

Nigeria – Conflict

ETS Situation Report #94

Reporting period: 01/10/2024 to 31/10/2024

Led by the World Food Programme (WFP), the ETS was activated in North-East Nigeria in November 2016 in response to the protection crisis. ETS Nigeria Situation Reports are issued monthly.

Highlights

- To ensure reliable communication following the flood crisis in Northeast Nigeria, the ETS activated a second CrisisNet Kit to support humanitarian responders with stable internet connection while they respond to the flood crisis.
- The ETS experienced a two-hour downtime from its two primary Internet Service Providers (ISPs) on 11 October in Maiduguri metropolis affecting services at the Red Roof humanitarian hub. The ISP was immediately contacted for resolution. The sector quickly deployed a backup ISP to minimize the impact on the humanitarians responding to the flood crisis.
- The ETS remotely troubleshoot and resolve connectivity issues with the Very High Frequency (VHF) radio network and satellite phone in the Dikwa IOM bunker affecting communication from the bunker to the Security Operations Centre (SOC). While the VHF radio network is now operational, the signal still intermittently drops in certain areas. To ensure a lasting solution, a maintenance mission is being planned on dates yet to be scheduled.



The ETS inspects assets condition in Maiduguri. Photo: WFP/Oluwashina Oni

Activities

Coordination

The ETS has completed the review of the Memorandum of Understanding (MoU) to host ETS services in two new locations—Pulka and Damboa. The ETS is now finalizing the agreement with its lead agency, WFP.

The sector has completed the drafting of the 2025 activity/response plan, key performance indicators, budgeting, and proposed projects. The ETS has submitted the response plan for the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA)led Humanitarian Response Plan and Humanitarian Needs Overview for 2025.

Internet connectivity

In October, the ETS provided data connectivity to 1,220 users from 132 organizations—17 UN agencies and 115 Non-Governmental Organizations (NGOs).

Following a report received on 02 October of intermittent data connectivity in Monguno affecting internet experience caused by one of the Internet Service Provider (ISP), the ETS received a remote support from the ISP's Network Operation Centre (NOC) to temporarily resolve the issue. A mission is being planned in collaboration with the ISP in November to fully resolve the issue.

To ensure emergency readiness and preparedness following the flood crisis in Northeast Nigeria, the ETS activated a second [CrisisNet Kit¹](#) to support humanitarian responders with stable internet connection while they respond to the flood crisis. On 14 September the ETS swiftly deployed the [CrisisNet Kit¹](#) to support the humanitarian responders following the flooding crisis that started in the early hours of 10 September causing casualties and damages to properties in Maiduguri, Borno State. Additionally, the sector also deployed the emergency connectivity kits to provide stable internet services for the annual inter-sectorial assessment organized by the North-east Inter-Sectorial Coordination Group (ISCG).

On 09 October the sector restored a faulty Access Point (AP) at the United Nations Humanitarian Air Services (UNHAS) helicopter waiting area, due to loss of configuration, causing internet downtime. Humanitarian responders going to the deep field and UNHAS staff utilize this AP as a primary source of the ETS internet services.

The ETS experienced a two-hour downtime from its two primary ISPs on 11 October in Maiduguri metropolis affecting services at the Red Roof humanitarian hub. The ISP was immediately contacted for resolution. The sector quickly deployed a backup ISP to minimize the impact on the humanitarians responding to the flood crisis.

Through remote diagnosis and support, the ETS provided a step-by-step remote support guide to resolve an internet downtime at the Gwoza humanitarian hub on 10 October, which was caused by a power-related issue. Internet has been restored and performing well. The team continues to monitor the link's performance to ensure stability.

The ETS continues engaging the ISPs to ensure the users have improved internet experience in Maiduguri Red-roof humanitarian hub. The sector has developed an upgraded bandwidth monitoring tool, to ensure bandwidth usage is well monitored and controlled all ETS operational areas.

Security communications

The ETS continues providing security communications services in 10 common operational areas across north-east Nigeria. 1,628 humanitarian staff from 16 UN agencies and 36 NGOs have used the ETS VHF radio services for staff safety and security in the field.

The ETS is following up the procurement of the monitoring device for the Dikwa hybrid solar power system to resolve the remote monitoring issues currently experienced with that site following the reinstallation of the solar system in July. A vendor was selected on 08 October to provide this service.

The sector conducted a physical inspection of repeater facilities at the National Telecommunications Authority (NTA) site to ensure no physical damage and all equipment are in good condition following the erratic weather and the recent flooding that started on 10 September.

On 22 October, the ETS supported the United Nations Department for Safety and Security (UNDSS) in resolving a disruption in communication caused by a SIM card error with their satellite phone while working in the field. The sector noticed that there was no subscription on the device and informed the UNDSS about the need for a subscription. A new satellite phone was provided to UNDSS to support their field mission. Additionally, the ETS supported the UNDSS in troubleshooting and fixing TRBonet issues at the Maiduguri SOC.

The ETS remotely troubleshooted and resolved issues with the VHF radio network and satellite phone in the Dikwa IOM bunker affecting communication from the bunker to the SOC. While the VHF radio network is now operational, the signal still intermittently drops in certain areas. To ensure a lasting solution, a maintenance mission is being planned on dates yet to be scheduled.

The ETS conducted a remote troubleshooting for a malfunctioning satellite phone in Ngala SOC. The sector discovered a defective phone battery needing replacement. The satellite phone will be sent to Maiduguri for further observation and repairs.

The ETS has commenced plans for the intended solar hybrid system upgrade in seven deep field locations—Bama, Banki, Damasak, Dikwa, Gwoza, Monguno, and Ngala. The sector has initiated the procurement processes with WFP management and [FITTEST²](#).

The sector continues programming radios for humanitarian actors in north-east Nigeria. In October, seven mobile radios, three handheld radios for UNDP, and one handheld radio for UNOCHA, were successfully programmed using the UN standards.

Services for communities

The ETS completed the final installation and testing of equipment on 27 August to re-establish the Public Announcement System in Bama's camp for Internally Displaced People (IDPs). The system and equipment will be handed over to camp management at a date to be scheduled. The system—initially deployed by the ETS in November 2023—was subsequently damaged and depleted by looters in January this year. Critical information on humanitarian assistance and security incidents will be provided to communities through the public announcement system.

User support

The ETS resolved **117** helpdesk tickets in October.

Additional Information

See the [ETS Dashboard](#) for an overview of service locations.

Click [on this link](#) to be included in the ETS contact list to receive up-to-date information about ETS activities, receive Information Management (IM) products, and be part of the Local ETS Working Group meetings.

Funding

In 2024, the ETS in Nigeria requires US\$1.16 million in funding to maintain and expand services in 12 common operational areas across north-east Nigeria.

The ETS is now fully funded out of this requirement, thanks to donation received from the OCHA-coordinated Nigerian Humanitarian Fund (NHF) in February, the multilateral contribution received from WFP HQ in March, donation received from European Civil Protection and Humanitarian Aid Operations (ECHO) in August, and donation received from the USAID's Bureau for Humanitarian Assistance (BHA) in September.

Challenges

Pockets of conflict from armed groups in the north-east and north-west of the country continue to be major factors that contribute to instability and may affect ETS mobility.

Meetings

The next Local ETS Working Group meeting will be held on **28 November 2024**.

The previous Local ETS Working Group meeting was held on **26 September 2024**. All minutes are uploaded [here](#).

Contacts

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www.etcluster.org/emergencies/nigeria-crisis

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