

Free our Voices!

**The value of partnerships.
Together we can ensure no
child is left unheard.**



This document is the equivalent of the “Frequently Asked Questions” section on a website; it’s about the partnerships achieved through the Free Our Voices campaign. This document contains talking points and specific examples on how child helplines can work together with telecom operators, ICT companies, government bodies and other partners. You can use these texts in emails, on your website or on social media. The information contained in this document is up to date as of June 1st, 2017.

Get started by browsing through the list of subjects below.

You can click on the subject for which you would like sample texts and talking points.

This document also includes a list of quotes about the value of partnerships and two listicles. For images to complement the social media posts and higher resolution versions of the images you see here, please go to the [Images and Videos](#) section of the toolkit.

- Why do child helplines need support from telecom operators and the ICT sector?
- What partnerships resulted from the Free Our Voices campaign?
- 10 Key Opportunities for Telecom Operators, the ICT Sector and Government Bodies to Support Child Helplines
- 9 Ways Child Helplines and their Partners are Making Sure that Children’s Voices are Heard
- Telecom Operators and ICT Stakeholders talk about the Value of their Partnerships with Child Helplines
- 18 Engaging Messages you can Share on Facebook and Twitter



Why do child helplines need support from telecom operators and the ICT sector?

Child helplines are support services run specifically for children. They can be operated by both civil society organisations and government bodies. Unfortunately, the work of child helplines can be severely impaired by a lack of resources, translating into limited working hours, a shortage in counsellors, limited training or a lack of the necessary technological tools to prioritise the contacts they receive. The consequence? Millions of children's voices go unheard every year.

Government bodies, telecom operators and the ICT sector can help to address these limitations. They can be powerful allies in improving access to the child helplines by providing toll-free access and infrastructure and technical support. Sometimes, telecom operators have supported training of counsellors, particularly in the area of use of technology in child online protection.

There are many good examples of cooperation between child helplines and telecoms operators and the ICT sector. The types of collaboration between child helplines and telecom operators can vary greatly among countries, as illustrated by these comments made by representatives of child helplines in Costa Rica, Nicaragua and Palestine:



"It is crucial that telecom operators continue to support us by raising awareness of the services we provide. We need support in terms of communications services, which should be more efficient than what we have at the moment."

Tatiana Mejía,
Línea 1447 PANI Costa Rica
September 2015



"As Nicaragua is a country with limited resources, it would be good if the operators strengthened the child helpline by increasing its technological capacity. Telecom operators can also make a difference by helping us reach children living in rural areas."

Katia Jaentschke Acevedo,
Línea 133, Nicaragua
September 2015



"After we developed technologically, now we have 30 lines, 12 stations and we document approximately 2000 calls a month. [...] I think the most important thing is to have enough people to answer the calls, because we have many more calls but we don't have enough people to answer."

Jalal Khader,
SAWA, Palestine
May 2016



Which partnerships resulted from the Free Our Voices campaign?

The Free Our Voices campaign set out to foster new and deeper partnerships between child helplines and telecom operators, government entities and the ICT sector. Internationally we partnered with key global actors such as the GSMA (an industry association representing the interests of nearly 800 mobile operators and 300 companies from the broader mobile ecosystem worldwide), Facebook and Google and strengthened our existing partnership with the International Telecommunications Union (ITU). These partnerships also translated into a large number of collaborations at a national level in telecom operators' different markets. Currently,

- Zain Group supports the child helplines in Jordan, Kuwait, Saudi Arabia and Sudan.
- Millicom/Tigo is working to protect children online and strengthen child helplines through their offices in Latin American and African countries including Costa Rica, Nicaragua, Tanzania and the Democratic Republic of Congo.
- Telenor Group supports the work of child helplines across its markets including Malaysia, India, Romania, Pakistan, Bangladesh, and others.



