

Nigeria – Crisis

ETS Situation Report #53

Reporting period 01/03/2021 to 31/03/2021

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 reliable 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 2,237 users from 82 organizations across North-East Nigeria.
- The ETS programmed 36 radios for humanitarians in North-East Nigeria in March.
- The ETS completed the installation of the solar power hybrid system in all planned eight locations to support the reliability of ETS infrastructure used by humanitarians.



An ETS Telecommunications associate supervises the installation of solar panels in Maiduguri in a site hosting critical security telecommunications equipment.

Photo: ETS Nigeria

ETS Activities

- Since the beginning of the year, the ETS has provided reliable Internet connectivity services to more than 2,237 users from 82 organizations (11 UN agencies and 71 NGOs) across North-East Nigeria. In addition, the team resolved 91 issues reported to the ETS helpdesk in March.
- Throughout March, the ETS programmed 36 radios for humanitarian organizations — IOM, Community Health Justice and Peace Initiative for Development (JDPH), Medecins du Monde (MDM), UNDP, UNDSS, UNMAS and UNOCHA — to improve the communication network between staff in the region.
- In March, the ETS and contractors completed the installation of the solar power hybrid system in the final two sites in Maiduguri – Red Roof humanitarian hub and a site where ETS telecommunications infrastructure is located. The installation of the power systems has now been completed in all eight



planned locations to provide humanitarians with a more reliable and sustainable power supply, reducing the need to rely on fossil-fuel generators. See more about the project [here](#).

- This month, the ETS completed upgrades to data connectivity equipment in humanitarian hubs in Banki, Ngala and Maiduguri to improve its services.
- The ETS conducted a mission to Bama on 16 March to carry out corrective maintenance work on satellite connectivity equipment to optimize services for humanitarians. The ETS also completed maintenance work on one of the satellite terminal links in Red Roof, Maiduguri.
- The ETS is developing a disaster recovery plan to restore the data connectivity and security telecommunications services in Dikwa that were impacted by the attack on the humanitarian hub in early March. The Security Operations Centre (SOC) was severely damaged. When the security situation permits, the ETS will implement the recovery plan.

Planned Activities

- The ETS is planning to conduct a mission to install the Digital Mobile Radio (DMR) system and upgrade the existing telecommunications infrastructure in the SOC in Damaturu.

Challenges

- The availability of helicopters to field locations is currently very restricted due to space limitations, weather conditions and security concerns, which is impacting on ETS deployments.
- The security situation remains volatile.

Funding

- The ETS is 31% funded of the total US\$1.97 million required to carry out its projects in 2021.

Meetings

- The next Global ETC Joint Teleconference covering Bangladesh, Central African Republic, Libya, Nigeria, Syria and Yemen operations will be held on **21 April 2021**.
- The next Local ETS Working Group meeting will be held on **28 April 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.
- For more information or to contact the team on the ground please contact Nigeria.ETS@wfp.org.



Key ETS Contacts

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