

Nigeria – Conflict

ETS Situation Report #67

Reporting period: 01/05/2022 to 31/05/2022

The ETS was activated in North-East Nigeria in November 2016 in response to the protection crisis. As global lead of the Emergency Telecommunications Cluster (ETC), the World Food Programme (WFP) is leading the 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

- In 2022, the ETS has provided reliable internet connectivity services to 2,262 users from 91 organizations. Further, the ETS is providing security communications services to over 1,367 humanitarian responders in nine sites across north east Nigeria.
- The ETS in Nigeria has fully decommissioned the VSAT terminal set up in the Red Roof humanitarian hub in Maiduguri since 2017 as part of the long-standing contribution from ETC partner, the Government of Luxembourg.
- The ETS deployed to Yola to upgrade the VHF radio coverage. The team also reinforced the power back-up system in the Security Operations Centre (SOC) with batteries to ensure the 24/7 availability of ETS services there.



ETS decommissions the Government of Luxembourg VSAT in Maiduguri following five years of service. Photo: WFP/ETS

Activities

Internet connectivity

Since the beginning of the year, the ETS has provided reliable internet connectivity services to 2,262 users from 91 organizations, including 17 UN agencies and 74 NGOs across North-East Nigeria.

The ETS in Nigeria has completed the decommissioning of the VSAT terminal set up in the Red Roof humanitarian hub in Maiduguri since 2017 as part of the long-standing contribution from ETC partner, the Government of Luxembourg. The ETS is now evaluating the connectivity needs of the response community in Maiduguri, beyond the capacity of the local Internet Service Provider (ISP).

On 13 May, the ETS supported users in the Maiduguri Red Roof hub following a major data connectivity outage of all ISPs, which continued for four hours. The ETS is exploring solutions to replace the primary internet link to improve the capacity of services for humanitarians in the hub.

The ETS travelled to Ngala on a one-day mission on 11 May to install an access point to facilitate the expansion of connectivity services in the new International Organization for Migration (IOM) office in the humanitarian hub.

Maintenance was conducted on the VSAT satellite terminal in Banki to improve connectivity services for responders. There is a need for a follow-up mission to resolve outstanding connectivity issues.

The ETS provided remote and in-person technical support to resolve connectivity issues and conduct preventative maintenance activities in Bama, Gwoza, and Monguno.

A mission to Monguno was conducted to extend internet connectivity services to the Mobile Storage Unit (MSU) using a point-to-point link. The MSU facilitates services for humanitarian agencies.

ETS connectivity and security communications services are set up and ready in the IOM-hosted humanitarian hub in Dikwa, which has been closed since March 2021 due to a security incident. UNDSS is finalizing security measures before the hub can be reactivated. The hub is expected to re-open in June.

The ETS initiated the procurement of two VSAT terminals as part of quick deployment kit for rapid response to reactive data connectivity in the case of emergency. There is a need for such preparedness measures, following the severe attack on the humanitarian hub in Dikwa in March 2021 and where services are only just being recovered.

Security communications

While in Ngala on 11 May, the ETS repositioned radio frequency equipment to improve security communications services there.

In May, the ETS in Nigeria programmed a total of 31 VHF handheld radios for Mercy Corps, IOM, the Food and Agriculture Organization (FAO), OCHA, UN Women and WFP. The ETS also programmed a total of two mobile radios for IOM and FAO.

A total of 21 users from Mercy Corps, IOM, WFP, and International Medical Corps (IMC) were trained on using VHF radio, as well as six users from the UN Development Programme (UNDP) on using Push-To-Talk (PTT) handheld devices.

The ETS set up security communications services in the bunker of the humanitarian hub in Bama. As part of these security preparedness efforts, the ETS delivered radio training to 34 users from IOM, UNDSS, Grassroot Initiative for Strengthening Community Resilience, Caritas, E-Health, International Rescue Committee (IRC), Salient Humanitarian Organization, and Grow Strong Foundation (GSF). This is part of a larger joint project with IOM to reinforce bunkers across north-east Nigeria in line with an escalating security situation and attacks.

The team conducted a mission to Damaturu from 18-20 May to conclude a detailed site survey to relocate the Security Operations Centre (SOC) to the new OCHA office to ensure services are maximized for interagency responders.

The ETS deployed to Yola to upgrade the VHF radio coverage of the SOC by relocating the antennae from a telescopic mast to a higher tower. The team also reinforced the power back-up system in the SOC with batteries to ensure the 24/7 availability of ETS services.

The ETS is providing security communications services to a total of 1,367 humanitarian responders across eight sites in north east Nigeria.

User support

The team resolved 127 issues reported to the ETS helpdesk in May.

Planned activities

The ETS is planning to deploy to several field locations to conduct maintenance activities on ETS connectivity equipment.

Funding

The ETS is fully funded out of a required US\$1,600,000 to carry out its 2022 activities.

Challenges

The availability of helicopter flights to field locations is currently very restricted due to space limitations, weather conditions, and security concerns. This is impacting on ETS deployments.

The security situation remains volatile.

Meetings

The next Global ETC Joint Teleconference covering the Bangladesh, Central African Republic, Libya, Nigeria, Syria and Yemen operations will be held on **22 June 2022**.

The next Local ETS Working Group meeting will be held on **28 June 2022**.

Contacts

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All information related to ETS operations can be found on the website:

<https://www.etcluster.org/emergencies/nigeria-crisis>

For more informations or to be added or deleted from the mailing list please contact:

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