



TÉLÉCOMS  
SANS FRONTIÈRES  
Communications for life

# ANNUAL REPORT

2024



TSF's mission is to **protect people in crisis and humanitarian emergencies**, and enable them to **regain a perspective on their lives through innovative technological solutions, connectivity, communications and access to information**.



Yassira was affected by cyclone Chido in Mayotte. She was able to call her family during one of TSF's telephony operations.

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# A MESSAGE FROM OUR CO-FOUNDERS



**Jean-François Cazenave,**  
President of TSF



**Monique Lanne-Petit,**  
Director of TSF

## MEETING NEEDS IN CHANGING CONTEXTS

In 2024, conflicts, extreme climatic events and political and social instabilities had a major impact on populations, forcing them into exile, isolating them from their loved ones or destroying their living spaces and means of subsistence. This year, TSF supported more than 260,000 people affected by humanitarian crises, and 63 organizations responding to these crises, thanks to the work and commitment of our teams.

In Latin America and the Caribbean, the migration context places people in dangerous situations where misinformation increases the risks. We have shared essential information with thousands of displaced people. We have worked with regional players, notably the Red Cross, to strengthen community resilience to natural disasters through stable communication systems.

With the same aim, in Southeast Asia, we have developed alliances by sharing our expertise with regional emergency telecommunications teams, as part of their disaster response mechanism.

Across Europe, many people are displaced, facing very difficult conditions. We have provided connectivity to enable them to contact their loved ones. Many are fleeing crises in Africa and the Middle East, where conflict and climate change are having an impact on already fragile resources and infrastructure. We have supported digital inclusion in Madagascar and Syria, and provided emergency connectivity in Mayotte after Cyclone Chido.

“

**Collectively, we can mobilize and defend the values of TSF and its mission: to use technology responsibly to enable the most vulnerable communities to envision the future.**

#### **ADAPTING OUR APPROACH AND STRENGTHENING PARTNERSHIPS**

The multiplication of complex crises, including conflicts, population displacements, disasters, high levels of socio-economic fragility and vulnerability to the effects of climate change, reinforces our commitment to renew our humanitarian approach.

We are committed to strengthening localization, notably through the development of strategic alliances that enable more community-driven actions that contribute to their resilience.

While maintaining our ability to deploy rapidly, we have relied on collaboration with local, regional and international organizations to respond to sudden crises.

We have adapted to difficult and different situations, and will continue to do so in the future to ensure that we meet communication and information needs wherever they are.

In these uncertain times for humanitarian aid funding, TSF would like to thank its partners for their trust and loyal support.

In addition to guaranteeing our independence, they enable us to develop our projects and respond to the needs of affected populations. Collectively, we can mobilize and defend the values of TSF and its mission: to use technology responsibly to enable the most vulnerable communities to envision the future.

