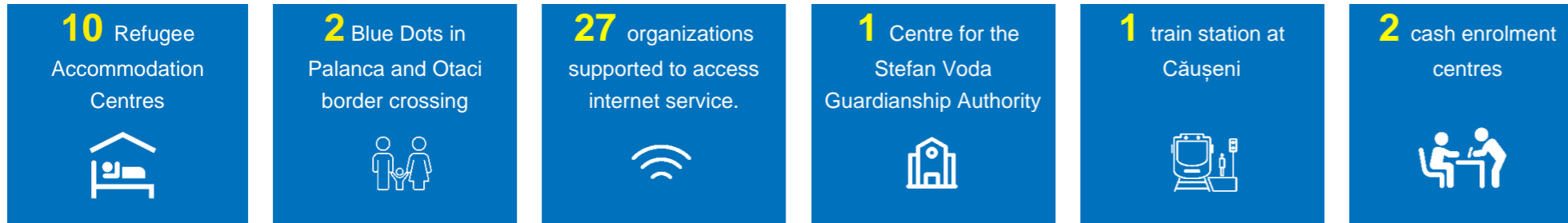
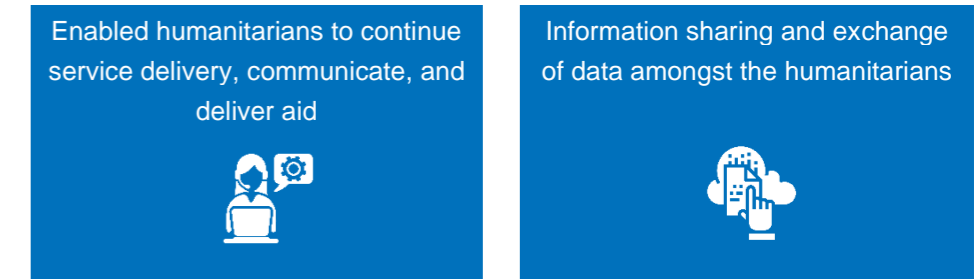


The UNHCR-led Refugee Emergency Telecommunications Sector (RETS) coordinates the delivery of vital communications, including internet connectivity and security communications, to the humanitarian response community to support their life-saving work. RETS works with partners to enable, through technology, faster and further-reaching protection and assistance services for refugees.

INTERNET CONNECTIVITY: IMPACT IN NUMBERS



PROTECTION DIVIDEND OF RETS RESPONSE



RESPONSE



- In today's refugee situation, connectivity is a lifeline that allows refugees to receive protection and assistance.
- Expanding local telecommunications infrastructure to key operational areas in coordination with the host government is a critical part of the refugee emergency response.
- While RETS' primary role is to provide Internet connectivity for protection and assistance activities, whenever possible, the Wi-Fi service is extended to refugees and asylum seekers, who are directed to UNHCR's Splash page with official information and resources.
- UNHCR and its partners rely on secure Internet access to communicate, coordinate, and respond quickly to evolving needs on the ground.

PARTNERSHIP



- RETS brings the best technical expertise and resources to where they are needed the most through collaboration with partners in the private and public sectors.
- Ericsson Response and Cisco Crisis Response provided expert capacity and donated telecommunications equipment worth more than USD 120,000, enabling Wi-Fi services at key locations.
- RETS partnered with local service providers to support the local economy and tap into their expertise.

CHALLENGES



- Despite developed local infrastructure, reliable Internet connectivity must be extended in operational areas to support scalable protection and assistance, and well-coordinated activities for refugees.
- Local and international partners, who provide refugee protection and assistance, do not always have their own technological solutions.

BEST PRACTICES



- Preparedness, including in technology, ensures the ability of UNHCR and partners to respond to a worst-case scenario of a sudden mass influx of refugees.
- UNHCR is well positioned to mobilize and coordinate IT resources and services in support of the host government's response, given its experience with refugee emergencies and expertise in technology.
- RETS' long-standing relationships with partners allow for quick deployment of services, equipment, and expert capacity.
- In an emergency, private sector partners can provide cutting-edge technology and expertise at short notice.
- Information management support is critical in constructing a comprehensive picture of emergency activities and reducing duplication of effort.
- IT requirements must be constantly monitored and adjusted as the number of incoming refugees and humanitarian organizations on the ground changes. This necessitates the ability to coordinate and manage information.

