



Hello World Impact Summary 2022

60__decibels

40% of the global population lack access to an internet connection

256 Million Children do not have access to education

Hello World's solution is respectful, affordable, scalable and has the potential to reach everyone....

Introducing the Hello Hub...

Solar Powered, outdoor, internet-connected learning kiosks for education, games and connectivity!

Children can decorate the panels to make each dome individual

Designed to withstand extreme weather high winds, heavy rain, dust, snowfall...

Internet Service Provision from Roke Telekom in Uganda and Everest Link in Nepal

Windproof and lightweight!

Superfast charging points allow the community to charge their devices

Tablet screens connect to Wifi and come loaded with educational content

Built by the community so they know how to fix and maintain their hub



29 Hello Hubs in Uganda



14 Hello Hubs in Nepal

Hello Hubs are built for the community, by the community. We provide training and support so that each community has the skills and confidence to build, maintain and repair their Hub. Because each Hub is a mutual investment, Hub users are dedicated to the sustainability of their Hub from the very start.

Hello World addresses the twin injustices of the digital divide and the education deficit by building Hello Hubs, solar-powered Wi-Fi Enabled computer kiosks, providing everything needed to bring a community online. Each Hub is loaded with educational content so that out of school children can learn and provides 24-hour connectivity to help people in remote and hard to reach communities access new opportunities, new skills and new ways to communicate.

Data usage at a Hello Hub

Our community notice board and data portal, www.myhellohub.org provides up to date information on apps and data used by Hello Hubs around the world. Here are some of the highlights.

Usage in Uganda April 2021 - April 2022

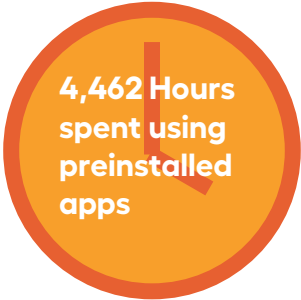
Data received
by Hello Hubs



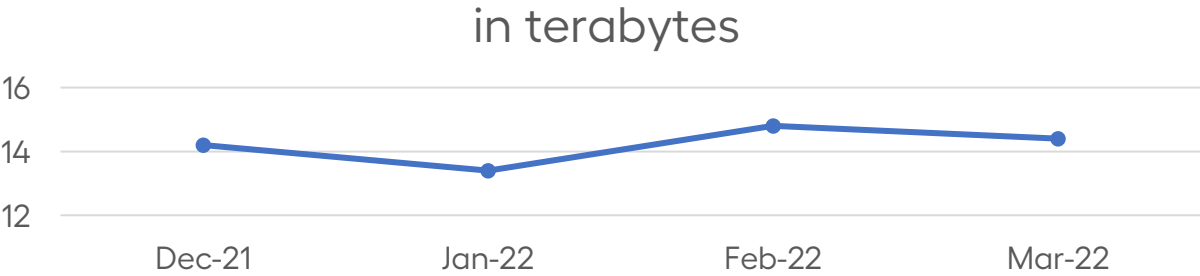
Data transmitted
by Hello Hubs
(posting, emailing,
adding new content)



App usage



Typical monthly usage



The average person uses just 4.5GBs of data per month on a personal contract (Ofcom, 2021).

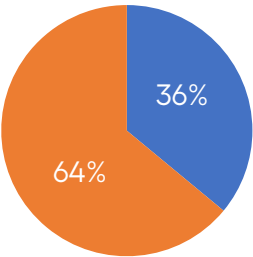
We anticipate approximately 1250 users per Hub in Uganda, and around 600 per Hub in Nepal, due to smaller, more separated communities.

We partner with 60 Decibels, who use quantitative and qualitative research methods to ask tens of thousands of beneficiaries across hundreds of social change organisations, to judge, based on their own lived-experience the materiality of the impact those organisations make to their lives.

Hello World is consistently in the top quintile of 60dB's rankings, in terms of 60dBs benchmarking overall as well as against both the technology and education related peers to Hello World.

Who uses a Hello Hub?

