

Freedom Fone — Open-Source IVR Toolkit Letting Community Groups Build Voice Services for Non-Literate Users

Digital Inclusion · Good practice · Zimbabwe

Quality score: 76/100

Evidence strength: Strong

Summary

Zimbabwean NGO Kubatana built a free, do-it-yourself interactive voice response toolkit so any community group could run phone-based information services for non-literate users without programming; documented deployments reached thousands of callers in Tanzania and Ghana.

Key dimensions

Dimension	Score
Innovation level	4/5
Sustainability (ongoing)	0/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-08

[Kubatana Trust of Zimbabwe](#) — accessed 2026-09-08

[MobileActive.org — Freedom Fone field case studies](#) — accessed 2026-09-08

[Agrilinks \(USAID\) — Freedom Fone: Expanding mobile reach via IVR and SMS](#) — accessed 2026-09-08

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