Richard A. Ombono,
Programme Manager for
Arica, Child Helpline
International, presenting the
development of our joint
work with Facebook,
implemented in Africa in
2016.

Photo taken during the
Google/Facebook EMEA
Child Safety Summit in
Dublin, April 2017.

Do you want to know more about the initiatives that telecom operators and the ICT sector undertook to support the child helplines? Take a look [at the nine ways child helplines and their partners are working together to make a difference.](#)



10 KEY OPPORTUNITIES for telecom operators, the ICT sector and government bodies to support child helplines

From increasing the accessibility of a child helpline to improving the quality of its services through training and knowledge transfer, partnerships can benefit nearly every aspect of a child helpline's work. Here are some of the key issues on which they can collaborate with telecom operators, ICT companies and government bodies:

#1 Waiving all costs for incoming calls

The costs of incoming calls can be a large part of the operational costs for child helplines. Telecom operators can waive these costs for child helplines, and support the creation and strengthening of national toll-free child helplines. Governments can help by assigning (by regulation) toll-free numbers.

#2 Trainings for child helpline staff



One of the outcomes of the multi-stakeholder workshop we co-hosted with the GSMA in London, May 2016, was the development of guidelines for child helpline counsellors on how to deal with the contacts related to child online protection. London, May 2016

Telecom operators and ICT companies can help strengthen child helplines by training staff and counsellors on subjects that fall within their practical expertise, such as mechanisms for quality control or child online protection. They can also provide in kind support in areas such as public relations and broader management issues as well as providing facilities, for example by making their own meeting rooms available for these trainings.

#3 Developing and maintaining Infrastructure for the child helplines

Telecom operators can support child helplines in maintaining or improving their infrastructure in different ways, from providing technical support to upgrading call centres and telephone systems. Support can also take other forms, such as providing Wi-Fi for the child helpline's offices.



#4 Developing and implementing new ways for children and young people to reach child helplines

8% of children went **online** to connect with child helplines in Europe.



90%



Child Helpline International

While telephone was the most used way of contact to child helplines in Europe, many children felt more comfortable using online chat services. Telecom operators and ICT companies can be ideal partners to create, maintain and improve these new forms of contact.

Source: [Voices of Children and Young People Europe 2015](#).
Child Helpline International

With children and young people increasingly leading digital lives, mobile applications can be a familiar and intuitive way for them to reach out for support and protection. But developing an application can be incredibly resource-intensive, time-consuming and requires a great deal of expertise. ICT partners and telecom operators can therefore be great allies in designing, developing and rolling out a mobile application.

#5 Directing incoming calls to the right place

In many countries, child helplines will require that calls are routed to specific locations so that the call is answered in the same region from which it originated. One of the reasons for this practice is to ensure that a child's call will be responded to by someone who speaks her language or dialect. It is also important to ensure that the child helplines can connect with local child protection services if necessary. Telecom operators can help route the calls to different call centres based on time of day and location. These same concerns of redirection and language can apply when children are traveling across national borders.

#6 Ensuring confidentiality for children

When children reach out to a child helpline, they are counting on the fact that their call will remain confidential. Telecom operators can ensure that the call to the child helpline is not listed on the phone bill.



#7 Raising awareness of national child helpline numbers

Telecom operators can use their marketing channels to raise the profile of the national child helpline and its phone number in creative ways. Beyond including the child helpline in brand communications and marketing, they can also embed the number of the child helpline in SIM cards or send SMS messages to customers informing them about the child helplines and how to contact them.

#8 Working towards achieving the operation of regionally harmonised numbers dedicated to child helplines

If children have the opportunity to call a regionally harmonised telephone number from wherever they are, more children will get the support they need. This number should be easy-to-remember, accessible from all phones and free of charge. That is why we support the adoption of regionally harmonised numbers for child helplines: 116 in Africa, 116 111 in Europe and 1098 in Asia Pacific. However, not all countries in these regions have adopted the numbers and not all regions have a harmonised number. Both governments and telecom operators can be key partners in the creation, adoption and promotion of these numbers.