Jean-François  
CAZENAVE

Thierry  
Lamé Pelt

# Missions and key figures 2024

**263,887**

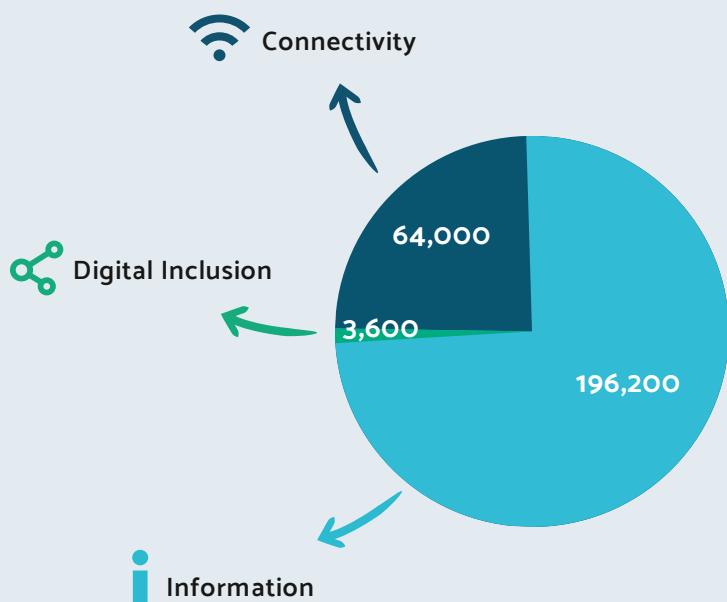
people supported

**62**

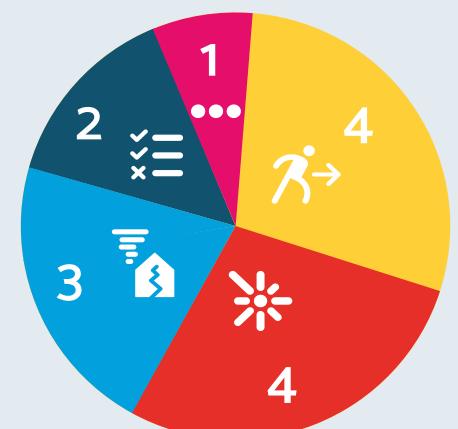
organizations helped

**14**

missions



**People supported**  
*in each program*

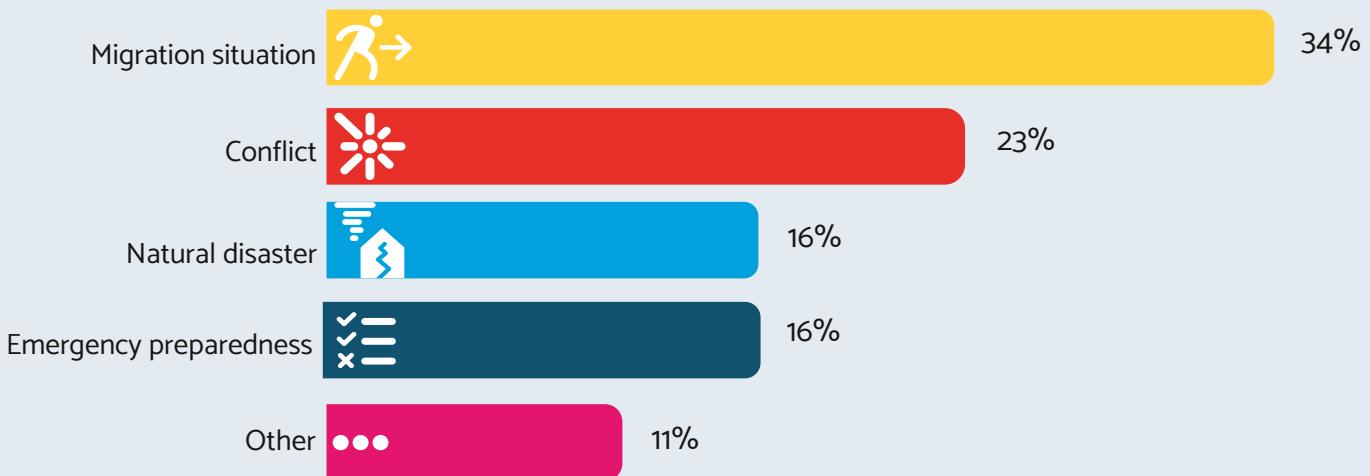


**Number of missions**  
*per context*



**15**  
countries

## Intervention context *as % of annual expenditure*



## REGION

# LATIN AMERICA & THE CARIBBEAN

In Latin America and the Caribbean, a combination of natural disasters and political instability has led to a crisis of mass displacement. Harsh weather conditions and natural disasters, including hurricanes, floods and earthquakes, force thousands of people to flee their homes every year.

At the same time, growing violence fueled by political turmoil and criminal networks exacerbates the situation, leading to further displacement. This combination of negative factors forces families to undertake perilous journeys to greater safety across the region and beyond.

In 2024, TSF's regional base in Guadalajara became involved in emergency response and preparedness with Hurricane Beryl and connectivity resilience-building projects. In particular, an agreement was signed with the Caribbean Disaster Emergency Management Agency.

The response to the migration crisis continued to develop, with numerous partner centers and various aspects of improving the information disseminated in these centers.

6 COUNTRIES

4 PROJECTS



- Access to information
- Connectivity
- Digital Inclusion

# Emergency response to Hurricane Beryl

## GRENADA

### NETWORKS CUT AFTER THE CYCLONE

On July 1, 2024, Hurricane Beryl caused extensive damage to the islands of St. Vincent and the Grenadines and Grenada, including transport, energy and communications infrastructure. Continuing the capacity-sharing project with the Caribbean Disaster and Emergency Management Agency (CDEMA), TSF coordinated with the regional response mechanism before the hurricane's arrival.

### RECONNECTING ISOLATED PEOPLE

TSF focused on the island of Carriacou in northeastern Grenada, where communications were completely cut off by the hurricane. The team provided satellite Internet connectivity during the emergency phase in 4 locations identified with community leaders, so that residents could contact their loved ones on the main island or abroad, and ease their anxiety.



**300**

people reconnected



**4**

connectivity operations

Missions supported by:



**Internet Society  
Foundation**



“

I hadn't been able to contact my family since the hurricane. I called my sister in Florida. She was very relieved that I was alive, and she's going to buy me phone credit remotely.

Cliff, Carriacou resident



## JAMAICA

### SUPPORTING THE HUMANITARIAN RESPONSE

TSF also provided emergency telecommunications support to the United Nations assessment teams in Jamaica. The assessments identified a large isolated area in Treasure Beach.

In coordination with the NGO World Central Kitchen, TSF set up satellite connectivity for humanitarian organizations working in the area. After a week's service in Treasure Beach, the connectivity was transferred to the Jamaican Red Cross at an emergency shelter in Rocky Point, in preparation for the next emergency.



**200**  
people  
reconnected

## GOING FURTHER

To better meet the needs of communities affected by natural disasters, as part of the **“Disaster Link”** project supported by the Internet Society Foundation, TSF is supporting national players by offering its expertise in emergency telecommunications to community centers and national Red Cross organizations.

These centers, identified by local communities, have sufficient capacity to provide this connectivity

### MEXICO, COSTA RICA, JAMAICA

to victims of natural disasters, but also to migrants, doubly affected.

By enabling access to information and communication, connectivity is essential for improving resilience, safety and inclusion in disaster contexts.

# Empowering people on the move with Information Diffusion

MEXICO, GUATEMALA,  
COLOMBIA

## RESTRICTIONS AND CHANGING CONTEXTS

In 2024, the migration situation in Latin America was marked by restrictions and changes in migration policies, creating new difficulties for people fleeing violence and crises in their countries on an already extremely dangerous route. Some policies slow down and limit asylum application processes and create a climate of fear and vulnerability among migrants, pushing them towards more dangerous routes, often resulting in abuse and death.

## INFORMATION TO MAKE INFORMED DECISIONS

As migrants seek to find their bearings, they risk coming across erroneous or misleading information that can put them at risk. TSF centralizes information from various partners, and distributes it in attention centers for migrants and refugees.



**187,000**

migrants and refugees received  
humanitarian information



**80%**

declared feeling psychological  
relief after accessing the  
information



# 56%

took an important decision thanks to the information

## ADAPTING TO THE NEEDS OF DISPLACED PERSONS

The information we share comes from reliable sources, is regularly updated, adapted to the needs of migrants, and takes into account the experiences of minorities.

## MOST USEFUL INFORMATION FOR MIGRANTS



Regularization, asylum procedure



News



Map and reception centers on the migratory route



Health



“

*"The information had a big impact on me, as there were things I didn't know and it influenced the decisions I made when I arrived at the shelter. They clarified a lot of concerns I had and it helped me apply for refugee status."*

- A young woman from Guatemala

## GOING FURTHER

MEXICO

Internet access is essential for migrants, yet they are also particularly exposed to online risks due to their situation and lack of resources and awareness on the subject.

