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DICTATORSHIP 2.0
DIGITAL BLACKOUT

RedesAyuda presents Annual Public Report 2019

- Record and study of events that violate, restrict and criminalize freedom of expression on the internet in Venezuela during 2019.

REDESAYUDA ASSOCIATION

DICTATORSHIP 2.0

DIGITAL BLACKOUT

IN VENEZUELA 2019

Record and study of events that violate, restrict and criminalize freedom of expression on the internet in Venezuela during 2019

2020

www.redesayuda.org

Report of RedesAyuda

Dictatorship 2.0 in Venezuela 2019

Record and study of events that violate, restrict and criminalize freedom of expression on the Internet in Venezuela during 2019.

REDESAYUDA

The Non-Governmental Organization RedesAyuda was founded in 2014 with the intention of contributing to the promotion and strengthening of the creation of human social networks (digital or analog) free and independent as an indispensable instrument for the promotion and defense of human rights in a democratic society.

Among its main areas of interest are: Human Rights, freedom of expression, the media, access to the internet and the strengthening, preparation and training of activists, leaders, and defenders in the field of digital security and information.

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MOTIVACIÓN DEL INFORME

Knowing that the United Nations (UN) established "*Internet access as a human right*" through resolution A / HRC / 20 / L.13 of June 29, 2012, and based on the current Venezuela's context, in which the traditional media are harassed everyday by government pressure, thousands of citizens have chosen to stay informed through social networks and internet portals. Situation that the authorities have taken advantage of it, and establish strict controls and criminalize the expression of discontent by those who use these mechanisms.

This report proposes to analyze specific cases that occurred in 2019. Situations, actions and policies in which the internet and expression in 2.0 have been violated, becoming the new communication paradigms that have served to intimidate and criminalize protest. Likewise, it seeks to demonstrate the advanced and established censorship that exists on internet, communications and the mechanisms that the Venezuelan State implements as blockades of these social communication media. In this way, information and communications are increasingly restricted for citizens and perpetuate communication hegemony.

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CHAPTER III VULNERATION AND CRIMINALIZATION OF DIGITAL SECURITY AND FREEDOM OF EXPRESSION

EXECUTIVE SUMMARY

Democracy and freedom of expression in Venezuela are practically non-existent, which makes the role played by digital media and social networks in a fundamental element to overcome communication hegemony and evade the censorship established as law. These are the only truly reliable information, dissemination and complaint windows for Venezuelan society at this time.

Since 2007, the government is in a constant campaign for the closure and censorship of the traditional media. As a result of these events, which constantly violate and criminalize freedom of expression in the country and the rise of the Internet and social networks as platforms for communication and deliberation, dozens of informative digital media have been created that have also been seen threatened by the migration of censorship, blockades and attacks perpetrated by the state from the physical to the digital realm. In order to control and silence public opinion and the dissemination of free thought, to prevent journalists, opposition politicians, activists, human rights defenders, personalities and citizens in general, from questioning and denouncing the Venezuelan dictatorship.

RedesAyuda is dedicated to documenting, analyzing and reporting digital events that violate freedom of expression, the right to be informed and internet access; the study of the social, political and economic context in which the country currently finds itself and the importance of the internet thru the complex humanitarian emergency and the economic, social and political crisis as a fundamental element to understand the Venezuelan reality in greater depth.

TERMS GLOSSARY

STATE ORGANIZATIONS

- **CANTV:** National Anonymous Telephone Company of Venezuela. The main internet provider in Venezuela, it is a state company.

- **CONATEL:** National Telecommunications Commission of Venezuela. Venezuelan government entity that regulates, supervises and controls telecommunications in the country.

- **TSJ:** Supreme Court of Justice.

- **PNB:** Bolivarian National Police.

- **GNB:** Bolivarian National Guard.

- **SEBIN:** Bolivarian National Intelligence Service.

- **DGCIM:** General Directorate of Military Counterintelligence.

- **CICPC:** Scientific, Felonies and Criminal Investigations Body.

- **FAES:** Special Actions Forces.

- **CONAS:** National Anti-Extortion and Kidnapping Command.

MAIN SOURCES

- **VE sin Filtro**: Venezuelan NGO; is a project of Venezuela Inteligente, dedicated to the defense of digital rights. The project mission is analyzing, documenting, reporting and teaching how to evade internet censorship and blockades in Venezuela.

- **NetBlocks:** NGO dedicated to the defense of digital rights, cybersecurity and Internet governance in the world. One of the organization's most important research and action areas focuses on analyzing, documenting and reporting online censorship and blocking, as well as mapping Internet connectivity disruptions and measuring their impact in high-context countries. repressive and censorship.