Uganda



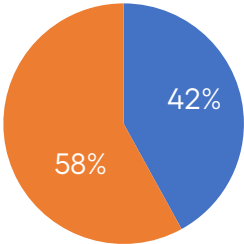
■ Female ■ Male

Average Household size **6.4**

6-53 years old

0.5% disability prevalence

Nepal



■ Female ■ Male

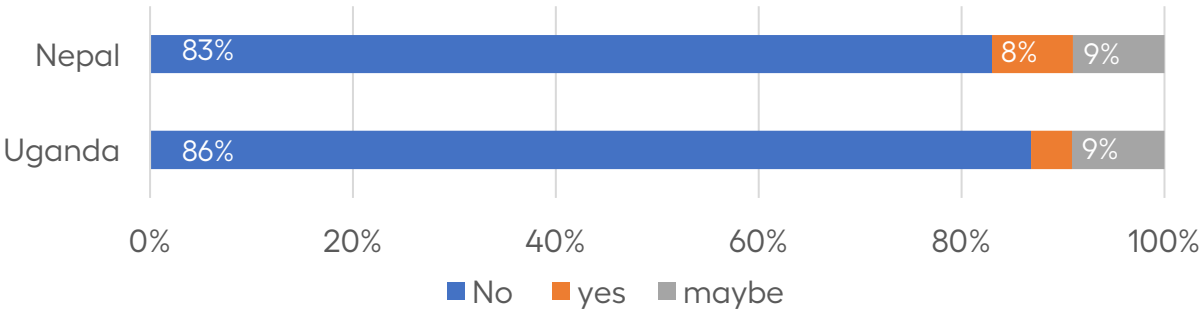
Average Household size **4.6**

6-60 years old

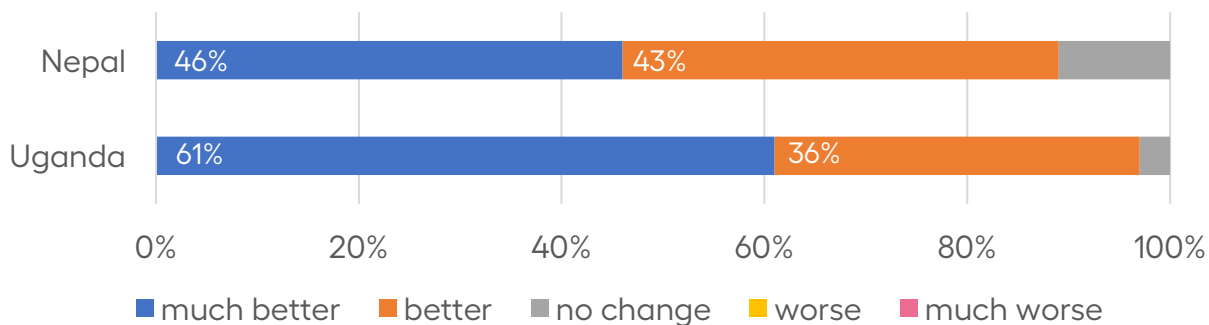
1.7% disability prevalence



Did Hub users have access to a good alternative?

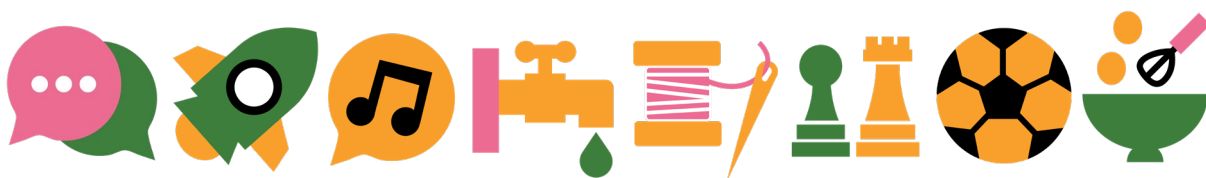
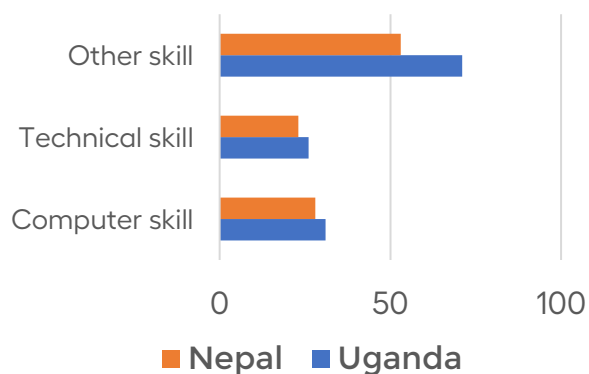
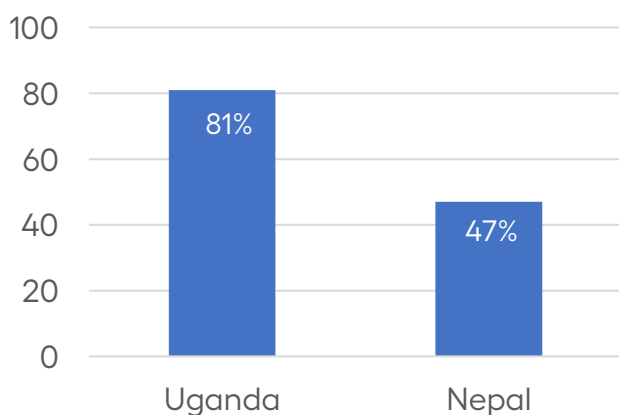


How did the Hub influence people's quality of life?



