NetHope, a consortium of nearly 60 leading global nonprofits, unites with technology companies and funding partners to design, fund, implement, adapt, and scale innovative approaches to solve development, humanitarian, and conservation challenges.

NetHope Field Operations (NHFO) leads the organizations Disaster Preparedness and Response activities and Connectivity and Infrastructure programs in support of its members. If required, NHFO also provides response capacity and NGO coordination to its partner the Emergency Telecommunications Cluster (ETC) to ensure the delivery of information and communications (ICT) services.

Through strong partnerships and collaboration, NetHope provides life-saving ICT to the wider humanitarian aid community, augmenting preparation and response capacity during emergencies.
**VENEZUELAN MIGRANT CRISIS**

**Reporting Period Jan-Mar 2020**

**HIGHLIGHTS**

- NetHope carried out assessment missions to determine the ICT and alternative energy needs to support existing member and inter-agency programs in response to the crisis.
- Information website/portal developed by NRC to share information of locations to access free Wi-Fi hotspots for migrants in transit to countries across South America.
- NetHope installed network connectivity to 74 sites for aid agencies across Colombia and Peru.

**Colombia: 71 Sites**
- 9 of which are UNHCR Espacios de Apoyo (Support Spaces)
- Partners Deployed:
  - Cisco TacOps
  - Facebook
  - Team Rubicon
  - MSB
- 212,376 unique clients
- 51.13 TB data transfer

**Peru: 3 Sites**
- 3 UNHCR Espacios de Apoyo (Support Spaces)
- Partner Deployed: Cisco TacOps
- 2,116 unique clients
- 2.17 TB data transfer

- Cisco TacOps led an assessment mission to over 20 camps revealing the need in the Boa Vista area along the Venezuelan border with Brazil for the provision of network infrastructure.

**PLANNED ACTIVITIES**

- NetHope, in collaboration with UNHCR, IOM, and its NGO member organizations, have identified over 100 additional sites along the migration route which require connectivity and power. The site installations will support UNHCR and other UN Agencies and members NRC and HIAS. NetHope member HIAS will support services to the network. NetHope will install the sites with the support of Cisco and MSB.
- Members Mercy Corps and partner UNHCR operating at the northern border have requested NetHope provide connectivity to support Cash-Based Transfer programs.
- Members operating in Mexico and Brazil have requested NetHope emergency telecommunications services.

**CHALLENGES**

- Provision of funding is slow
- Import regulations of ICT Equipment are delaying planned operations in Brazil and Mexico.

*NetHope Venezuelan Migrant Crisis program is supported by and in close collaboration with its partners The Patterson Foundation, Cisco, MSB, UNHCR, AirBnb, Ericsson Response, Microsoft, Facebook, and members Team Rubicon, Save the Children International, Mercy Corps, and NRC.*
The complex emergency stemming from an economic and political crisis in Venezuela has caused many Venezuelans to flee. Of the millions seeking safety and access to a better way of life, border countries such as Colombia, Brazil, Peru, and Ecuador are impacted with the responsibility to ensure that security, safety, and effective aid coordination is in place to protect itself as well as those in need. NHFO is providing emergency telecommunications services to support its members and other relief aid agencies with active programs in response to the crisis.

Since December 2018, NetHope has, through support from its partners and member organizations, been able to provide connectivity to over 150,000 migrants in over 100 sites in Colombia and Peru. NetHope partners Cisco, Facebook, Team Rubicon, and MSB supported with deployment of the services.

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