#9 Collaborating for a safer Internet for children



Still from a [video](#) by Telenor's Malaysian counterpart Digi. Digi is collaborating with Childline Malaysia and a number of other partners to raise awareness and protect children online through Digi CyberSAFE.

From cyberbullying to grooming, there is a myriad of troubling issues that children and young people may encounter in their digital lives, prompting them to reach out to child helplines for support and guidance. Telecom operators and ICT companies can help child helplines to address these issues by providing information and training on how to answer the incoming questions. With their multinational presence, they can also be key allies in creating global networks that protect children online.



#10 Participating in global coalitions to make children's voices heard



United Nations Sustainable Development Goal 16.2: "End abuse, exploitation, trafficking and all forms of violence against and torture of children."

Via sustainabledevelopment.un.org

Protecting children and safeguarding their right to be heard requires a huge amount of international cooperation. With the help of partners, child helplines can take part in global coalitions and networks working towards these goals, and exchange their knowledge and experiences with other members.



9 WAYS Child helplines and their partners are making sure that children's voices are heard

During the Free Our Voices campaign, child helplines and their national and international partners found new ways to work together. Here is a brief selection from the many inspiring examples:

#1 Setting up a new child helpline in Mongolia

Cooperation between telecom operators, civil society and government bodies can be crucial to the very creation of child helplines. In 2014, Mobicom Corporation, World Vision Mongolia, The Communications Regulatory Commission of Mongolia, and The National Agency for Children partnered together to establish the toll-free Child Helpline 108. The child helpline is available 24/7 from any phone anywhere in the country free of charge, providing emergency assistance and counselling to children, youth, teachers and parents.

#2 Waiving all costs for the Democratic Republic of Congo's child helpline Tukinge Watoto

The Tukinge Watoto Helpline in the Democratic Republic of Congo is operating a toll-free number as a result of the Free Our Voices campaign. In the first year of the campaign, the child helpline signed an agreement with Tigo, Vodacom and Orange to waive the calling costs and provide further financial support. In the second year, Tukinge Watoto and Child Helpline International successfully advocated for the waiving of incoming call costs to the fourth telecom operator in the DRC market, Airtel.



In the Democratic Republic of Congo children in need can reach out to counsellors and social workers on Tukinge Watoto Helpline. By waiving all calling costs, the telecom operators allow this child helpline to redirect its limited resources to improving its services.

Photo: [War Child UK](#)



#3 Working together across various markets

With GSMA members such as Vodafone, Zain, Telenor, Deutsche Telekom, Orange, Millicom, and Telia having a presence in several countries in a region, one local partnership can inspire other child helplines to reach out to these telecom operators, or inspire the telecom operators themselves to extend their collaboration throughout their entire market.

For instance, as one of the mobile operators that endorsed the [Memorandum of Understanding](#) signed with Child Helpline International, Zain Group translated its commitment into several collaborations at the regional and national levels. Together with the National Council for Children's Welfare in Sudan, the telecom operator promotes the child helpline at a national level. In Jordan, they provide technical support and helped upgrade the child helpline's telephone system. In addition, Zain also introduced a regional television, print and social media campaign targeting verbal, physical and sexual abuse.

#4 Reaching out to children and young people via mobile applications

Children and young people are increasingly living their lives online, and having an app or web presence with an option for contact can reduce the barriers for them to reach out to a child helpline. In Aruba, child helpline Telefon pa Hubentud and telecom operator Setar launched the mobile application [131 App](#), which allows children and young people to chat or email with the child helpline's counsellors. Vodafone and Kellimni are developing a similar app in Malta, and Blackberry developed a custom app for its operating system for use in the Americas and the Caribbean. In Iceland the child helpline Red Cross 1717 worked together with a local software company to launch a free webchat service for mobile and tablet.

