

3.4 Syrian Arab Republic Telecommunications

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Communications during Normal Circumstances

Security matters will generally be transmitted via the existing telecommunications network (telephone, fax, e-mail) within Syria and to and from offices. Alternative means of communication (radio/ satellite etc) will be used if and when required. All UN country offices are adequately equipped with usual communication equipment and most project offices and field offices are equipped with landline and cellular telephones. Syria is MOSS (Minimum Operating Security Standards) compliant. The Inter-agency Radio Room will be operational on 24/7. UN Interagency Radio Room is located at Representational Office in Damascus (ROD) at UNRWA Compound. Security Management staff will communicate on Channel 3 will function as the main Security Channel and Channel 4 will be used as backup channel. Separate Arabic Channel will also be incorporated in due course to have effective communications for Arabic speaking staff. UNDSS will supervise the day-to-day activities of the Radio Room.

Contingency

One VHF repeater (Channel 7) and one HF Radio equipment to be preserved by WFP Damascus. Emergency Radio Communication equipment to be fixed at the affected area outside Damascus, when required. To operate the base radio stations, staff will be drafted from the agencies as decided by the Security Management Team. UNICEF will be responsible for emergency data communication in the country if normal modes of communication are disrupted. UNICEF will keep all informed of such requirements to their regional office, so that necessary equipment could be brought in without delay.

Media Relations and Public Information

The priority for the UN communications in any crisis situation will revolve around sending effective, clear and timely messages to the public and maintaining a high level of internal coordination and communication among focal points of the UN and NGO's with the objective of speaking in one voice.

Note: Further information on Telecommunications can be found in the following document:

[Syria Telecommunications Additional Information](#)

Note: The information provided in the attached documents, which has been taken from the old DLCA, does not match the structure of the new LCA and is therefore provided separately.

Telephone Services	
Is there an existing landline telephone network? (Yes / No)	Yes
Does it allow international calls? (Yes / No)	Yes
On average, number and length of downtime periods	Not available, estimated 95% available
Mobile phone providers (List)	n/a
Estimated availability and coverage (Approximate percentage of national coverage)	Availability 96%, coverage 98% of inhabited areas

Telecommunication Regulation

Regulations		
Regulations on usage or import of:	Yes / No	Regulating Authority
Satellite	Yes	n/a
HF Radio	Yes	n/a
UHF/VHF/HF radio: handheld, base and mobile	Yes	n/a
UHF/VHF repeaters	Yes	n/a
GPS	Yes	n/a

VSAT	Yes	n/a
Individual Network Operator Licenses Required		
n/a		
Frequency Licenses Required		
n/a		

Existing Humanitarian Telecoms Systems

- All UN agencies shares VHF, HF, frequency, and radio room.
- V-Sat requires agency approval and sharing this service is possible in the right location

Existing UN Telecommunication Systems						
Organisations	UNDP	WFP	UNFPA	UNHCR	UNRWA	UNICEF
VHF frequencies	Yes	Yes	Yes	Yes	Yes	Yes
HF frequencies	Yes	Yes	Yes	Yes	Yes	Yes
Repeaters (Locations)	Yes	Yes	Yes	Yes	Yes	Yes
VSAT	No	Yes	No	No	No	No