The “**Digital Safety**” project aims to reduce migrant communities’ difficulties in accessing and using online services in shelters, as well as their exposure to the psychological and physical dangers associated with the Internet.

In 2024, the evaluation carried out by TSF identified the priority themes for protecting migrants from online risks: harmonizing and securing Internet access, and training and raising awareness among people in contact with migrants in reception centers, as well as the migrants themselves.



TELECOMS  
SANS  
FRONTIERES



When people search for information, they risk coming across misleading information that can put them in danger.

## REGION

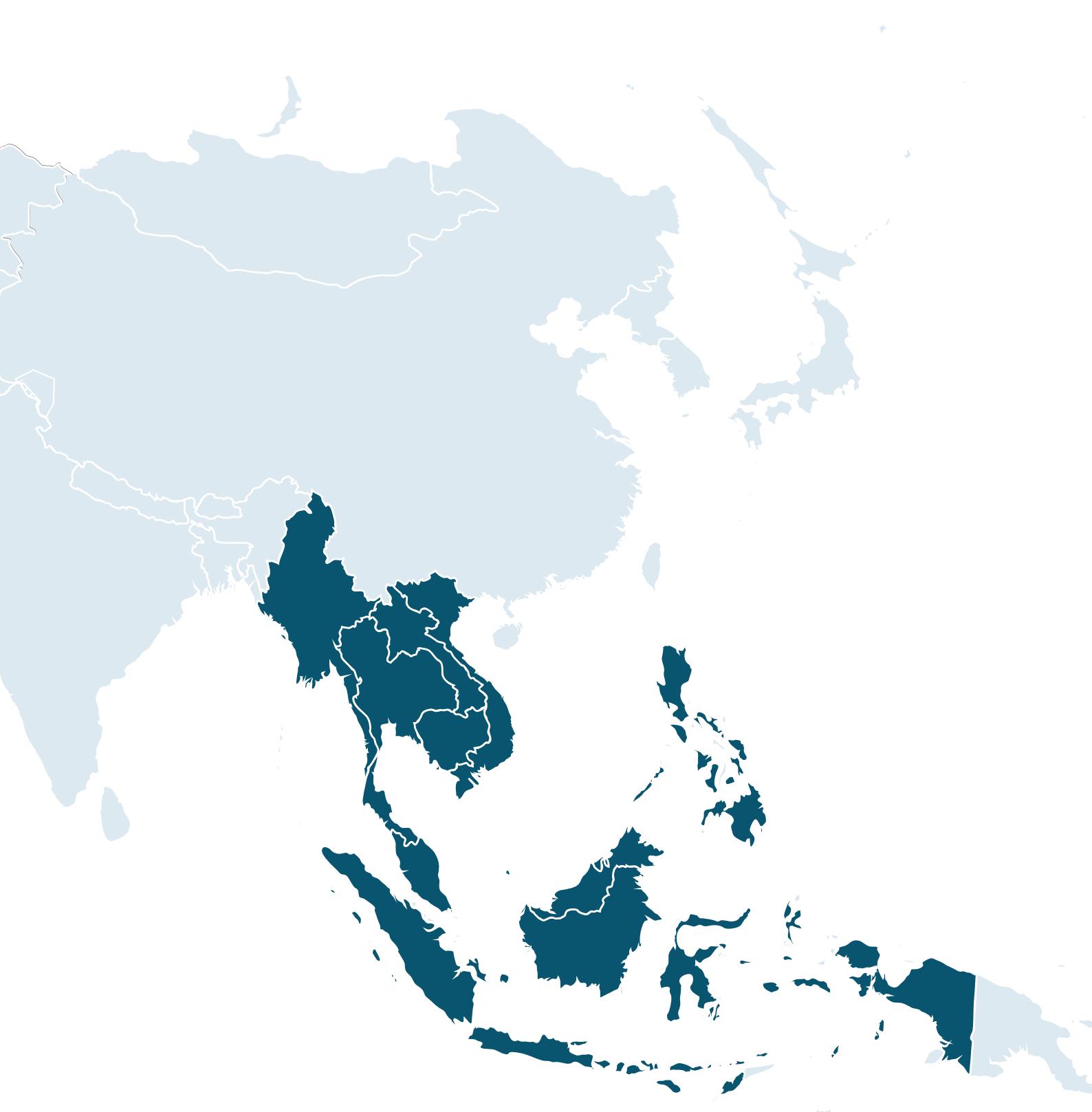
# ASIA AND THE PACIFIC

Asia and the Pacific encompass several regions, each with its own particular context and needs. In the last decade, countries affected by natural disasters in Southeast Asia have significantly improved their disaster response capabilities, particularly in the emergency telecommunications sector, thanks in part to TSF's capacity building projects.

TSF continues to support these response mechanisms through strategic alliances such as the one with the AHA Center at ASEAN level. In 2024, TSF continued this involvement in long-term preparedness, while maintaining an immediate response capability if necessary. Within this framework, TSF stands ready to support vulnerable populations before, during and after disasters.

2 COUNTRIES

1 PROJECT



- Access to information
- Connectivity
- Digital Inclusion

# Regional resilience in emergency communications

## ASEAN

### SUPPORTING REGIONAL RESILIENCE

The Southeast Asian region is particularly prone to natural disasters. Since 2021, TSF has been involved in disaster response mechanisms in Southeast Asia and the Caribbean, notably through a multi-year regional emergency telecoms capacity-building project. In 2024, TSF provided two training sessions in Jakarta, Indonesia, and Brunei for assessment and emergency response teams from the ASEAN Coordination Center for Humanitarian Aid on disaster management.