The image shows a website interface with a dark blue background. At the top, it asks "How would you like to talk to us?" with an information icon. Below this are three large colored buttons: a blue button for "Chat", an orange button for "E-mail", and a green button for "SmartMessaging". Each button contains an icon (speech bubble, envelope, and smartphone respectively) and a brief description of the service. At the bottom of each button is a white bar with a call-to-action: "Chat is ONLINE", "Email Us", and "Download app". On the left side, there is a red vertical bar with the text "Hide Page".

On [Kellimni.com](#) children can choose to contact the child helpline by chat, email, or by downloading the app. Vodafone Foundation sponsored the upgrade of the website and helped in the development of the app. Source: [Kellimni.com](#)



#5 Supporting the European harmonised number 116 111

Support from telecom operators is crucial in promoting the availability of a regionally harmonised number, so that children who are moving across borders can easily reach out for help if they need to. In 2016, European child helplines came together with representatives of the Vodafone Group, Deutsche Telekom, the ITU, the European Telecommunications Network Operators' Association, The European Commission and the GSMA to explore opportunities of collaboration in the areas of roaming, routing, and promotion of the European harmonised number 116 111.



Anna Maria Corazza B, MEP tweeted: "Important to ensure that the 116 111 number is operational, free & open 24/7 in all member states." Source: Twitter, Jun 2016

#6 Jointly advocating for national and regional collaborations

Child Helpline International and their long term global partners the GSMA and ITU have engaged in a wide range of activities with the goal to jointly advocate for collaborations between child helplines and telecom operators. Together with the GSMA, we co-hosted three international meetings bringing together child helplines, telecom operators and other child safety stakeholders in order to raise awareness of the work of child helplines, to foster new partnerships, and work on delivering guidance for counsellors and volunteers to support child helplines just beginning to deal with new internet safety issues.

With the ITU, we hosted a joint session at the ITU Telecom World 2016 and during the Eighth International Consultation for Child Helplines (Bangkok) to highlight good practices of partnerships that strengthen the work of child helplines.

#7 Developing Online Safety Guides with the GSMA

As part of our joint effort to protect children online, we worked with the GSMA and a range of members and partners to develop a series of [internet safety guides](#) for child helpline counsellors. The guides serve as a reference base on nine issues that lead young people to seek advice from

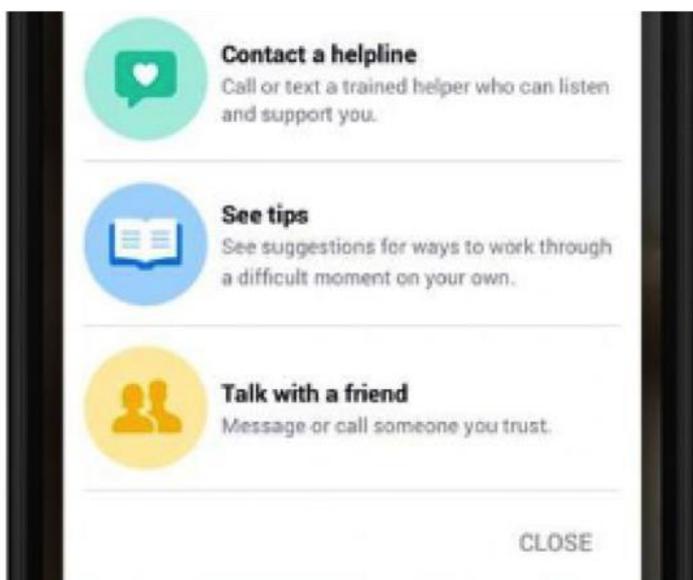


child helplines, from cyber-bullying to grooming and unsolicited contact. Telecom operators Zain and Tigo supported the translations of the guides in Arabic and Spanish.