How are Hubs improving people's lives?

Learning a new skill



When talking, unprompted about Hello Hubs, we noticed trends emerging.

Uganda Nepal

Improved connection with friends and family

30% 64%

Improved sense of general knowledge

25% 18%

Able to continue education online

19% 7%

Cost savings on data

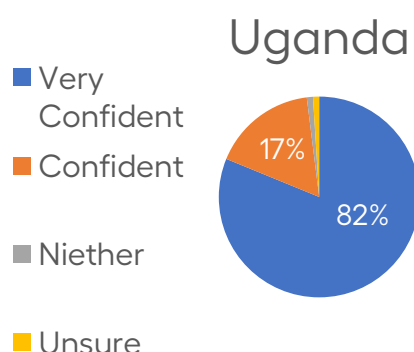
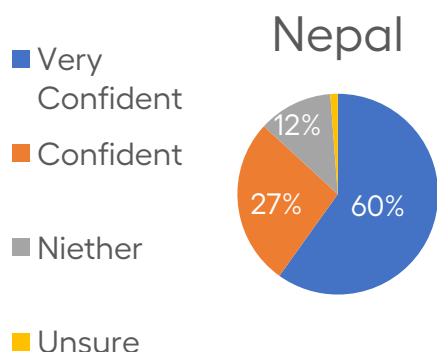
10% 36%

Improved leisure -access to entertainment

10% 41%

Each Hello Hub is loaded with leading educational software providing curriculum-aligned learning opportunities. Using Hub software children can become auto-didactic; directing their own learning. Children have gained literacy and numeracy as well. Those in school have also been able to use their Hubs to do homework and research topics, while teachers are using the Hubs to prepare lessons and improve their own knowledge too.

Confidence accessing education



Challenges faced



While 84% of Hub users in Uganda have faced challenges, 90% of those agreed that Hello World had made it easy to handle those issues. In Nepal far fewer people faced challenges (34%). However, more people disagreed that Hello World Made it easy to handle those issues (34%, with 54% neither agreeing nor disagreeing).

Community Support Officers or 'CSOs'

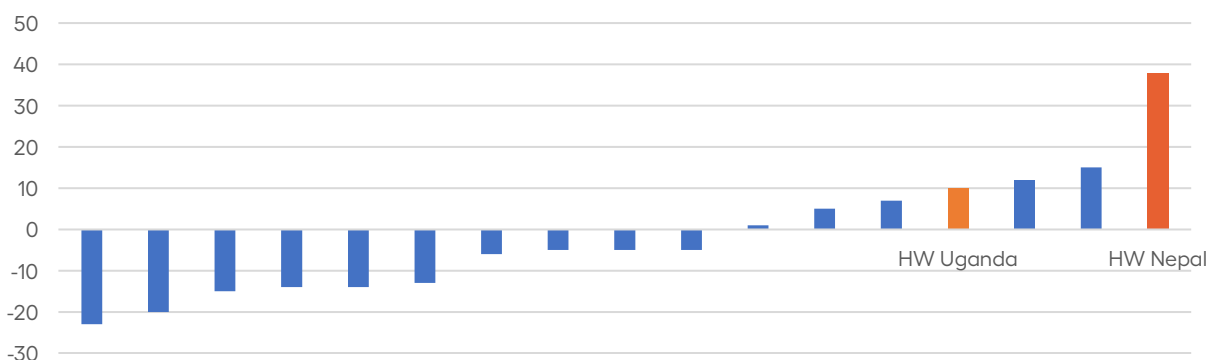
Each Hub community appoints a CSO who communicates regularly with Hello World updating us on any problems while working with the community to help them get the most out of their Hub.

In Uganda 95% of Hub users knew about their CSO while in Nepal only 83% were aware that someone was there to help with the day to day running of the Hub.

This feedback will help us get even better, providing a service every member of the community can be proud of.

Telecommunications is of course a notoriously difficult area. Out of 15 Service Providers benchmarked by Customer Guru only 5 achieved positive scores with only one scoring over 10 (15). 6 companies recorded a score lower than -10 ([CustomerGuru 2022](#)).