### TRAINING IMMEDIATE RESPONSE TEAMS IN EMERGENCY TELECOMS

These sessions enabled teams to review and resolve technical aspects relating to the equipment provided, to ensure that the available capacity is ready to go.



15

immediate response team members trained in emergency telecoms in 2024

### INTEGRATING INTO REGIONAL RESPONSE MECHANISMS

The follow-up and various stages of the project since 2021 have also strengthened the links between TSF and regional response mechanisms, fully integrating telecoms into emergency responses at a regional level and supporting a more rapid and effective response to improve the quality of aid delivered to affected communities.

“

*“I think this training will be very useful for me in the field, especially for setting up the emergency telecommunications needed by emergency operations centers or people on site in the event of a disaster. It will help me do my job better.”*

- National Logistics Manager - AHA Centre

Project supported by:





REGION

# EUROPE

Europe is facing two major humanitarian crises: the conflict in Ukraine and a major migratory situation.

The conflict in Ukraine has been going on for almost three years, and shows no sign of abating. Clashes and shelling are creating a context of generalized insecurity, leading to major internal displacements.

The European migration crisis is marked by an influx of refugees and migrants fleeing conflict, poverty and persecution in their home countries.

During their journey, these people face precarious living conditions, with limited access to basic services, particularly in terms of

communication, information and psychosocial support. The situation is exacerbated by strict border controls, fluctuating migration policies, and inadequate integration policies for displaced populations.

Over the course of 2024, TSF consolidated its activities in these two areas to best meet the connectivity needs of people affected by these crises.

3 COUNTRIES

4 PROJECTS



# Connecting people displaced by conflict in Ukraine

UKRAINE

POLAND

## ISOLATED IN SHELTERS

Since 2022, the war in Ukraine has forced millions of civilians, mainly women, children and the elderly, to flee their homes, some finding refuge in collective shelters. They have often been separated from their loved ones, lost access to work or education; connectivity is important to meet these needs, but many centers do not have access to it.

## CONNECTING DISPLACED PERSONS

Since October 2022, TSF has built partnerships with temporary reception centers to provide free connectivity to internally displaced persons (IDPs) living in these centers. Internet access helps manage stress and isolation through access to information, communication with loved ones, education and other necessary services.



**+8,200**

people connected in 22  
centers



**39%**

of under-18s use Wi-Fi to  
attend **online courses**, and  
100% use it for pedagogical  
purposes.

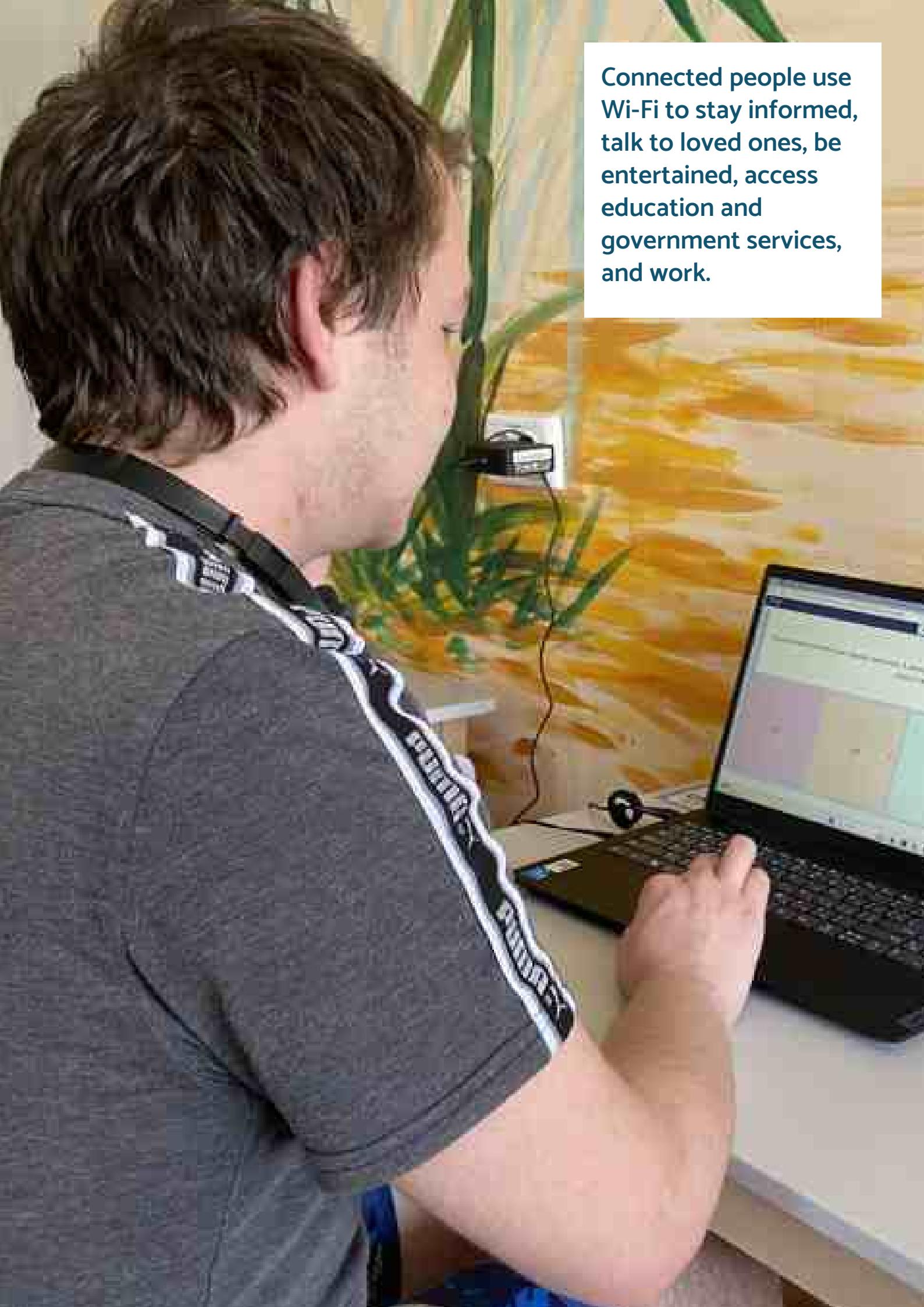


“

The Internet, especially in times of war, gives people hope. Today, we have access to Wi-Fi, and my granddaughter's education has improved a lot. She has lessons and communicates with a teacher.