- **Espacio Público:** Venezuelan NGO that promotes and defends freedom of expression, the right to information and social responsibility in the media.

- **Instituto Prensa y Sociedad (IPYS):** Venezuelan NGO made up of journalists focused on investigative journalism, freedom of the press and access to information.

- **Sindicato Nacional de Trabajadores de la Prensa (SNTP):** Organization of press workers in Venezuela.

TERMS

- **Hacking:** activity that seeks to compromise a network, device or digital account, usually seeking to steal information, attack or gain control of it.

- **ISP:** Internet service provider company.

- **IP:** Internet protocol. An IP address is a set of numbers that identifies a device, so that it can communicate with other devices over a network.

- **TCP:** Transmission control protocol. It guarantees the data will be delivered to it's destination without errors and in the same order in which it was transmitted. It supports other protocols like HTTP.

- **Servidor:** Running application capable of attending to the requests of a client and returning a corresponding response.

- **Bloqueo por TCP/IP:** Type of blocking that prevents the connection with the final server, either through the TCP protocol or by blocking its IP address.

- **VPN:** Virtual private network. It is a network technology that allows 2 or more devices to be securely connected through a virtual point-to-point connection. It allows to evade most types of blocks to web pages, by hiding the traffic from the ISP and the origin of the connection to the final server.

- **Host:** Server that offers a service.

- **Hosting:** Server that provides a web storage service.

- **Domain:** Unique name that identifies a subarea of the Internet. Used to access web pages without the need to know the IP address where they are located.

- **DNS:** Domain name system. DNS servers are responsible for translating the domains associated with a web page, to the IP address in which it is hosted.

- **Blocking by DNS:** Type of blocking that occurs in a DNS server, in which it decides not to respond to the IP address associated with the requested domain.

- **DNS spoofing:** Cyberattack through which a DNS server returns a false response, in the form of an IP address, in order to redirect the user to a website other than the one they wanted to access.

- **Phishing:** Cyberattack by means of which it is sought to deceive the victim by impersonating a third party, with the aim of manipulating them to steal their data or information.

- **DDoS:** Distributed denial of service. Cyberattack through which a group of computers generate a large flow of information from various points to the same server, with the aim of making the latter inaccessible.

- **Hypertext:** Data organization and presentation system based on linking textual or graphic fragments to other fragments.

- **HTTP:** Hypertext transfer protocol. Communication protocol that allows the transfer of information on the global computer network.

- **HTTP Blocking:** This is a protocol-based blocking, which prevents the transfer of hypertext content with a server.

- **HTTPS:** Secure hypertext transfer protocol. It is an application protocol, based on HTTP, for the secure transfer of hypertext data. It's a secure version of HTTP.

- **TLS:** Transport Layer Security. It is a cryptographic protocol that encrypts our communication with a web page. It is used by HTTPS.

- **Handshake:** Communication establishment. Term that refers to the negotiation that is established between our computer and a server, to define the parameters of the channel that they will use to communicate.

- **SNI:** Server Name Indicator. Indicates the name of the server we are trying to connect to before the handshake completes.

- **SNI filtering or HTTPS blocking:** Blocking that prevents the handshake and HTTPS connection from completing.

- **Bot:** Computer program created to perform automatic tasks on the Internet.

- **Troll:** Unknown user who seeks to annoy other users through the Internet.

- **Fake news:** Pseudo-journalistic content, disseminated mainly through social networks and other digital platforms with the aim of generating disinformation.

- **OONI Probe:** Tool created by the Open Observatory of Internet Interference (OONI), to detect censorship, surveillance and manipulation of Internet traffic.

- **Streaming:** Live broadcast. It is the digital distribution and reproduction of multimedia content over the Internet.

CHAPTER I INTRODUCTION

Faced the spurious reelection of dictator Nicolás Maduro in a pseudo electoral process characterized by irregularities, illegality, lack of legitimacy and non-recognition at the national and international level, Venezuelans continue to face a deepening of the Complex Humanitarian Emergency, which seriously affects them in the economic, nutritional and health spheres, putting their fundamental rights at risk. After this blow to democracy, the dictatorship sought to increase social control, using as weapons the absence of the rule of law, repression and censorship.

This year brought significant events for Venezuela. The proclamation of Juan Guaidó as president in charge and the central points of his administration: cessation of the usurpation, transitional government and free elections, filled Venezuelans with hope. However, the dictatorship continues to maintain control of the institutions, increasing the deterioration of the state of basic services and increasing both the impact and the number of blackouts throughout the national territory, making it difficult for Venezuelans to stay informed and communicate during them.

