REFUGEE EMERGENCY TELECOMMUNICATIONS SECTOR (RETS)

UGANDA

UNHCR
The UN Refugee Agency

RETS was activated

To provide critical **communications services for the humanitarian community** responding to the needs of South Sudanese forced to flee.

RETS is providing shared Wi-Fi internet

Under the leadership of the UN Refugee Agency (UNHCR), **RETS is providing shared Wi-Fi internet to the humanitarian community at:**
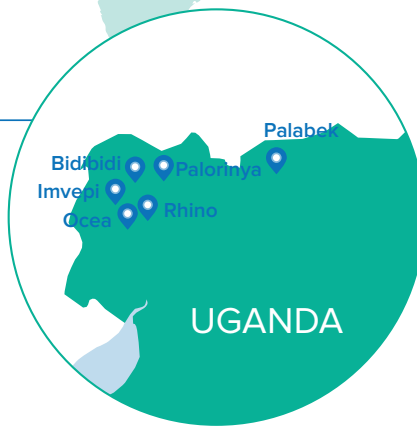
RETS internet connectivity at no cost

For all humanitarian organisations responding to the refugee situation.

November 2016
Northern Uganda

Until the end of 2017

CONTACT:
Uganda.RETS@unhcr.org

Bidibidi
Palorinya
Palabek
Imvepi
Ocea
Rhino

UGANDA

GET CONNECTED TO RETS WI-FI

SERVICES ARE AVAILABLE AT

! Use your official email address to request access.

REQUEST THE VOUCHER

Request an internet **access voucher** at your nearest UNHCR Office or contact Uganda.RETS@unhcr.org

DISTRICT	TOWN	LOCATION	
Yumbe	Bidibidi	Base Camp	
Moyo	Palorinya	Base Camp	ACCESSIBLE VIA VOUCHER
Arua	Imvepi	Base Camp	
	Rhino	Settlement	
	Ocea	Reception Centre	
Lamwo	Palabek	Base Camp	

UNHCR
The UN Refugee Agency

Refugee Emergency Telecoms Sector (RETS)
Wi-Fi Hotspot

HOW TO USE IT

INSERT THE VOUCHER CODE

I have a voucher

Voucher

USE IT!

Use Voucher

NEW USER?

If you are a new user, Click here to request voucher.

REQUEST VOUCHER

Terms of Use

☑ I accept the Terms of Use

ⓘ **To discuss internet connectivity options for 2018,** contact Uganda.RETS@unhcr.org

🛡 **The UN Department of Safety and Security (UNDSS) continues to monitor the Security Communications** radio network for humanitarians across Northern Uganda, operating 12 hours a day, 7 days a week.

REFUGEE EMERGENCY TELECOMMUNICATIONS SECTOR (RETS)

In emergencies RETS provides

Coordination services and guidance
Working closely with government, humanitarian organisations, commercial operators and private sector organisations for an effective response;

Security Communications
Through VHF radio and satellite phones, providing an independent, reliable and safe means of communications;

Internet Connectivity
Ensuring humanitarians on the frontline can efficiently carry-out their life-saving work;

User-Support for UNHCR
partner and humanitarian personnel.

In situations where people have been forced to flee, RETS provides

VITAL COMMUNICATIONS TO

- UNHCR
- UNHCR partners
- The extended humanitarian community

Within the framework of the Refugee Coordination Model

Owned and led by UNHCR, the Refugee Coordination Model is the basis for leading and coordinating refugee operations.

The RCM is applicable in all refugee situations and throughout the duration of a refugee response. Refugee response does not only include UNHCR's operations, but those of all actors involved in the operation.

USING RETS SERVICES

Provision of internet services through RETS by UNHCR is to facilitate the refugee emergency operation.

By accessing and using RETS Wi-Fi Internet services, you agree to:

Never use RETS connectivity in a way that would impede the work of humanitarians responding to the emergency;

Never use RETS connectivity for illegal or unlawful purposes, including, but not limited to, copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, gambling, and computer tampering (e.g. spreading malicious content);

Never use RETS connectivity to deliberately access pornographic or hate-crime websites; or to engage in activity which violates intellectual property laws (e.g. illegal software, music or video downloads) or violates international or national law;

Never use RETS connectivity for peer-to-peer file sharing utilities or websites;

Never use mechanisms to circumvent internet access control, security or auditing;

Never use RETS connectivity for commercial purposes, such as operating a personal business activity;

Avoid excessive web browsing, large uploads or downloads, use of social networking sites, media streaming sites (news, radio, video), and voice and video messaging during core operating hours.

We also ask you to:
Limit your personal use of the internet during core operating hours. Outside of core operating hours, users are able to access the internet for personal usage such as communication with family and friends, staying abreast of international developments and current affairs and independent learning.

These conditions are based on UNHCR IOM060/2009-FOM059/2009 UNHCR Internet Appropriate Use Policy

If - for your work - you need to send/ receive large files e.g. videos for media, contact the ICT Focal Point for further instructions.