Lyubov Pavlona

Lyubov, a 72-year-old Ukrainian woman, fled her village to escape the war. The center where she and her family took refuge is in a forest, with little network. The TSF connection has enabled her granddaughter to continue her schooling online.



Connected people use Wi-Fi to stay informed, talk to loved ones, be entertained, access education and government services, and work.

# Connectivity in a center for displaced persons

## BOSNIA

### A LONG AND DANGEROUS JOURNEY

The crises have intensified in recent years, forcing many people to flee their countries in search of safety. The journey is long and dangerous: by the time they arrive at the Lipa center in Bosnia, most have been on the road for over a year, in extremely difficult conditions. Less than 50% of the migrants stayed in the Lipa camp for more than 6 days (source: IOM / TSF). Often, they have not been able to contact their loved ones for several weeks or even months.

### ESSENTIAL EMOTIONAL SUPPORT

On arrival at the Lipa camp in Bosnia, migrants feel stressed and isolated from their loved ones and the rest of the world. The free Wi-Fi connection enables them to reconnect with loved ones, providing essential psychological and emotional support. It also provides access to important information for making informed decisions.



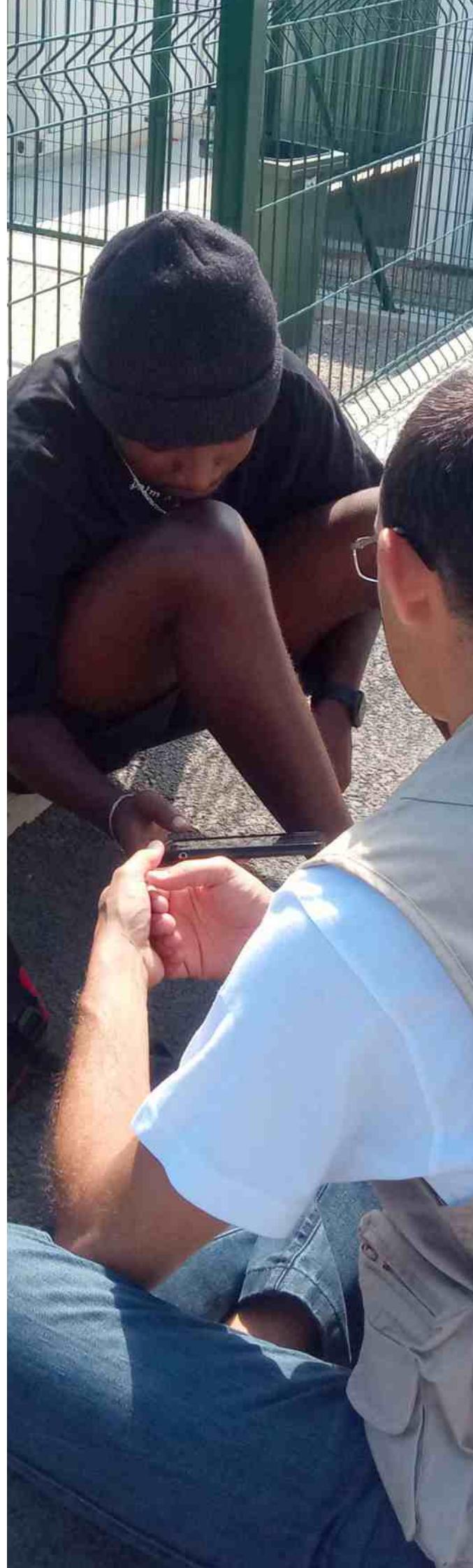
**+11 600**

people connected in 2024



**45%**

of all migrants arriving in Bosnia in 2024 have been connected by TSF



# Secure notifications for survivors at sea

## MEDITERRANEAN

### NO WAY TO INFORM LOVED ONES THAT THEY HAVE SURVIVED

To escape difficult living conditions, and after a dangerous journey, many people try to cross the Mediterranean to reach Europe. Every year, many drown in makeshift boats. Search and rescue (SAR) NGOs identify boats in distress and rescue people in immediate danger. One of the first needs expressed by survivors is to inform their families that they are alive, but the mobile network is not available on the high seas and it takes days to reach port.

### RELIEVING SURVIVORS

In partnership with SAR NGOs, TSF has created a humanitarian notification system that enables rescued people to safely inform their families that they are alive, thanks to a predefined message. Being able to reassure their families is an essential relief for those rescued, enabling them to be available for other basic needs, such as medical or psychological care.



## 2400

survivors were able to send a message to their family in 2024



“

What concerns you most is the desire to reach your family to tell them you're finally in good hands. You can send them a message to let them know you're on the boat and doing well.

A person rescued by the NGO Sea-Eye, who was able to send a message thanks to TSF's solution.



Since the project began, more than 4,200 people have been able to tell their families "I'm alive" from a rescue boat on the Mediterranean Sea.

## FRANÇAIS - FRENCH

Ceci est un message de Sea-Eye, organisation humanitaire européenne. Nous vous informons que #name a été sauvé en mer Méditerranée et se trouve maintenant en sûreté à bord de notre navire de sauvetage. Il faudra probablement plusieurs jours avant que notre bateau rejoigne un endroit sûr. Ceci est une notification de sauvetage automatique, merci de ne pas répondre, vous ne recevez pas de réponse.