During 2019, the dictatorship increased control over digital media, Venezuelan cinema, social networks and other digital platforms; implementing tactical blocks that temporarily prevented Venezuelans from accessing certain web pages, carrying out cyberattacks on independent media, phishing attacks on opposition platforms to steal their users' data, trying to hack into social media accounts of civil society organizations, preventing the diffusion of documentaries, harassing users on social networks through trolls and positioning their messages to generate disinformation through the use of political bots.

The dictatorship continues to censor the traditional media, shutting down and arbitrarily removing the news media from the air or circulation, for covering events of interest to citizens. Similarly, it is negligent in not promoting and implementing public policies that encourage public and private investment in infrastructure to strengthen the service offered by ISPs in Venezuela, which hinders the advancement and development of tools and solutions that allow the development and well-being of citizens; such as virtual education, telemedicine and the digital economy. Although on August 22 Nicolás Maduro announced the start of the Fiber Optic Plan to Home[1], which according to the dictatorship would guarantee high-speed Internet access in the national territory

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[1] CONATEL (2019) "President Maduro launches Fiber Optic Home Plan for high-speed Internet".
https://bit.ly/2YweayE

through CANTV, Venezuela continues to be the country with the slowest Internet in Latin America and one of the slowest in the world.

In this report development, RedesAyuda registered 170 cases in which the violation and criminalization of freedom of expression was evidenced, in addition to the deepening of the control of the dictatorship in digital media and the limitations faced by these platforms, journalists, activists, human rights defenders and citizens in general, to exercise their rights to inform and be informed. This figure represents an increase of 639% compared to 2017, the year in which 23 cases were documented and an increase of 315% compared to 2018, the year where 41 cases were documented; demonstrating that for the dictatorship the objective remains the same: to control public opinion by force, minimize the exercise of freedom of expression, limit the right to information and restrict Internet access.

CHAPTER II REPRESSIVE CONTEXT

SOCIAL-POLITICAL CONTEXT

2019 year began with important events in the socio-political sphere in Venezuela. Dictator Nicolás Maduro tried to swear in illegally and illegitimately as President of the Republic on January 10[2], amid a Complex Humanitarian Emergency, with a significant increase in the deterioration of basic services compared to 2018. Venezuelans faced blackouts not only affected communications and Internet access, but also further limited access to essential services such as potable water, domestic gas, electricity and food.

Another event that impacted the country was the military uprising that occurred in Cotiza, Caracas. On the morning of January 21, an official who identified himself as Sergeant Figueroa posted a video on social networks in which, together with other GNB officials, he told citizens: *"Go out to protest and demonstrate, to demand that respect their rights. Here we are, Venezuelan people "*[3]. Minutes later, tanks from CONAS arrived at the scene and there was a deployment of officials from the FAES, CONAS, DGCIM and SEBIN.

Meanwhile, Cotiza's inhabitants took to the streets to protest, and support the rebel soldiers and were received with tear gas and pellets by these government organizations. The officials who were part of this military uprising were detained by the FAES and transferred in tanks outside the General Command of Cotiza.

After that, on January 23, the president of the National Assembly, Juan Guaidó, assumed as president in charge of the Republic[4] and was recognized by at least 50 countries, which caused Venezuelans to take to the streets in a new day of protests called by the leader the opponent. During these events, the forces of the dictatorship repressed tens of thousands of Venezuelans and murdered at least 50 between the months of January and April.[5]

Under Juan Guaidó management as Venezuelan president in charge, the Venezuela Aid Live concert was held on February 22 at the Las Tienditas international bridge, located on the Colombian-Venezuelan border. The purpose of this concert was to raise funds and pressure the dictatorship of Nicolás Maduro to allow the entry of humanitarian aid to the country.

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[2] Morales, Maru (2019) "TSJ juramentó a Nicolás Maduro para un nuevo mandato" Crónica Uno. https://bit.ly/3c0RzOM

[3] El Nacional (2019) "Presunto alzamiento de la GNB en Cotiza para desconocer a Maduro". https://bit.ly/2SpAAOw

[4] Rodríguez Rosas, Ronny (2019) "Juan Guaidó asume como 'presidente encargado de Venezuela'" Efecto Cocuyo. https://bit.ly/2yYhckP

[5] El Carabobeño (2019) "OVCS registra 6.211 protestas en Venezuela durante primer trimestre del año". https://bit.ly/2WbFTlq

However, on February 23, the Venezuelan dictatorship did not receive humanitarian aid. That day, Delcy Rodríguez announced the temporary closure of the border with Colombia and Nicolás Maduro announced the severance of diplomatic relations with the Colombia's government. Despite the arbitrary decisions of the dictatorship, at least 27 members of the GNB deserted in the morning and crossed the border into Colombia. Much of the humanitarian aid did not enter, amid protests and strong repression by the forces of the Venezuelan state.

