

## Nigeria – Crisis

### ETS Situation Report #59

Reporting period 01/09/2021 to 30/09/2021

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 3,183 users from 100 organizations across North-East Nigeria.
- This month, the ETS conducted missions to Bama, Banki, Damasak, Gwoza, Monguno, and Ngala to carry out corrective maintenance on connectivity equipment.
- The ETS registered all VHF radios used by humanitarians in North-East Nigeria on a tracking software system to ensure devices are accounted for and optimized.



ETS IT staff laying down a network cable after replacing the cables at the humanitarian hub in Monguno.

*Photo: ETS Nigeria*

### ETS Activities

#### *Internet connectivity*

- Since the beginning of the year, the ETS has provided reliable Internet connectivity services to more than 3,183 users from 100 organizations (16 UN agencies and 84 NGOs) across North-East Nigeria.
- This month, the ETS carried out corrective maintenance on connectivity equipment in Bama, Banki, Damasak, Gwoza, Monguno, Ngala and at the Red Roof hub in Maiduguri to improve services.

### *Security communications*

- Throughout September, the ETS programmed 11 radios for four UN agencies and INGOs – UNDP, OCHA, WHO and International Rescue Committee(IRC) – to improve the communications network between staff in the region.
- The ETS registered all VHF radios used by humanitarians in North-East Nigeria on a tracking software system to ensure devices are accounted for and optimized – this tracking is critical in emergency situations as it allows the security team to track the location of devices.
- The ETS carried out post-installation tasks including adjusting the settings of the VHF repeater to enhance communications services in the Remote Security Operations Centre (RSOC) in Monguno.

### *User support*

- The team resolved 89 issues reported to the ETS helpdesk in September.

## **Planned Activities**

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

## **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.

## **Funding**

- The ETS is 91.8 percent funded to continue its activities in 2021.

## **Meetings**

- The next Global ETC Joint Teleconference covering the Bangladesh, Central African Republic, Haiti, Libya, Nigeria, Syria and Yemen operations will be held on **13 October 2021**.
- The next Local ETS Working Group meeting will be held on **27 October 2021**.



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## Information

- All information on the ETS response in North-East Nigeria, including the latest ETS Dashboard, infographic and factsheet, can be found [here](#).
- 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

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