## ENGLISH

This is a message from Sea-Eye, European humanitarian organisation. We would like to inform you that #name has been rescued in the Mediterranean sea and is now safe on board of our rescue ship. It may take several days before our ship reaches a safe place. This is an automatic rescue notification, please do not respond, you will not receive an answer.

اردو -

Sea-Eye نے ایک بوری انسانی تنظیم کی طرف سے پیغام بھاگ دینا حاصل کیا۔ اسے اپنے ایک بوری انسانی تنظیم کی طرف سے پیغام بھاگ دینا حاصل کیا۔

Credit: Anna Dütsch, Sea-Eye

“

**“Not being able to inform their loved ones that they have survived the journey and are safe is a major stress factor for survivors before they reach a place of safety.”**

- SAR staff member

## A SECURE SOLUTION

SAR teams use the TSF notification system and guide survivors when sending the message: they choose their language, enter the number they want to reach, their first name, and send the predefined message to their family.

For reasons of security and confidentiality, the message cannot be modified, it cannot be replied to, and no personal information is recorded.



48

different countries were the recipients of the notifications



93%

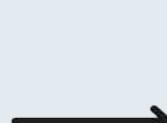
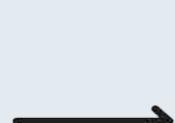
success rate in sending the message per beneficiary

## HOW DOES IT WORK?

The information is entered on the tablet by the survivors, accompanied by the SAR team. Each survivor receives a unique number to identify their message anonymously.

The information is encrypted and transmitted to a TSF server, which constructs the predefined message and sends it to the recipient. The server retrieves message status, and associates it with the message sent.

The status of the message is transmitted to the partner NGO, which communicates it to the survivors to confirm that their loved ones have been notified. If the message does not go through, a new attempt is made.



## REGION

# AFRICA & MIDDLE-EAST

Humanitarian needs in Africa and the Middle East are exponential. Numerous conflicts and political instabilities have resulted in millions of people being severely affected or displaced, straining already fragile resources and infrastructures. These regions are also exposed to climate change, with periods of drought exacerbated by a succession of weak rainy seasons.

In 2024, TSF sought to be part of the response to these crises. In Lebanon, a team was deployed to carry out an exploratory mission; in Chad, TSF offered connectivity support for some of the organizations responding to the crisis in Sudan. However, within these crises,

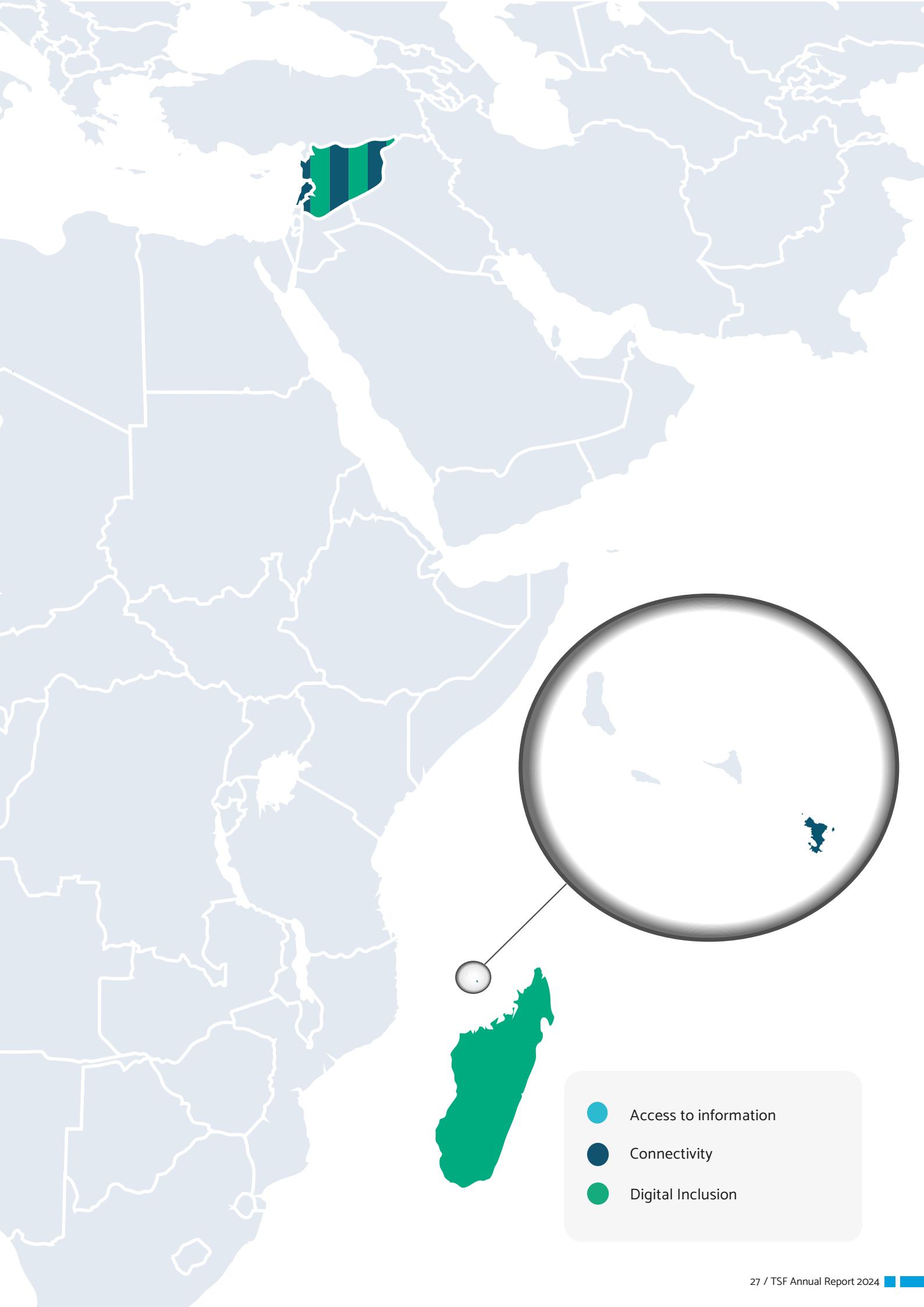
communications are often voluntarily cut off or structurally repressed, which has limited the activities envisaged in 2024.