On April 30, the president in charge of Venezuela woke up the Venezuelans around 6 in the morning, announcing from Twitter the start of the final phase of *Freedom Operation*[6], along with some members of the Armed Forces and invited citizens to meet near the La Carlota air base, where he was with Leopoldo López. Thousands of citizens responded to the call and hours later were repressed with tear gas and pellets, leaving more than 60 injured. In the middle of *Freedom Operation*, at least 25 Venezuelan soldiers entered the Brazilian embassy in Caracas and requested asylum.

After the Captain Rafael Acosta Arévalo disappearance and arrest, by officials of the SEBIN and the DGCIM on June 21 and being accused by the dictatorship of being part of an alleged *coup d'état* on June 29, he was presented at the headquarters of the Fort Tiuna, the place where he fainted, so the circuit judge ordered his transfer to the military hospital, where he died. In a document released on July 3 by journalist Eligio Rojas, part of the autopsy report was shown, in which it was specified that the body had 38 injuries[7]. Around 5 family members were present at the captain's burial, given that the court in charge of the case gave the order that a controlled burial be carried out. [8]

On September 3, the National Assembly sealed the agreement in rejection of the presence and expansion of narco-terrorist groups in the national territory. Likewise, Juan Guaidó reported that he would authorize the use of digital technology to detect the sites where guerrilla groups operate in the country [9], Guaidó assured, receive financing from Chavismo to carry out terrorist acts in Colombia and Venezuela.

2019 year further exposed the authoritarian nature of the dictatorship: arbitrary arrests, repression of peaceful protests, lack of responses and public policies to face the deterioration of public services, economic policies that do not solve structural problems, repression and censorship of the media and press workers, as well as the increase in tactical blockades to digital platforms marked the agenda of the dictatorship.

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[6] Infobae (2019) "Juan Guaidó lanzó la 'fase final de la Operación Libertad' rodeado de militares y los venezolanos desafían la represión del régimen". https://bit.ly/2KOIahp
[7] Infobae (2019) "Juan Guaidó lanzó la 'fase final de la Operación Libertad' rodeado de militares y los venezolanos desafían la represión del régimen". https://bit.ly/2KOIahp
[8] Twitter @osmatycnn (2019). https://bit.ly/2xwONlt
[9] El Nacional (2019) "Guaidó: Localizaremos a guerrilleros en Venezuela por señal satelital". https://bit.ly/2VWj1I4

CENSORSHIP, SURVEILLANCE, DISINFORMATION AND REPRESSION OF THE FREEDOM OF EXPRRESSION

BAPTISTE DES MONSTIERS AND PIERRE CAILLÉ – TMC (January, 29):

French journalists Baptiste Des Monstiers and Pierre Caillé, from the Quotidien program of the TMC channel, were detained[10] near the presidential palace in Miraflores, while covering the vigil called by the dictatorship of Nicolás Maduro. They were held for 2 days in Miraflores and on January 31 they were released, after the French government demanded their freedom.

RODRIGO PÉREZ AND GONZALO BARAHONA – TVN (January, 29):

Journalists Rodrigo Pérez and Gonzalo Barahona, both of Chilean nationality, were detained [11] while covering the vigil at the Miraflores presidential palace, where they were held for 14 hours, according to the SNTP. On the morning of January 30, they were released and deported to their native country on a flight with a stopover in Panama.

GONZALO DOMÍNGUEZ LOEDA – EFE (January, 30):

The Spanish journalist Gonzalo Domínguez Loeda was detained by SEBIN officials and transferred, under arrest, to the hotel where he was staying to collect his belongings. Later, he was taken to Helicoide, SEBIN[12] headquarters in Caracas, for questioning. The day before his arrest, he had published articles referring to the measures taken against the president in charge, Juan Guaidó. He was released on January 31.

MAUREN BARRIGA VARGAS – EFE (January, 30):

The Colombian journalist Mauren Barriga Vargas, was arrested along with her partner Gonzalo Domínguez Loeda, by SEBIN[13]. Both was transferred to the hotel where there was staying and later taken to Helicoide to be released on the afternoon of January 31.