#8 Facebook training child helplines on online safety issues

From the start of the Free Our Voices campaign, Facebook supported our network in a variety of ways. They trained child helpline representatives on online safety issues during the 2016 International Consultation and specifically via a series of webinars organised in the African region. Facebook also helped us promote the campaign via social media and were a key stakeholder involved in drafting the Internet safety guides mentioned above.

In March 2017, Facebook announced that they have improved their suicide prevention tool and that people can now access support services, including our member Crisis Text Line, directly through Facebook Messenger. Read more about this announcement.



Based on feedback from experts, Facebook redesigned their suicide prevention tools and integrated them into Live video. People can also now chat directly with support organisations such as Crisis Text Line, National Suicide Prevention Lifeline and National Eating Disorder Association through Facebook Messenger.

Source: Mark Zuckerberg, Facebook March 1st, 2017

#9 Creating an e-learning platform on online safety

Together with [Telenor Group](#), we are working together to develop an online learning tool for counsellors at child helplines, to teach them more about protecting children online. The training will focus on victim reporting and support, referrals to services for ongoing assistance, and building children's resilience and empowerment. [Read more about this collaboration here](#)

This partnership on child online protection has also translated into collaborations at the national level: Digi, Telenor's Malaysian counterpart, is working with Childline Malaysia, CyberSecurity Malaysia, Ministry of Education, UNICEF Malaysia, and the Malaysian Communications and Multimedia Commission (MCMC) to create greater awareness and capacity building on digital safety and citizenship. [Read more about Digi's CyberSAFE here](#).

Looking for more inspiration? For more examples like this, check out the [practical guide on how child helplines and mobile operators can work together to protect children's rights](#) we developed with the GSMA or look through this document, published on our partnership's one year anniversary.



Telecom operators and ICT stakeholders talk about the value of their partnerships with child helplines



"There can be no greater cause to work together than in the support of children's protection. ITU commends the work of Child Helpline International to bring stakeholders together to ensure children receive help and protection worldwide."

Doreen Bogdan-Martin,
Chief of Strategic Planning, ITU
May 2017



"ITU is pleased to support the Free Our Voices and it believes this important initiative will move us one step closer to ensuring that every child indeed has a right to be heard. ITU stands firmly behind Child Helpline International and all the children that reach out to child helplines around the world "

Houlin Zhao,
Secretary-General of the ITU
May 2015



"Child Helpline International's mission is to ensure that every call is answered, so every child in need of being heard can be heard. The GSMA is committed to playing its part in achieving this important goal. [...] Increasingly, children around the world are using mobile phones to access the Internet, for social networking and apps, as well as to make calls and send texts. Our partnership with Child Helpline International will reinforce the ongoing efforts of mobile operators to protect and support young people's safety in our connected society."

Anne Bouverot,
Director General, GSMA.
November 2014, via gsma.com



"By working closely with Child Helpline International and its child helpline members, the GSMA and the wider mobile operator community is able to help promote and protect children's fundamental rights. We hope the guides on collaboration between child helplines and mobile operators, as well as those on internet safety, that we have developed in partnership with Child Helpline International, will help our respective members in their endeavours."

Natasha Jackson,
Head of Public Policy and Consumer Affairs, GSMA
May 2017



"Since 2007, KDDI has contributed to ChildLine in Japan by supporting marketing activities and training for helpline counsellors. [...] Mobile phones are an important communication tool for children in Japan; we believe it is our responsibility as a mobile operator to guide them in the use of feature phones and smartphones for their own safety and protection."

Tadashi Onodera,
Chairman KDDI
November 2014, via gsma.com



"KT has been providing support for child and youth helpline in conjunction with local authorities and NGOs in South Korea. Going a step further, we are currently contemplating on uniting the child helpline and the national crime report number for broader and easier access. KT will continue to support the well-being of children and youth while leveraging the state-of-the-art ICT technologies and infrastructures."