Telecoms Benchmarks

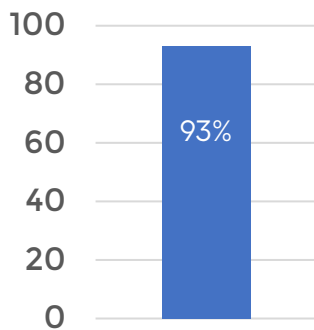


The Refugee context

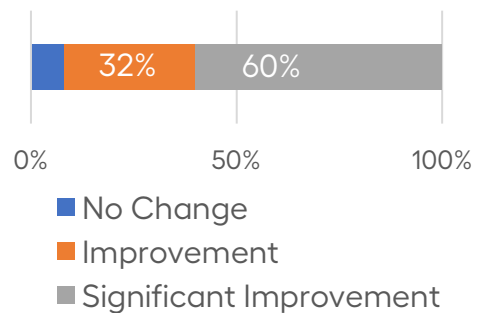
There are 13 Hello Hubs around Nakivale Refugee Settlement in South Western Uganda, home to over 135,000 people, over half of whom are aged 17 or under. Just 35% of people have a reported occupation, with farming by far the leading source of economic activity.

Refugee and displaced populations are often cut off from their families, with no means of communication, children are set back in school, if they are lucky enough even to attend. Access to economic opportunity is severely limited. A Hello Hub offers dignified and practical solutions to many problems they face.

Learning a new skill

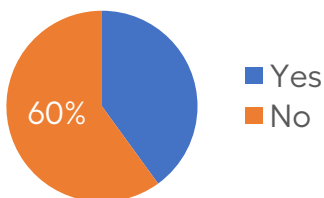


Improvement in Quality of Life

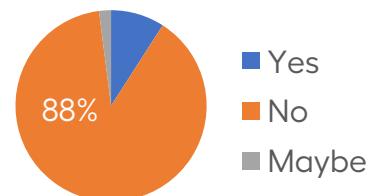


Access to alternatives

Access to a similar product before Hello World



Access to a good alternative to a Hello Hub



Higher percentages of Hub users were able to learn new skills at Hello Hubs in a refugee context, while similar instances reported an increase in their quality of life. More refugees reported previous access to a similar product, however an even higher percentage could not currently find a good alternative to a Hello Hub

At the Hello Hub, I learn so many skills and meet very many people. it is always busy, people smiling, good stories being shared at the Hub.

Male Hub User, Nakivale

What do detractors say about Hello World?

the number of tablets is low for some of us who don't have smart phones miss the chance to use them since they give them to those in classes

the hubs are far from us so bringing one nearer to us also

The service providers should construct more Hubs to limit congestion at the Hub and put more tablets compared to people who visit the Hub.

The Hub is useful and I use it. But I am a teacher and I also have access to my school wifi which is much faster. The Hub is a bit slow because many people are using it at the same time.

Low Net Promoter Scores (NPS) might indicate a lack of appetite for the service. However, user feedback indicates the exact opposite – often Hello Hubs are crowded or busy and people want more space and greater capacity so that more people can use the Hub.

How have we fared over time?

	Uganda Nepal		2020		2022		Better/worse	
Female Users%	31	32	36	42	↑	↑		
No access to alternatives%	94	77	86	83	↓	↑		
Report increase in quality of life%	90	87	97	89	↑	↑		
Acquired new skills%	47	54	81	47	↑	↓		
Net Promoter score	18	10	10	38	↓	↑		
Report facing a challenge%	72	51	84	34	↓	↑		

Trends are beginning to emerge. High percentages of users feel that a Hello Hub improves their quality of life. % of female users is increasing. Those using the Hub to learn new skills has produced a significant anomaly with 81% in Uganda. This coincides with increased responsibility and role for CSOs. We hope this result will become the norm moving forward.

What do Hub users think of Hello Hubs?

We wanted to know, so we asked. Here's what some of them said.

It saved a lot of my time and money to gain any piece of information. I feel villagers can learn so many different things here..

Female Hub User, 28. Pating, Nepal

due to the free internet, I was able to learn different skills and those skills like writing letters helped me get my job, before I didn't know how to write a good application letter.

Male Hub User, Busawuula, Uganda

it has help my children learn from home despite the lockdown.

Male Hub User Fort Portal, Uganda

I can now talk to my daughter who lives abroad for free. I can talk to my relatives . Also villagers enjoy their free time there

Female Hub User Dhapsung, Nepal

I have learnt how construction of buildings is done, the measurement of the house, how much sand and cement can be used when building. I learnt this through youtube and some teachers

Hub User, Nakivale Refugee Settlement, Uganda.

it has helped me in my work. I operate online banking and cash transfers using the product I found it cheap and reliable.

Male Hub User, Kampala, Uganda

I have improved on my soccer skills because I am able to watch football clips of good football players like Messi and Ronaldo and practice them

Male Hub User, Nakivale Refugee Settlement, Uganda

I learnt about internet and how to use it

Male Hub User, Echok, Nepal