LEONARDO MUÑOZ – EFE (January, 30):

Colombian reporter Leonardo Muñoz was arrested when he was walking the streets of Caracas during the protests that took place that same day[14]. According to the SNTP, he was detained by DGCIM officials. He was released on the afternoon of January 31, along with his colleagues Mauren Barriga Vargas and Gonzalo Domínguez.

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[10] Twitter @sntpvenezuela (2019). https://bit.ly/2UBQq7k
[11] Twitter @sntpvenezuela (2019). https://bit.ly/2UyvG0g
[12] Peio H. Riaño (2019) "Gonzalo Domínguez a sus padres, antes de ser detenido en Venezuela: "Estoy bien. No os vayáis a preocupar" El País. https://bit.ly/2VXU4fe
[13] González, Mieguel (2019) "Liberados los periodistas de la agencia Efe detenidos en Venezuela" El País. https://bit.ly/2UsApQR
[14] Diario las Américas (2019) "Desaparece en Caracas un fotógrafo colombiano de la agencia efe". https://bit.ly/2GdE3dH

HIRSALD GÓMEZ Y EMIN OZMIN (January, 31):

The Turkish photojournalists Hirsald Gómez and Emin Ozmin were kidnapped by civil groups[15]. Said subjects handed the journalists over to SEBIN officials at El Helicoide, where they were held for 2 hours. Both Ozmin and Gómez were released early the same day.

TWITTER BOTS SUSPENDED ACCOUNTS (February, 16):

Twitter suspended more than 1,100 accounts from Venezuela, which are presumed to be involved in a disinformation campaign promoted by the dictatorship[16]. According to the El País medium, the analysis of the activity and content of 9 million tweets made visible how the dictatorship used these accounts with false identities to spread and position its political propaganda, with the aim of generating in citizens the impression of having great support on social media.

Nicolás Maduro's account was the most mentioned by the suspended accounts, followed by Foro Candanga, Correo del Orinoco and Diosdado Cabello. Likewise, the most used words were "Venezuela", "people", "president", "Maduro", "government", "Chávez", "Russia" and "homeland". The suspended accounts were classified into 3 categories: a group of 3 users with hundreds of thousands of followers, a group of a couple of dozen users ranging from a few thousand to 70 thousand followers, and hundreds of accounts that were only dedicated to disseminate and replicate the content generated by the others to expand its reach through replies, retweets or mentions.

NATGEO AND ANTENA 3 (February, 22):

The SNTP denounced that the cable operators DIRECTV and Intercable removed the NatGeo and Antena 3 channels from their programming grid[17]. Before being censored, these media broadcast the Venezuela Aid Live concert, which sought to collect funds for humanitarian aid in Venezuela .

24H DE CHILE (February, 23):

The Chilean news outlet 24H de Chile, was removed from DIRECTV's programming grid in Venezuela[18], after it broadcast the events on the Venezuelan borders with Brazil and Colombia, during the attempted entry of humanitarian aid.

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[15] Twitter @sntpvenezuela (2019). https://bit.ly/2Bj52Bb

[16] Andrino Borja y Pérez Jordi (2019) "Así opera la propaganda venezolana en Twitter" El País. https://bit.ly/3aVK9uL

[17] Twitter @sntpvenezuela (2019). https://bit.ly/2Ss68mM

[18] Twitter @sntpvenezuela (2019). https://bit.ly/2KQPQj5

DEUTSCHE WELLE (April, 13):

The SNTP denounced that CONATEL, the cable operators removed the German channel Deutsche Welle (DW) [19] from its programming grid, an international medium that has dedicated informative spaces to show the crisis in Venezuela.

RADIO CARACAS RADIO, BBC MUNDO AND CNN INTERNACIONAL (April, 30):

CONATEL forced DIRECTV to remove BBC Mundo and CNN Internacional from its programming grid. Also, the entity removed the concession to the radio station Radio Caracas Radio (RCR) [20]. All these media reported on the events corresponding to Freedom Operation, led by the president in charge Juan Guaidó and Leopoldo López.

The RCR media broadcast the events that took place at the La Carlota air base, after the president in charge Juan Guaidó, along with Leopoldo López, called on citizens to continue with Freedom Operation and move towards the cessation of the usurpation. RCR's director, Jaime Nestares, reported that a CONATEL commission arrived at the facilities to order the closure of the open signal.

