Mobile phone use is widespread in both settings, but there is a huge variety in the ways and purposes for which phones are used. Many people own and use mobile phones collectively rather than individually. The cost of owning and using a phone is the biggest challenge for people in both settings. People with disabilities have lower access to mobile phones than non-disabled people and face more challenges, but disability is not the most significant determining factor. There are inequalities of access and capacity to use mobile phones between women and men, people with and without disabilities, and between elderly and working age residents.

Key Insights

- Mobile phone use is widespread in both settings, but there is a huge variety in the ways and purposes for which phones are used.
- Many people own and use mobile phones collectively rather than individually.
- The cost of owning and using a phone is the biggest challenge for people in both settings.
- People with disabilities have lower access to mobile phones than non-disabled people and face more challenges, but disability is not the most significant determining factor.
- There are inequalities of access and capacity to use mobile phones between women and men, people with and without disabilities, and between elderly and working age residents.

Key recommendations:

- Design and implement mobile phone-based interventions that are inclusive and accessible to all people, regardless of their disability, gender, or age.
- Work to address the infrastructural challenges that limit people’s access to and use of mobile phones, such as cost, network coverage, and access to charging.
- Increase the availability of mobile phones and literacy training for people with disabilities, women, and older people.
- Collect more data on the intersectional inequalities in access to and use of mobile phones.