



Refugee Emergency Telecommunications Sector

Internet, Phone, Radio - With these vital connections UNHCR, its partners and the wider humanitarian community can implement life-saving programmes, safeguard fundamental human rights and build better futures for people forced to flee their homes.

In situations where people have been forced to flee their homes, communities and countries, the **Refugee Emergency Telecommunications Sector (RETS)** provides vital communications to the humanitarian response community, supporting their life-saving work.

Information and Communications Technology (ICT) enables better and faster humanitarian assistance and protection – from emergency registration and biometric enrolment to commodity distribution and reporting – as well as supports safety and welfare of aid workers in the field.



Critical Connections

In emergencies, the Refugee Emergency Telecommunications Sector (RETS) provides:

- **Internet Connectivity**, ensuring humanitarians on the frontline can efficiently carry-out their life-saving work;
- **Security Communications** through VHF radio and satellite phones, providing an independent, reliable and safe means of communications;
- **Coordination** services and guidance, working closely with government, civil society, humanitarian organisations, commercial operators and private sector for an effective response.

5
operations

RETS is active in
Angola, Niger, Nigeria, Uganda and Zambia.

1.3 million+
refugees

Supporting the humanitarian community to meet the
needs of more than 1.3 million refugees across the 5
operations.

Collective Response for People Forced to Flee

Led by the Division of Information Systems and Telecommunications (DIST), RETS is the mechanism through which UNHCR coordinates the communications technology response in emergencies.

RETS is one of the sectors identified within the **Refugee Coordination Model** – UNHCR's framework for leading, coordinating and delivering refugee operations. The Refugee Coordination Model ensures refugees receive protection and assistance needed through the collective efforts of all humanitarian organisations involved.

With the declaration of a refugee emergency, UNHCR establishes refugee coordination structures as required by the operational context, and the needs and concerns of refugees and persons of concern.

Collaborate with RETS

Facing the worst refugee crisis in history, UNHCR seeks like-interested groups looking to collaborate with the Refugee Emergency Telecommunications Sector (RETS) to make a positive impact on the lives of people forced to flee.

Contact

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