Conversely, the alliances built up over many years in Syria have enabled us to continue supporting vulnerable people exhausted by over 13 years of civil war.

Finally, TSF strengthened the coherence of its presence in Madagascar with digital inclusion and emergency preparedness at the very end of the year, around the response to cyclone Chido in Mayotte.

**4 COUNTRIES**

**5 PROJECTS**



# Emergency response to Cyclone Chido

## MAYOTTE

### A DEVASTATING CYCLONE

Cyclone Chido crossed the island of Mayotte with devastating winds reaching speeds of over 200 km/h. The impact of the cyclone was catastrophic, particularly for the thousands of people living in precarious housing, causing the death of 39 people and injuring more than 5,000. The French department was hard hit. Many homes and infrastructures were destroyed, and power and communications networks damaged, preventing survivors from contacting their loved ones. Around 80% of cell phone sites were disconnected. The northeast and west were particularly hard hit by the cyclone.

### HEARING THE VOICES OF LOVED ONES

TSF intervened mainly in these areas to provide emergency communications to affected populations and aid organizations active on the ground. In collaboration with the people affected and organizations based on the island, TSF identified several disconnected localities, and organized itinerant connectivity operations across the island.



**3022**

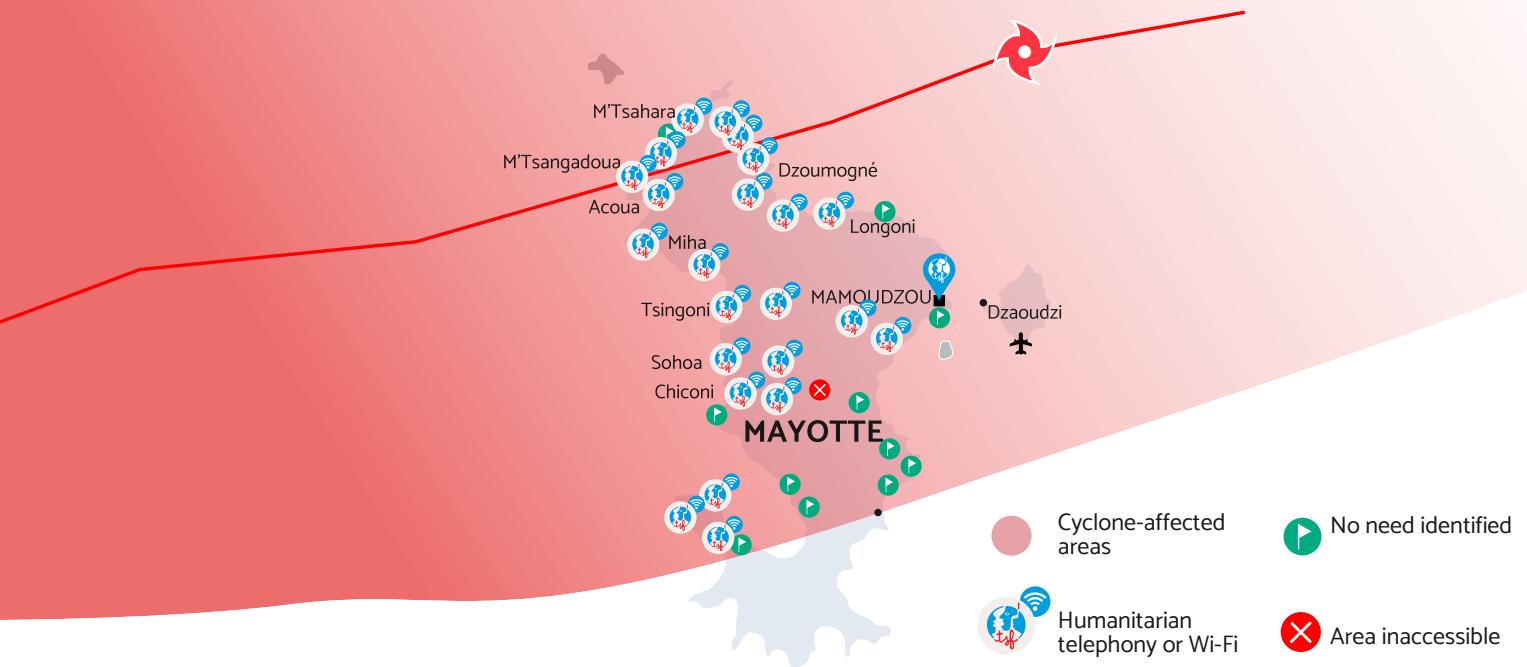
families reconnected



“

**It really helps us to contact the family after the cyclone. It's a real relief. It's the first time.**

A survivor in Chichoni



*"In the Comoros, it's difficult because they don't know if we're alive or injured... We live in Ouangani, and there's no network there. When I called my sister, she cried. She was so happy! It was moving."*

- A survivor from Ouangani

#### COLLABORATING TO MEET NEEDS

The response to a cyclone of this magnitude mobilizes many players from different sectors, from the Departmental Council for logistics to Mahoran associations to identify suitable locations for operations, and support their response with access to connectivity. By joining the medical and social actions carried out by NGOs in priority neighborhoods, TSF was also able to reach communities in situations of heightened vulnerability and precariousness.