LA PATILLA (June, 04):

In 2015, Diosdado Cabello sued the media El Nacional, Tal Cual and La Patilla, for having published on their web portals a report by the newspaper ABC of Spain, in which they pointed to Cabello as *"leader of the Soles cartel "*and "operator of the narco-state ". On June 4, 2019, the Supreme Court gave rise to the lawsuit and ordered La Patilla to pay Diosdado Cabello 30 billion bolivars, for "moral damage." [21]

CRISTOPHER FIGUERA (July, 05):

After expressing his position against the dictatorship of Nicolás Maduro and the failure of Freedom Operation, SEBIN's director, Cristopher Figuera, left the country to go to Colombia and two months later he traveled to the United States, a country where he agreed to be part of different interviews in which he related how he carried out his duties for the dictatorship and assured that he had not tortured anyone.

In an interview, he expressed that during his time as director of the intelligence service, Nicolás Maduro ordered him "the dirty work" of persecuting and investigating opponents: *"it was he who designed who he should persecute and instructed the prosecution to carry out*

Runrunes ✔ @RunRunesWeb · 5 jul. 2019
Manuel Cristopher Figuera admitió haber seguido fielmente instrucciones de espiar –en persona, vía telefónica o electrónica– a cerca de 40 opositores, y de rendirle informes a Maduro cada dos horas sobre sus movimientos

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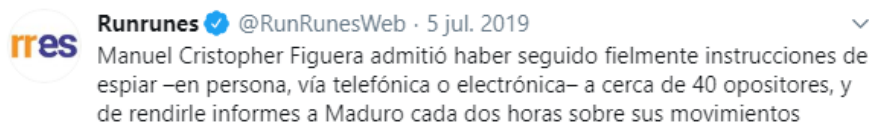
[19] Twitter @sntpvenezuela (2019). https://bit.ly/2KQPQj5
[20] Twitter @nestaresjaime (2019). https://bit.ly/3d9kHDK
[21] La Patilla (2019) "TSJ de Maduro obliga a La Patilla pagar 30 mil millones de bolívares a Diosdado". https://bit.ly/2zR4iW7

some non-legitimate acts". Likewise, he admitted following the instructions to spy in person, by phone or electronically, on about 40 opponents and then inform Maduro about their movements every 2 hours. [22]

JOSÉ GUILLERMO MENDOZA (September, 19):

José Guillermo Mendoza, a graphic worker, was arbitrarily detained by a PNB checking point and transferred to Helicoide, SEBIN headquarters. [23] The worker was transferring the delivery of the printing of 1,000 pieces of graphic material from the album "Minister: What is your job? A tribute to Venezuelan punk", to the headquarters of the NGO PROVEA. The materials of this project were described as "subversive" during the detention.

PROVEA's director, Rafael Uzcátegui, and the lawyer Marino Alvarado, appeared at the Helicoide, in response to the request of PNB officials. Once at the site, they awaited the transfer of Guillermo Mendoza, which did not happen. Finally, the graphic worker was released, without charge, on September 20 and the material was returned.

> **RedesAyuda** ✔ @RedesAyuda · 20 sept. 2019
> José Guillermo Mendoza fue liberado la mañana de este viernes, los funcionarios entregaron el material incautado y el vehículo donde lo trasladaban #LaCulturaNoEsDelito
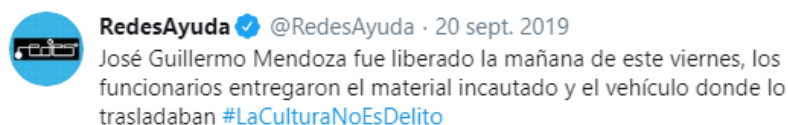
DOCUMENTARY "CHAVISMO: THE PLAGUE OF THE XXI CENTURY" (Octubre, 09):

The Thirty-Sixth Court of Control of Caracas, prohibited the Simón Bolívar University (USB) and other study houses from projecting and disseminating the documentary Chavismo: *The plague of the XXI century*[24] in their facilities. This documentary was produced by the activist Gustavo Tovar, who was investigated by the Public Ministry, which considered that the film incurred in promotion and incitement to hatred, a pseudo-crime established in the unconstitutional Law Against Hate.