Chang-Gyu Hwang,
Chairman and Chief Executive Officer, KT
November 2014, via gsma.com



"Millicom welcomes the GSMA / Child Helpline International initiative and is proud to be supporting child helplines in many of our markets already. Child protection is one of the focus areas of our corporate responsibility strategy, and so we look forward to supporting this initiative further with partnerships in new markets that raise awareness of helplines and allow free access to those in need."

Hans-Holger Albrecht,
President and CEO Millicom
November 2014, via gsma.com



"NTT DOCOMO supports this GSMA proposal. We have been putting a lot of efforts into creation of a society where children can live safely and comfortably through the capabilities mobile can provide, such as development of mobile phones specifically designed for children, or provision of filtering service. Likewise, we fully understand how important child helplines are for the creation of a society that listens and takes children's voices seriously."

Kaoru Kato,
President and CEO NTT DOCOMO
November 2014, via gsma.com



"We welcome this partnership between GSMA and Child Helpline International as it reinforces our ongoing effort to safeguard the rights of children. In our commitment to protect the youngest we have undertaken several initiatives with public and private stakeholders – including long standing partnerships with UN agencies, non-governmental organisations, national and international institutions – aimed at preventing potential abuses and informing children, parents and teachers on the risks connected with the new technologies and navigation on the Internet."

Marco Patuano,
CEO Telecom Italia
November 2014, via gsma.com

"



Telefónica is a global company that provides support to child helplines across our footprint in Europe and Latin America. This agreement between GSMA and CHI reinforces our commitment to children and young people. Telefónica actively supports positive uses of technology to improve the wellbeing and quality of life of children."

Carlos López Blanco,
Global Head, Public and Regulatory Affairs, Telefónica
November 2014, via gsma.com



"Across the globe children and youngsters increasingly go online. Access to mobile phones and internet enriches their lives and provides opportunities for all. At the same time it also presents some challenges. Telenor works systematically across its markets with both of these sides of mobile access. Our commitment to toll free child helplines is an important part of this effort. So far, we are supporting child helplines in Norway, Sweden, Serbia, Hungary, Bulgaria and Malaysia. Our ambition is to expand this service to all our operations."

Jon Fredrik Baksaas,
Chairman & Former CEO of the GSMA and former CEO Telenor Group
November 2014, via gsma.com



"In every school class there is someone who is feeling lonely or even being bullied. Today many young people face these offensive situations on-line. I think it's great if we as telecom operators can help children in need to get contact with an adult and get listened to."

Johan Dannelind,
CEO Telia
November 2014, via gsma.com



"At VimpelCom, we believe that every child has a right to be heard, and today we commit to ensuring that free calls to child helplines will be available on a non-exclusive basis in all of our markets within 12 months."

Joe Lunder,
CEO VimpelCom
November 2014, via gsma.com



"Vodafone has supported child helplines for many years with the aim of making it easier for young people to get access to the advice and support they need. Vodafone aims to provide simple and effective advice and tools for parents and children to enable them to be confidently connected and benefit from the opportunities that the digital world can offer."

Paolo Bertoluzzo,
Group Chief Commercial and Operations Officer, Vodafone
November 2014, via gsma.com



"Zain is committed to the safety and well-being of the communities it serves. In an era where technology and telecommunications have the potential to significantly impact societies across the world, Zain recognizes the need to raise awareness so that the most vulnerable segments of society across the region are protected from abuse and exploitation."

Scott Gegenheimer,
CEO Zain Group
November 2014, via gsma.com



18 engaging messages you can share on Facebook and Twitter

Facebook and Twitter are great places to start a conversation about the importance of your work and the value of partnerships. Get the conversation going on your own accounts by using the examples of successful partnerships below. For visuals to complement these texts, please go to the [Images and Videos](#) section of the toolkit.

We would love to hear back from you on what messages you shared and what the engagement was! Please do not forget to tag Child Helpline International [Facebook](#) and [Twitter](#) profiles.

Why do child helplines need support from telecom operators and the ICT sector?

