

Nigeria, Crisis

Local ETS Working Group Meeting

Date: 06/11/2025 Time: 10:00 UTC +1

All information relating to the ETS in Nigeria can be found on the ETC website:

www.etcluster.org/emergencies/nigeria-crisis

For more information or to be added or deleted from the mailing list please contact:

Nigeria.ETS@wfp.org

Attendance

Chair

Caleb Anwara

ETS

Amana Mbahi
Caleb Anwara
Marian Mgbemena
Oluwashina Oni
Unity Oware

FAO

Dauda Mshelia
Emeka Osigwe

INTERSOS

Dauda Bitrus

IOM

Ibrahim Nuhu
Shola Alabi

Jireh Doo Foundation

Tijjani Kumaila

Logistics Sector

Kingsley Okpabi

MDM

Abba Medugu

Plan International

Usiju Mdurvwa

UNICEF

Musa Abdulrasheed

WFP

Oluwafemi Agbelua

Akhere Inegbeniki

Chibueze Ogugua

Dubem Umeasigbu

Sarah Ndai

Sarah Omebe

Agenda

1. ETS activities overview
2. Partner updates
3. AOB

Minutes

1. ETS activities overview

Security situation

- Violent incidents and banditry in the northeast continue to be major factors that contribute to instability within Nigeria.

ETS services

- The ETS provides security communications, internet connectivity, ICT helpdesk, service for communities, Information Management (IM), and coordination services to humanitarian responders.
- The ETS is providing security communications services in Damaturu, Pulka, and Yola metropolitan areas. Internet and security communications services are delivered in nine humanitarian hubs in Borno State—Bama, Banki, Damasak, Damboa, Dikwa, Gwoza, Maiduguri, Monguno, and Ngala.
- The ETS offers on-demand user and security communications training at no cost to the users.

ETS activities in October

- In October, ETS provided internet connectivity to 1,140 users across 123 organizations, including 20 UN agencies and 103 NGOs.
- ETS maintained service continuity through targeted interventions, including a two-hour statewide Internet Service Provider (ISP) outage on 08 October, during which backup systems ensured uninterrupted operations. In Damboa, ETS remotely resolved a network outage on 14 October caused by a router update and restored connectivity again on 21 October following changes in the Satellite-based ISP network settings. ETS continues to monitor and update system permissions on its cloud-based platform to ensure secure and reliable access across operational sites.
- As part of its commitment to service improvement, the ETS launched its annual user satisfaction survey on 20 October. The three-week survey gathers feedback from partners operating across northeast Nigeria to inform service enhancements and ensure ETS continues to meet evolving operational needs.

2. Partner Updates

INTERSOS

- INTERSOS requested insights into how other locations address connectivity downtimes and whether comparable systems are implemented. In remote settings lacking local ISP or mobile network coverage, ensuring reliable redundancy remains a key operational challenge.
- ETS advised INTERSOS to secure at least one local ISP—even with limited bandwidth—as a backup connectivity option. In case of downtime, ETS recommended isolating the affected connection and switching to terrestrial links until service resumes. Without a backup, organizations face total connectivity loss during outages.

Medecins Du Monde (MDM)

- MDM Nigeria requested the updated VHF radio codeplugs, noting that their Abuja-based radios remain unpatched. They are seeking ETS support to update the codeplug on their devices.
- ETS advised that if MDM's VHF radios are still running the outdated codeplug, they should contact Nigeria.ETS@wfp.org and bring the devices to the ETS office. ETS will update the radios to the latest codeplug to ensure compatibility with operational channels in both the Northeast and Abuja.

United Nations Children Funds (UNICEF)

- UNICEF reported a prior incident where electrical leakage from a faulty socket damaged the power adapter of their satellite ISP equipment. They stressed the need for thorough inspection of power sources during ISP installations to prevent hardware damage and service disruptions.
- ETS requested UNICEF to share vendor details for ISP installations, particularly the provider UNICEF uses, so that interested partners may benefit. UNICEF will share the information via Nigeria.ETS@wfp.org.

3. AOB

- ETS is conducting training and refresher sessions throughout October and November 2025, focused on security communications. Topics include basic and advanced VHF radio use, Iridium and Thuraya satellite phones (full mode and Push-To-Talk), and technical guidance on installing docking stations and communication systems. Sessions target new staff, drivers, and personnel needing a refresher. Agencies may contact Nigeria.ETS@wfp.org and Nigeria.ETSServicedesk@wfp.org to participate or request support.
- ETS announced an upcoming session on network monitoring tools, covering various types and the tool currently in use. The session aims to enhance responsiveness to

outages across physical and remote offices. ETS encouraged attendance, emphasizing its potential to strengthen operational agility.

Next meeting

The next Local ETS Working Group meeting will take place on **04 December 2025**.

Acronyms

AOB	Any Other Business
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
FAO	Food and Agriculture Organization
ICT	Information and Communications Technology
IM	Information Management
IMC	International Medical Corps
ISP	Internet Service Provider
IT	Information Technology
INTERSOS	International SOS
IOM	International Organization for Migration
LTA	Long-Term Agreement
MDM	Medecins Du Monde
NGO	Non-Governmental Organization
PTT	Push-To-Talk
TDH	Terres Des Hommes
UNDSS	United Nations Department of Safety and Security
UNICEF	United Nations Children's Fund
UNOCHA	United Nations Office for the Coordination of Humanitarian Affairs
UTC	Coordinated Universal Time
VHF	Very High Frequency
WFP	World Food Programme

Minutes: Oluwashina Oni, ETS Nigeria Information Management Officer (IMO)