Palestine – Gaza Strip

Conflict

Operation overview

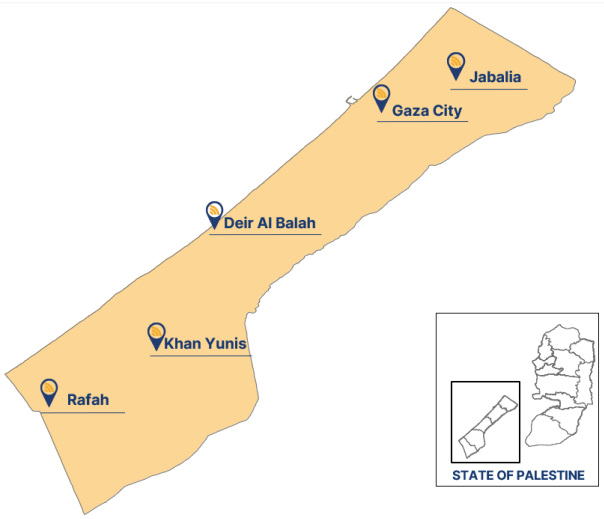
Armed conflict between Palestinian militant groups and Israeli military forces began on 07 October 2023. The conflict has resulted in a dire and devastating humanitarian crisis and significant disruption to communications networks, ultimately impeding life-saving humanitarian operations. The WFP-led Emergency Telecommunications Cluster (ETC) was activated on 31 October 2023 to meet the urgent need to support access to reliable shared communications services for humanitarian organizations operating in Gaza.

ETC services & coordination provided or planned in **5 COMMON OPERATIONAL AREAS** in Gaza (see map)

5 SITES in Gaza where ETC **SECURITY COMMUNICATIONS** services are planned (Deir Al Balah partially op.)

24 ASSESSMENTS in **17 SITES** across Rafah, Deir Al Balah, Khan Yunis and Gaza City, supporting **19 PARTNERS**

US$1.8 MILLION (31.8% funded) required to set up services in 2024



EMERGENCY TELECOMMUNICATIONS CLUSTER

Communication needs in Gaza

Communications infrastructure in Gaza is heavily impacted by the conflict with congested networks, service outages, and damaged towers. Internet Service Provider (ISP)—Paltel—is only able to provide intermittent services in parts of Rafah, Deir Al Balah, Jabalia, and Gaza City. Limited access to connectivity and secure radio communications is severely hampering the humanitarian response and the safety of staff in the field.

ETC response

Coordination and user support — The ETC is engaging with local and regional actors to coordinate the needs & fast-track the telecommunications equipment importation process for Gaza and set up shared data connectivity services for the humanitarian response in key operational locations. An ETC helpdesk is maintained in Deir Al Balah to support the response community on the ground.

Telecommunications equipment — Since 07 October 2023, 20 satellite phones, 67 Track24 (satellite-based staff tracking devices), 30 digital VHF radios, four VHF radio repeaters, and four solar-powered solution kits have been approved for importation into Gaza by the Coordination of Government Activities in the Territories (COGAT). Of these approved items, 20 satellite phones, 30 VHF radios and four solar-powered solution kits have been transported into Gaza. The ETC is coordinating with key partners to facilitate the transportation of the remaining approved equipment into Gaza.

Internet connectivity — The ETC is engaging with the ISP to prioritize strengthening internet connectivity services, especially in Deir Al Balah, where most humanitarians are based. The ETC is liaising with agencies and partners for technical advice and assessments.

Security communications — The ETC supports a 24/7 (but limited capacity) UNDSS-managed Security Operations Centre (SOC) in Deir Al Balah and a planned SOC in Jerusalem. The cluster is also working with partners to facilitate the Very High Frequency (VHF) radio network across five key locations in Gaza.

ETC FUNDING NEEDS

The ETC requires a further **US$1.2 million** to provide shared and independent communications services in 2024.

With thanks to the Government of Poland and US BHA for committing the 31.8% percent funding received so far in 2024.

ETC services & activities in Gaza



Coordination | Information Management | ICT Assessment | ICT Helpdesk | Security Communications (Radio) | Security Operations Centre (SOC) | Internet Connectivity *planned

Further information related to the ETC operation can be found on the website:

www.etcluster.org/emergency/palestine-conflict

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

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