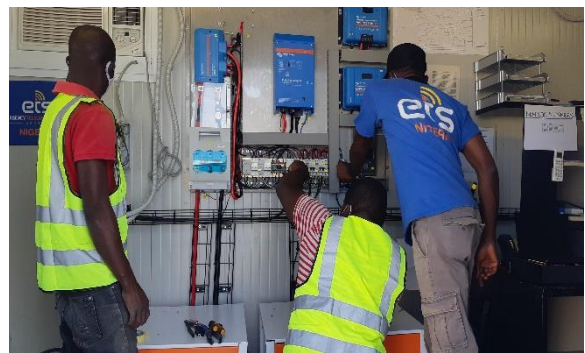
### **ETS Situation Report #50**

**Reporting period 01/12/2020 to 31/12/2020**

As global lead of the Emergency Telecommunications Cluster (ETC), the World Food Programme (WFP) is leading the Emergency Telecommunications Sector (ETS) in Nigeria, responding with government, private sector and humanitarian partners on the ground to ensure a coordinated response. ETS Nigeria SitReps are issued monthly.

### **Highlights**

- The ETS continues to provide Internet connectivity and security communications services to the response community in 10 sites. Since the beginning of the year, the team has provided Internet connectivity to more than 4,559 users from 115 organizations across North-East Nigeria.
- In December, the ETS conducted one training session on basic security telecommunications for eight humanitarians in Monguno.
- The ETS commenced the installation of the solar-powered hybrid system. The contractors have completed the installation in three out of eight sites – Dikwa, Ngala and Gwoza.



An ETS staff with the contractors installing the hybrid solar-power system in Damasak.

*Photo: ETS Nigeria*

### **ETS Activities**

- Since the beginning of the year, the ETS has provided Internet connectivity services to more than 4,559 users from 115 organizations (15 United Nations/UN agencies and 100 non-governmental organizations/NGOs) across North-East Nigeria. In addition, the team resolved 67 issues reported to the helpdesk in December.
- This month, the ETS conducted one training session on basic security telecommunications for 8 participants from Christian Aid (CAID) in Monguno.
- Throughout the month, the ETS programmed seven radios for humanitarian staff to improve the communication network between staff in the region.



- 
- Contractors have completed the installation of the solar-powered hybrid system in three sites – Dikwa, Ngala and Gwoza – to support ETS infrastructure. Installation activities at the other ETS sites will continue in January 2021.
  - As part of efforts to improve ETS services, a new local Internet Service Provider (ISP) was commissioned to install a back-up connectivity link for the red roof hub in Maiduguri.
  - The ETS team embarked on missions to two deep field locations – Damasak and Ngala – to resolve technical issues that require the physical presence of ETS technicians.
  - As parts of efforts to improve the visibility of the ETS in Nigeria, the team published the November edition of the [ETS Nigeria newsletter](#) on 7 December 2020.
  - The ETS concluded an analysis of the annual ETS user satisfaction survey and shared the report with humanitarians in North-East Nigeria and with ETS partners. The [2020 ETS user satisfaction survey report](#) shows an overall user satisfaction rate of **96%** for the core ETS services provided in the country including Internet connectivity, security telecommunications, telephony and customer support.

## Planned Activities

- The ETS team is planning to complete the installation of the hybrid solar-based power system in the remaining six sites in Borno State where the ETS provides connectivity services. The much-anticipated project aims to provide a more reliable and sustainable power supply for humanitarians who currently rely on fossil-fueled generators.

## Challenges

- The restrictions on field travel caused by COVID-19 since early 2020 have directly impacted the set Key Performance Indicators (KPIs) for ETS activities this year.

## Funding

- The ETS received US\$240,000 from Canada's Department of Foreign Affairs, Trade and Development (DFATD) and US\$100,000 from the Swedish International Development Agency (SIDA) in December to support the continuation of ETS services.
- The ETS is 71.5% funded of the total US\$2.95 million required to carry out its projects in 2020.

## Meetings

- The next Global ETC Joint Teleconference covering Bangladesh, Central African Republic, Libya, Nigeria, Syria and Yemen operations will be held on **20 January 2021**.
- The next Local ETS Working Group meeting will be held on **13 January 2021**.



---

## Information

- All information on the ETS response in North-East Nigeria can be found [here](#).
- The latest ETS Dashboard and infographic are available on [etcluster.org](http://etcluster.org).
- For more information or to contact the team on the ground please contact [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org).

## Key ETS Contacts

### [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org)

LOCATION	NAME	TITLE	EMAIL
Nigeria	Khawar Ilyas	ETS Coordinator	<a href="mailto:khawar.ilyas@wfp.org">khawar.ilyas@wfp.org</a>
Nigeria	Oyintare Kalama	ETS Information Management Associate	<a href="mailto:oyintare.kalama@wfp.org">oyintare.kalama@wfp.org</a>