**97%**

of municipalities affected by the cyclone were covered by TSF



**31**

mobile operations in 22 localities



**291**

beneficiaries of priority international calls

Mission supported by:

**NOVASPACE**

**fondation**  
**free**

**Mgéfi**  
groupe matmut

**RÉGION**  
**Nouvelle-Aquitaine**



**Around 80% of mobile network sites were disconnected by Cyclone Chido.**



# Digital inclusion in Madagascar

## MADAGASCAR

### SUPPORTING SUSTAINABLE DEVELOPMENT THROUGH TECHNOLOGY

In Madagascar's rural Itasy region, the capital Miarinarivo is home to a large number of administrative and educational bodies, fostering sustainable development. Connectivity is an essential tool for achieving this development, from exchanges between administrative bodies to research for students. However, access to the Internet is limited, and people face many obstacles, not least those of cost, equipment and digital training.

### AFFORDABLE ACCESS TO CONNECTIVITY TO ENCOURAGE DIGITAL INCLUSION

To meet these connectivity needs, TSF offers affordable access to a cyber café and technology workshops. Working closely with local players, this initiative aims to contribute to the region's development through digital technology and connectivity. In 2024, the majority of the center's users were students; for many, this affordable connectivity is a concrete and important support for their education and career orientation.



**3,400**  
beneficiaries



“

I was able to handle a computer for the first time thanks to the cyber center. The center has helped me enormously, especially with the development and writing of my dissertation. At home, I often have difficulties due to the poor quality of the Internet network and my lack of digital skills. Thanks to the cyber center, I've been able to benefit from support and update my digital tools.

Adeline, cyber center user

Adeline is 25 years old, and in her 3rd year of paramedical studies. She discovered the center in 2024.



## DIGITAL USES AND NEEDS IN MIARINARIVO

According to an evaluation carried out by TSF in Miarinarivo, **digital technology has transformed usage** in certain areas. Internet and social networks are among the main means of information, along with TV and radio. **However, 58% of participants do not have access to the Internet on a daily basis**, and a similar proportion access it only via shared connections: at the cyber, at work, at school or with acquaintances.

**The main obstacles** identified concern:

- the **cost** of equipment and subscriptions
- the **fear** of damaging equipment

- **security**: scams, theft of personal data
- **the language barrier**: few sites in Malagasy
- **fear of losing social ties** and Malagasy culture
- **physical or mental health risks**

Finally, certain groups have **particularly restricted access to digital technology**, notably women victims of gender-based violence or job-seekers.

These results enable the TSF team to direct the **IT Cup center's activities towards the most digitally excluded audiences or groups**, and to adapt these activities to the needs of the community.

# Digital support for women victims of the earthquake

## SYRIA

### A CRITICAL HUMANITARIAN CRISIS

Almost 13 years after the start of the civil war, the humanitarian situation in Syria remains extremely critical, causing the world's largest displacement crisis, with over 12 million people displaced in the region. Women and children make up more than two-thirds of the forcibly displaced population, with a significant proportion living in camps. This crisis was exacerbated by the earthquakes of 2023, causing further displacement, increased levels of malnutrition, and limited access to healthcare and education, particularly for communities in northern Syria.

### DIGITAL ACCESS DIFFICULTIES FOR WOMEN

In the north-western camps for displaced people around Afrin and Idlib, the Syrian organization Zoom In found that women in highly vulnerable situations faced not only obstacles to accessing the Internet, but also risks associated with its use – including digital illiteracy and a lack of the skills needed to use the Internet safely.



“

**It's the first time I've attended this type of training and it's been a great help, especially as I didn't really know how to protect my device and my private information. I also learned about electronic blackmail; my friends told me about many cases, some of which even led to suicide. Thanks to this training, we've learned how to react when someone threatens or tries to intimidate us.**

Zakia Rashilo, participant



**200**

women supported



“

*“After the wars and things we go through, we're very exposed to online blackmail. We've learned a lot and we'll try to raise awareness around us about this.”*

- Media Haydar Ali, training participant

## EMPOWERING WOMEN THROUGH INTERNET AND DIGITAL SECURITY

TSF and Zoom In have created a project to raise awareness of online security among women in Afrin and Idlib, so that they can use the Internet safely and effectively, contributing to the resilience of Syrian communities. 200 women were trained in safe Internet use to protect them from online blackmail and exploitation, and gained a better understanding of the Internet, its use, its benefits, and the importance of digital security.



Training in safe Internet use



Protection against online blackmail



Digital security training

## CONNECTIVITY FOR MEDICAL CENTERS

SYRIA

After 10 years of partnership on the connectivity of medical centers in northwest Syria, TSF and the Union of Organizations for Medical Care and Relief (UOSSM) have ended their collaboration on this activity. Additional support had been provided following the earthquake in February 2023. Today, the available networks are sufficiently reliable to ensure all communications for partner medical centers.

Given the humanitarian situation in the Middle East, TSF is considering further collaborations with UOSSM and other NGOs. To this end, an exploratory mission was carried out in Lebanon in November 2024, to identify the priority needs for which TSF could provide specific expertise.



# OUR SUPPORTERS

## ITW Charity Run

The ITW Charity Run, sponsored by our partner PCCW Global, shows just how much the telecoms industry is sensitive to TSF's message. A complementary fundraising campaign organized by our Ambassadors and our partner techoraco raised even more funds to extend our actions.

## Capacity Europe

Capacity Europe 2024, organized by techoraco, enabled TSF to discuss with several partners the changing humanitarian context and the challenges for the future.

The support of our partners in 2024 enabled TSF to provide assistance in communication, access to information and digital inclusion, to more than 260,000 people in situations of conflict, natural disaster or migratory crisis.

**Thank you!**

## Eutelsat Group Family Day

Our partner Eutelsat Group invited TSF to present to employees and their families its humanitarian missions and how satellite communications contribute to them.

## Our Ambassadors

Our Ambassadors spread TSF's message in the telecoms sector. Thank you for your commitment to TSF and the people we help!







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