Share this [video](#) showcasing Free Our Voices' achievements together with one of the suggested texts below:



We just can't do it alone! Limited resources translate into limited working hours, limited training, and almost no technological tools for child helpline counsellors.

Telecom operators and ICT companies are key to improving the services child helplines provide. Together we can ensure no child is left unheard! #FreeOurVoices



Every child has a voice! The key to ensuring no child goes unheard? Partnerships: #FreeOurVoices



Here's how partners can help ensure no child is left unheard! #FreeOurVoices



Every child has a voice! Here's how partnerships can help child helplines ensure no child is left unheard: #FreeOurVoices



Leaving no child unheard? We simply can't do it alone. Here's how partners can help #FreeOurVoices



Opportunities for collaboration (general)

Share one of the suggested texts below with the link to the practical guide **Child Helplines and Mobile Operators: Working together to protect children's rights**, or to an infographic about ways child helplines and their partners work together.

Link practical guide: <http://bit.ly/childhelplinesandmobileoperators>

Link infographic: <http://bit.ly/2eTmTXd>



Child helplines and telecom operators can work together in so many ways! Get inspired with this practical guide from @Child Helpline International and the @GSMA:
<http://bit.ly/childhelplinesandmobileoperators> #FreeOurVoices



Running joint awareness campaigns, training the staff or improving the data collection. There are countless ways in which telecom operators and child helplines can work together. Get inspired:
<http://bit.ly/childhelplinesandmobileoperators> #FreeOurVoices



There are so many ways to work together to make children's voices heard! Get inspired:
#FreeOurVoices



No child should be left unheard. We can achieve this by working together. And there are so many ways to do so: developing apps, providing trainings, solving routing issues, promoting the work of child helplines. Find out more in this practical guide from @Child Helpline International and the @GSMA:
<http://bit.ly/childhelplinesandmobileoperators> #FreeOurVoices



Achieving toll-free status is crucial. When child helplines don't have to pay for the costs of incoming calls, they can focus on other things. That's why we're proud and grateful for all the partners that have waived costs for child helplines all around the world. #FreeOurVoices



Opportunities for collaboration (particular examples):

Share the link to the video showcasing Free Our Voices' achievements or to our infographics together with one of the suggested texts below.

Link to video (Youtube)

Free Our Voices infographic 1

Free Our Voices infographic 2



Go Teamwork! Over the past 3 years, telecom operators and government partners have helped in the creation of 5 new child helplines, showing just how invaluable partnerships can be from the very start. Find out more: #FreeOurVoices



Did you know that Aruba's child helpline Telefon pa Hubentud developed an app? Together with telecom operator Setar they created 131 App, which allows children and young people to chat or email with the helpline's counsellors. This partnership is another great example of how partnerships can ensure no child is left unheard. #FreeOurVoices



If you're developing an app, what better allies than telecom operators and ICT companies? Inspiring examples: the 131 app in Aruba (made by Telefon pa Hubentud and telecom operator Setar) and Kellimni.com (developed by Kellimni and the Malta Vodafone Foundation). Great examples of partnership at work! #FreeOurVoices



Go team! Did you know partnerships created 2 new child helplines + 3 more on their way? #Proud #FreeOurVoices



Get inspired! This is how Child Helpline International and Telenor are working to keep children safe online: <http://bit.ly/TelenorCOP> #FreeOurVoices



Children can face many troubles in their digital lives. Telenor Group is helping @ChildHelplineInternational provide child helpline counsellors worldwide with advanced training in responding to victims and in preventing online risks. Read all about this partnership here: <http://bit.ly/TelenorCOP> #FreeOurVoices



Inspiring! Partners helped 10 new child helplines become totally toll-free (and 13 more are on their way) #FreeOurVoices



How can children stay safe online? <http://bit.ly/childrensafeonline> #FreeOurVoices @GSMA_publicpolicy @CHIAMsterdam