

Nigeria – Conflict

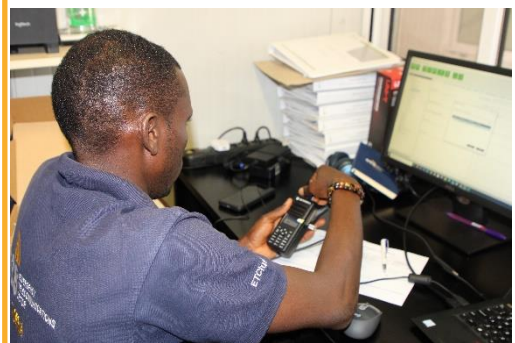
ETS Situation Report #95

Reporting period: 01/11/2024 to 30/11/2024

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

- The ETS swiftly configured and dispatched a new router to replace the faulty one in Damasak and resolved the intermittent data connectivity reported on 13 November. Internet is now restored and is being monitored.
- The ETS remotely troubleshooted and supported the United Nations Department of Safety and Security (UNDSS) to resolve communications issue with the Remote Security Operation Centre (RSOC) which was disrupting communication between the UNDSS in Maiduguri Security Operation Centre (SOC) and the SOC in Monguno and Dikwa deep field locations.
- The ETS conducted a routine maintenance mission in Monguno from 18 to 22 November to extend the Very High Frequency (VHF) repeater antenna and improve the security communication and VHF radio signal coverage in the area. Furthermore, the team collaborated with the WFP security team and conducted a radio coverage test around Monguno metropolis ensuring the signal strength is strong with a 6km radius. The ETS also conducted the connectivity testing of the RSOC and the satellite phone.



The ETS programs the VHF radio for the humanitarian actors in Northeastern Nigeria. 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 submitted 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 November, the ETS provided data connectivity to 1,240 users from 135 organizations—17 UN agencies and 118 Non-Governmental Organizations (NGOs).

The ETS swiftly configured and dispatched a new router to replace the faulty one, in Damasak and resolved the intermittent data connectivity reported on 13 November. Internet is now restored and is being monitored.

The ETS conducted a corrective maintenance on one of the Internet Service Provider (ISP) on 12 November in Monguno experiencing frequent internet downtime which has been affecting user's internet experience. The internet is now stable and is undergoing a performance monitoring.

To ensure cost efficiency on the internet services for the year 2025, the ETS is engaging the services of a new Internet Service Provider (ISP) to provide its services in the seven deep field locations—Bama, Banki, Damasak, Dikwa, Gwoza, Ngala, and Monguno. Consequently, the sector has commenced the procurement of the equipment from the new ISP.

Through remote support and diagnosis, the ETS resolved the internet connectivity downtime in Monguno on 25 November following a temporary power outage at the humanitarian hub. Internet is now back and is being monitored.

Following a report of intermittent internet downtime in Banki caused by a faulty Access Point (AP), the ETS swiftly configured and dispatched a new access point on 21 November to resolve the internet issue. The team is now monitoring the AP to ensure optimal performance and proper device functionality.

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 sector conducted a physical inspection of repeater facilities at the National Telecommunications Authority (NTA) site on 07 November to ensure no physical damage and all equipment are in good condition following the erratic weather. Additionally, a new air-cooling system was installed to ensure equipment operates under the right temperature and atmospheric conditions.

Following the recent reinstallation of the damaged solar hybrid system in Dikwa, the ETS conducted a maintenance monitoring mission to Dikwa on 26 to 28 November. The sector installed a remote monitoring device to ensure the system can be monitored in real time. Additionally, the team conducted a general maintenance on the security communications system at the SOC and the IOM bunker.

Through remote troubleshooting, the ETS remotely supported the UNDSS to resolve communications issue with the RSOC which is causing disruption of communication between the UNDSS SOC in Maiduguri and the SOC in the deep field locations.

The ETS supported the International Organization for Migration (IOM) in troubleshooting a mobile radio situated in one of their Armored Vehicles (AV) with connection issues that are disrupting communications between the IOM fleet and the UNDSS. The connection issue has been resolved and communication restored.

Following the planned infrastructural expansion by the United Nations Humanitarian Air Services (UNHAS), the ETS conducted an assessment for the relocation of the security communications equipment at Maiduguri International Airport. Consequently, the sector supported UNHAS in relocating the equipment to a new radio room on 15 November.

The ETS conducted a routine maintenance mission in Monguno from 18 to 22 November to extend the VHF repeater antenna and improve the security communication and the VHF radio signal coverage in the area. Furthermore, the team collaborated with the WFP security team and conducted a radio coverage test around Monguno metropolis ensuring the signal strength is strong at least within 6km radius. The sector also conducted the connectivity testing of the RSOC and the satellite phone.

The sector continues programming radios for humanitarian actors in north-east Nigeria. In November, seven mobile radios were programmed—six handheld radios for IOM, and one handheld radio for UNDP, 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.

The ETS has commenced plans for the 2025 service for community project in Northeast Nigeria. The sector engaged the global ETC for support in conducting the communications needs assessment, survey to measure the population appetite for the project, and MoU in preparation of the project.

User support

The ETS resolved **58** helpdesk tickets in November.

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 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 **30 January 2025**.

The previous Local ETS Working Group meeting was held on **28 November**. All minutes are uploaded [here](#).

Contacts

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

www.etcluster.org/emergencies/nigeria-crisis

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