Otherside, the USB professors José Alberto Olivar, Jonás Estrada and Jorge Orellano, were harassed by Mario Silva: *"These blokes think they can fight this people and they are extremely desperate. It is not only the fascist political class, but this disgusting class that calls itself "intellectual and professional" that swarms within a public university. This type of thing*

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[22] Runrunes (2019) "Manuel Cristopher Figuera: Maduro ordenó detenciones arbitrarias". https://bit.ly/2WoM1qW
[23] Provea (2019) "Detienen a trabajador de industria gráfica por trasladar material de Provea". https://bit.ly/2KYkTcU
[24] Dona, Katherine (2019) "Tribunal prohíbe transmitir el documental "El Chavismo, la peste del siglo XXI" Contrapunto. https://bit.ly/3aUAm8j

goes openly in a hate speech towards a great majority of the country[25] *"expressed the host of the program" La Hojilla ".*

MOVIE "INFECTION" (October, 11):

The first Venezuelan film about zombies, Infection, could not be screened in theaters in the country because it was not approved by the National Autonomous Cinematography Center (CNAC). This was denounced in a statement by the film's director, Flavio Pedota, who claimed to have fought with this government institution for 9 months: *"We were required dozens of permits and requirements outside the film law, and even after complying with its unjust requests and deliver them all, it was not enough to achieve the premiere in national cinemas"* [26] he said.

PEDRO JAIMES CRIOLLO (October, 17):

After being arbitrarily detained in El Helicoide for 1 year and 5 months, Pedro Jaimes Criollo was released from prison by the Truth Commission of the illegitimate National Constituent Assembly. The measure was granted after the United Nations Working Group on Arbitrary Detentions asked the Venezuelan dictatorship for his release. [27]

Pedro Jaimes, was arrested after posting the route of one of the flights of the presidential plane on his Twitter account, remained missing for 33 days and was tortured with electricity, simulated suffocation and repeatedly beaten until he fractured a rib. During his detention, he was denied medical and legal assistance in the first months and 16 times he was not transferred to court for preliminary and trial hearings.

POLITICS BOTS (October, 23):

According to a study by the Internet Institute of the University of Oxford, the Venezuelan dictatorship has teams of up to 500 people that execute operations through political bots and trolls, to position their messages, expand the dissemination of their speeches and intimidate and harass opponents, journalists, human rights defenders and activists. [28]

ANA BELÉN TOVAR (November, 19):

During the raid on the Venmedios media headquarters, DGCIM officials arbitrarily detained its operations manager, Ana Belén Tovar.[29] She was transferred to the DGCIM headquarters located in Boleíta and deprived of communication with her relatives and lawyers. Currently, Ana Belén Tovar is still in detention.

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[25] Espacio Público (2019) "Conductor de "La Hojilla" hostigó a profesores de la USB". https://bit.ly/2YsdLgR
[26] RedesAyuda (2019) "La dictadura censura infección – Comunicado Oficial". https://bit.ly/3b2rs93
[27] Espacio Público (2019) "Excarcelado Pedro Jaimes tras un año y cinco meses de detención arbitraria". https://bit.ly/35qAefK
[28] Bradshaw, Samantha y Howard, Philip (2019) "The Global Disinformation Order: 2019 Global Inventory of Organised Social Media Manipulation" Oxford Internet Institute. https://bit.ly/2StDrpA
[29] Twitter @sntpvenezuela (2019). https://bit.ly/2KYlLhG

JESÚS MEDINA (December, 05):

The photojournalist Jesús Medina, unjustly detained for more than a year. On October 3, his hearing was postponed for the tenth time and scheduled for January 30, 2020. Jesús Medina was arrested on August 29, 2018 by police officials and detained at the SEBIN headquarters. After remaining 36 hours missing, he was transferred to the Palace of Justice to be presented in court. On August 31 of that same year, he was imprisoned.

After several deferred hearings, on March 21, 8 months after his arrest, it was revealed that his health was seriously compromised. A month later (May 21), the Committee to Protect Journalists (CPJ) issued a statement in which it urged the Nicolás Maduro dictatorship to release the reporter, assuring that *"the arrest of Jesús Medina coincides with a pattern of arbitrary arrests and harassment of opponents, critics and anyone who dares to tell the truth about what is happening in Venezuela ".*[30]

On May 23, his preliminary hearing was held with 4 crimes charged and he was taken to a trial deprived of liberty. In a letter written by the photojournalist, he stated that "*between dignity and freedom I chose dignity, it is not negotiated with anyone*". On December 5, 1 year and 4 months after his arrest, the photojournalist's hearing was scheduled, but this was postponed to January 30, 2020. On December 13, the investigative work that carried out before being detained by SEBIN officials. [31]

VENEPRESS AND TELECARIBE (December, 18):

