

Universal Access Fund: Smartphones & Assistive Technology for Vulnerable Citizens

Digital Inclusion · Good practice · Eswatini

Quality score: 72/100

Evidence strength: Descriptive / self-reported

Summary

Eswatini's telecom-regulator-run Universal Access Service Fund has distributed thousands of subsidised smartphones and specialised assistive devices, reaching over 14,000 elderly people and people with disabilities, though a national affordability gap persists.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	0/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-15

[Eswatini Communications Commission \(ESCCOM\) – Universal Access Service Fund](#) — accessed 2026-07-15

[UASF Access Programmes](#) — accessed 2026-07-15

[Tech Review Africa coverage](#) — accessed 2026-07-15

[World Bank: Eswatini's Digital Transformation](#) — accessed 2026-07-15

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