

## **Nigeria – Crisis**

### **ETS Situation Report #48**

**Reporting period 01/10/2020 to 31/10/2020**

As global lead of the Emergency Telecommunications Cluster (ETC), the World Food Programme (WFP) is convening 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 4,190 users from 111 organizations across North-East Nigeria.
- Throughout October, the ETS programmed 56 radios for humanitarian responders to improve the communication network between staff in the region and to support their safety and security.
- The ETS team has commenced missions to deep field locations – Bama, Dikwa and Monguno – to resolve technical issues that require the physical presence of ETS technicians.



The ETS delivers one-on-one training on the use of satellite phones.

*Photo: ETS Nigeria*

### **ETS Activities**

- Since the beginning of the year, the ETS has provided Internet connectivity services to more than 4,190 users from 111 organizations (15 United Nations agencies and 96 non-governmental organizations/NGOs) across North-East Nigeria. In addition, the team resolved 146 issues reported to the helpdesk in October.
- This month, the ETS conducted two webinar sessions on basic security telecommunications for seven participants from Christian Aid (CA) in Dikwa and one staff from Street Child in Maiduguri.
- Throughout the month, the ETS programmed 56 radios for humanitarian staff to improve the communication network between staff in the region.



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- This month, Marlink field engineers completed the country-wide migration of internet service infrastructure in Dikwa, which is the last of eight locations where the ETS operates.
  - The ETS launched the 2020 ETS user satisfaction survey on 6 October and closed the survey on 23 October. The survey results will be analysed and published in November.
  - As national COVID-19 restrictions have begun to ease, the ETS team has commenced missions to deep field locations – Bama, Dikwa and Monguno – to resolve technical issues that require the physical presence of ETS technicians.
  - The ETS held its monthly Local Working Group meeting on 21 October with seven organizations in attendance, to discuss emerging issues.

## Planned Activities

- As travel restrictions caused by COVID-19 have eased, the ETS team is planning for the installation of a hybrid solar-based power system in all eight 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 ETS has postponed activities – including field missions and physical training sessions – due to travel restrictions to curb the spread of the COVID-19 pandemic in North-East Nigeria. The restrictions on field travel are directly impacting the set Key Performance Indicators (KPIs) for ETS activities in 2020.

## Funding

- The ETS is 59.3% 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 18 November.
- The next Local ETS Working Group meeting will be held on 21 November 2020.

## 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).



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## Key ETS Contacts

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