Palestine – Conflict

ETC Situation Report #63

Reporting period: November 2025

The Emergency Telecommunications Cluster (ETC) was activated on 31 October 2023 in response to the crisis in Gaza. Situation Reports are published monthly.

Highlights

- On 25 November, the ETC shared its 2025 user satisfaction survey report with partners and stakeholders. Conducted between 21 October and 14 November, the survey highlighted a 96% satisfaction rate for ETC services in Gaza—up from 83% in 2024. Building on these results, ETC will leverage the findings to further strengthen service delivery in 2026. Read full report.



ETC delivering Basic Security Communications training to WFP staff members in Deir Al Balah. Photo: UNDSS/Eyhab Rasheed

- On 22 and 23 November, Internet Service Provider's (ISP) technical team accessed the severed main fibre line near Erez crossing reported on 03 November, identifying three additional fibre cuts. Two cuts were fully repaired, while progress to restore the third cut remains unconfirmed. Coordination is ongoing, as fragile network redundancy risks a complete connectivity blackout in Gaza.
- On 15 November, ETC and the United Nations Department of Safety and Security (UNDSS) discussed relocating the Very High Frequency (VHF) repeater from the World Food Programme (WFP) guesthouse in Deir Al Balah to the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) Khan Yunis Training Centre (KYTC), where towers are already in place, to expand coverage in southern Gaza. UNDSS has approved the relocation, and ETC is engaging stakeholders to facilitate the move.

Situation Overview

Following the withdrawal of Israeli forces from parts of the Gaza Strip under the ceasefire agreement, that came into effect on 10 October, Israeli military strikes near or east of the so-called "Yellow Line" continue to be reported, resulting in casualties.

The Site Management Cluster (SMC) reports that more than 17,000 displacement movements were recorded between 19 and 25 November, compared with over 34,000 movements in the preceding week. Most population movements continued from southern to northern Gaza, with some reverse movements. For further details, refer to the latest OCHA Situation Update.

Telecommunications Overview

Telecommunications infrastructure in Gaza remains severely impaired due to widespread damage and restricted access for repairs. Operators continue restoration efforts using locally available resources amid import constraints. Mobile data is unavailable, and only 2G voice services are available. Satellite voice services via Iridium and Thuraya remain operational where explicitly approved for use.

ETC Activities

Coordination

On 25 November, the ETC shared its 2025 user satisfaction survey report with partners and stakeholders. Conducted between 21 October and 14 November, the survey highlighted a 96% satisfaction rate for ETC services in Gaza—up from 83% in 2024. The survey assessed coordination, information management, security communications, ICT helpdesk, and capacity-building activities. Building on these results, ETC will leverage the findings to further strengthen service delivery in 2026.

On 25 November, ETC chaired the ICT Working Group meeting, focusing on partner updates, alternative tracking and connectivity options, as well as steps to enhance security communications and emergency preparedness in operational areas.

On 19 November, ETC briefed the Director of WFP's Private Sector Partnerships during his mission to Gaza, followed by a high-level meeting with a telecom operator to discuss the current situation and plans for strengthening communications services in Gaza.

On 18 November, ETC met with satellite-based tracking solution vendor to strengthen coordination and streamline technical support for humanitarian operations in Gaza and the West Bank. Efforts are ongoing with WFP Procurement Unit to formalize a Long-Term Agreement (LTA) with the vendor.

Internet connectivity

On 27 November, a fibre cut in Gaza City's Al Nabulsi neighbourhood triggered a complete internet blackout and partial mobile service disruption across Gaza City and north Gaza. Although Paltel teams restored connectivity the same day, the incident highlights the fragile reliance on backup lines, with network redundancy remaining limited and communities at continued risk of disconnection.

On 22 and 23 November, ISP's technical team accessed the severed main fibre line near Erez crossing reported on 03 November, identifying three additional fibre cuts. Two were repaired, but further access denials halted full restoration. Although access was granted again on 27 November, repair progress remains unconfirmed. Coordination is ongoing, as fragile network redundancy risks a complete connectivity blackout in Gaza.

Security Communications Systems (SCS)

On 27 November, COGAT-approved ICT items essential for the SCS in Gaza received transportation clearance. Scheduled for entry on 01 December, the shipment includes a solar power system, a multi-battery charger, inverter, multi-meter, and other technical components. These represent only a fraction of the critically needed equipment—prepositioned in Jerusalem since August 2024—underscoring the ongoing constraints in delivering planned ETC services in Gaza.

On 20 November, ETC supported UNDSS by replacing a damaged VHF antenna on one of their armoured vehicles, restoring reliable communication and enhancing staff safety during field missions.

On 15 November, ETC and UNDSS discussed relocating the VHF repeater from the WFP guesthouse in Deir Al Balah to the UNRWA KYTC, where towers are already in place, to expand coverage in southern Gaza. UNDSS has approved the relocation, and ETC is engaging stakeholders to facilitate the move. Further discussions focused on advancing key communication systems outlined in the approved Security Communications Plan.

ETC is advancing the implementation of {TESS+} standards for SCS integration in Gaza. The team coordinated agreement on analogue-to-digital radio and callsign ID ranges, incorporating them into a

shared calculator tool and dataset for ease of use. To further support standardized radio programming and configuration, the ETC will deliver a training session for ICT staff across UN agencies.

Further Information

- Visit the **ETC Dashboard** for an overview of planned and active services.
- See the **ETC Infographic** for key activity data, service locations, and operational highlights.
- Refer to the **ETC Factsheet** for detailed information and current funding needs.

Funding

To sustain life-saving telecommunications services in Gaza through the end of 2025, the **ETC urgently requires US$2.5 million**, as outlined in the 2025 Flash Appeal for the Occupied Palestinian Territory. While USAID's Bureau for Humanitarian Assistance (BHA) contributed US$1.5 million to the ETC earlier this year, specifically allocated for fuel support to the telecommunications sector, this funding does not count toward the Flash Appeal target.

Challenges

Limited telecommunications services: Voice and internet services remain limited due to widespread infrastructure damage, limited access, import restrictions, and a lack of repair equipment. These challenges continue to delay the full reactivation of the SCS in Gaza.

Lack of telecommunications equipment: Hostilities have destroyed key equipment, and ongoing import restrictions severely limit ETC's ability to restore and deliver its planned services.

Staff safety: Escalating hostilities, including attacks on aid workers and movement restrictions, continue to endanger humanitarian staff and hinder ETC service deployment and support.

Cybersecurity risks: Cybersecurity threats remain high. Use of tech platforms, including social and press media, requires caution.

Funding: Limited funding continues to constrain ETC's ability to meet urgent communications needs.

Meetings

The next Global ETC Teleconference on the Gaza response will take place on **Monday 08 December 2025** at 13:00 UTC. All meeting minutes are available **here**.

Contacts

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

www.etcluster.org/emergency/palestine-conflict

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