TYPE OF EMERGENCY: Conflict

ETC ACTIVE SINCE: January 2013

SITUATION OVERVIEW:
Syria is one of the most complex and dynamic humanitarian crises in the world today. As the Syria crisis enters its seventh year, 13.5 million people require humanitarian assistance, including 4.6 million people in need trapped in besieged and hard-to-reach areas. Over half of the population has been forced from their homes, and many people have been displaced multiple times.

The ETC is operating under the Whole of Syria (WoS) approach which comprises activities in Turkey, Lebanon and Jordan for an effective humanitarian response inside Syria.

KEY DATA

NUMBER OF SITES
14

SERVICES PROVIDED
- Internet connectivity
- Security telecommunications
- Capacity building
- Coordination
- Customer support

TRAININGS CONDUCTED
- Let's Comm Digital training for humanitarians involved in WoS operation.
- Radio standard operating procedures for humanitarians across Syria.
- Refresher courses for UNDSS radio operators.

FUNDING STATUS
- In 2018, the ETC is appealing for US$831,400 to deliver life-saving communications services to the humanitarian community.

PLANNED ACTIVITIES
- Implement Communications Centres (COMCEN) in new hubs
- Continue to provide ETC Internet connectivity/voice in Aleppo, Tartous, Homs and Qamishli.

CHALLENGES
- Security situation on the ground and lack of access to operational areas.
- Importation of ICT equipment into Syria.

7 May 2018
**RESPONSE**

- The Emergency Telecommunications Cluster (ETC) plans to Implement COMCEN in new operational hubs.
- Continue providing ETC connectivity/voice services in Aleppo, Tartous, Homs and Qamishli.
- Deliver ETC Let’s Comm Train the Trainers session during 2018, deliver ETC Let’s Net and Let’s Comm training during 2018.
- Continue to provide support services to other agencies and SARC, namely radio programming and radio troubleshooting.
- Expand VHF/UHF radio network in common operational areas.
- In Jordan, the ETC will continue to provide security telecommunications and Internet connectivity in Za’atari and Azraq camps.
- In Lebanon, the ETC will maintain its storage hub for the Syria operation.
- In Turkey, the ETC will continue to provide dedicated ICT Helpdesk support staff at the inter-agency hub in Gazientep.

**PLANNED ACTIVITIES**

- The ETC in Lebanon plans to upgrade the old telecommunications infrastructure to ensure the operational effectiveness of the VHF network.
- In Turkey, the ETC plans to further strengthen UHF radio network coverage to assist humanitarian missions in south-eastern Turkey, expand UHF radio network in common operational areas and explore Services for Community (S4C) projects in refugee camps/communities.
- The ETC plans to deliver a Let’s Net (analogue) training to humanitarians in Syria and end-user radio communication training to humanitarians across the country.
- The ETC is planning to collaborate with UNDSS to engage in discussions with the government regarding the possibility of migrating the radio infrastructure to digital.

**CHALLENGES:**

- Lengthy customs clearance processes in Syria hamper the importation of communications equipment into the country, delaying provision of vital services to humanitarians.
- Lack of access to operational areas hinders the deployment of ETC services across Syria.