



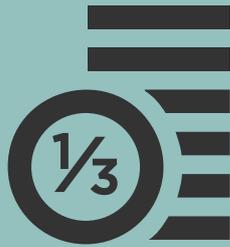
Refugees and connectivity

REFUGEES PRIZE CONNECTIVITY



75% of refugee households already have a phone

(Source: UNHCR Connecting Refugees 2016)



Refugees spend up to

One Third

of their income on connectivity often skipping essentials such as food and healthcare to pay for phone credit or charging facilities

(Source: UNHCR Connecting Refugees 2016)



The most significant function of a phone to refugees: **Connecting them to friends and family**

(Source: UNHCR Connecting Refugees 2016)

“Knowing where friends and family are and knowing that they are safe is of paramount importance to refugees”

93%



93% of refugees live in an area that is covered by at least a 2G network

(Source: UNHCR Connecting Refugees 2016)

There's growing evidence - from Uganda and Turkey, that: **Refugees can be higher level consumers of**



CONNECTIVITY SERVICES

than the local population

(Source: GSMA Mobile Money Services to the Displaced, 2014, see also Turkcell case study)



MOBILE MONEY

is increasingly important to refugees.

RESEARCH IN ONE CAMP IN UGANDA FOUND THAT OVER

48% OF RESIDENTS USED MOBILE MONEY

(source: GSMA Mobile Money Services to the Displaced, 2014)

Two of the top five questions asked by refugees on arrival at camps and registration centres in Europe are :

“Where is the Wi Fi?”

“Where do I get a SIM card?”

IT'S A CHALLENGE FOR SOME



Women, the elderly and the less educated are less likely to have access to phones and connectivity

SOURCES:

UNHCR Connecting Refugees paper, 2016 [Link](#)

GSMA Mobile Money for the Displaced, 2014 [Link](#)

The Five Questions Refugees Ask On Arriving In Europe. Newsweek, 2016. [Link](#)