SEBIN officials arbitrarily raided the facilities of the Venepress media, in the country's capital, and Telecaribe, in Puerto La Cruz, Anzoátegui state. In a statement, the directors of these media reported that officials blocked access to the offices until a court disposes of the seized assets. They also expressed that the officials used as an excuse the search for financial and legal documentation of the operation of Telecaribe and Venepress "*(...) we are not political or criminal companies, but the necessary media in a democracy*", they said. [32]

Venepress @venepress · 18 dic. 2019
#COMUNICADO | Pronunciamiento de #Venepress ante el allanamiento de nuestras instalaciones #18Dic

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[30] Committee to Protect Journalist (2019) "El CPJ y Human Rights Watch instan a Venezuela a liberar a Jesús Medina". https://bit.ly/2z4sCmY

[31] Carballo, Betzimar (2019) "Sale a la luz pública el trabajo que realizaba el reportero Jesús Medina minutos antes de ser detenido" Venezuela Awareness. https://bit.ly/2WquNJo

[32] Venepress (2019) "Comunicado especial de Venepress". https://bit.ly/2zKHzLe

DIGITAL RELATED OTHER CASES

SCAMS ON BUY-SELL DOLLARS ON SOCIAL MEDIA

Due to exchange restrictions, the bolivar's devaluation and hyperinflation, the buying and selling dollars became part of the daily life of Venezuelans to protect themselves from undercapitalization. Likewise, social networks became the preferred tool for many for these transactions, which brought with it a significant increase in scams through these platforms. During 2019, cybercriminals carried out these scams posing as relatives or friends of the victims by writing to them through their social networks, using hacks and in some cases phishing.

According to an investigation by El Pitazo, the CICPC identified the city of Cabimas, Zulia state, as the origin of many of these scams. Likewise, they assured that the complaints received by the CICPC, the only body authorized in Venezuela for this type of case, come from Venezuelans of all social classes, which is why they receive 10 to 15 daily complaints for this type of crime. An official of this police force declared the following for the investigation of El Pitazo:

"(…). It is a crime that is committed at the same time from several places. They are large groups, it can be said of up to 200, that before jumping into cyberspace they receive classes by the computer engineers themselves who preferred to use their talent to commit crimes ". [33]

EDGAR ANDRÉS ARTEAGA SUÁREZ (August, 30):

A 20-year-old boy identified as Edgar Andrés Arteaga Suárez, was arrested for practicing sextortion through digital platforms. After initiating conversations with his victims, he asked them for photos without clothes and once he received them he asked them for money in exchange for not publishing them. [34]

BELANKAZAR

Belankazar is a Caracas-based modeling academy and agency, which was charged with allegedly offering a subscription service on its website, where they shared inappropriate multimedia content from the bodies of minors. The complaint was made after a thread of tweets went viral in which it was ensured that the agency's YouTube account was used to entertain groups of pedophiles on the Internet and that minors were being exploited. [35]

On September 3, the CICPC's director, Douglas Rico, reported on his Instagram account that the 3 directors of the modeling academy were arrested and seized all the

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[33] Fernández, Glorimar (2019) "Estafas y fraudes por internet consiguen blancos fáciles" El Pitazo. https://bit.ly/3feVJ7H

[34] El Carabobeño (2019) "Capturado hombre por sexting y sextorsión a adolescente en Caracas". https://bit.ly/2WlDwNf

[35] Twitter @Bluntsxpusxy (2019). https://bit.ly/3bZsMKU

computer equipment that was in the academy offices "*to carry out the rigorous computer expertise* ". [36]

SUBMARINE CABLE REPAIR AFFECTS INTERNET CONNECTIVITY (December, 01):

From 9 AM to 2 PM on Sunday, December 01, connectivity to various Internet providers in the country was limited due to the repair of one of the Century Link company's cables that runs from Panama to St. Croix, passing for Venezuela. According to the data published by VE sin Filtro, [37] the ISPs CANTV and Digitel did not present major limitations at 12 PM. However, Movistar's connectivity levels fell to 53%, in Inter to 32% and the service in Supercable was affected in its entirety.

DIGITAL EVENTS CHRONOLOGICAL RECORD 2019

DIGITAL EVENTS CHRONOLOGICAL RECORD 2019 ANNUAL PUBLIC REPORT REDESAYUDA	
JANUARY	• Friday 11: Blockade of the Broad Venezuela Free Front page • Saturday 12: Wikipedia portal blocked • Wednesday 16: Attached supervisor of the PNB was detained by a WhatsApp status • Friday 18: YouTube blocked Campaign in rejection of the draft of the Cyberspace Law • Monday 21: YouTube, Instagram and Twitter blocked; Journalist Daniel Danieri was threatened on Twitter • Wednesday 23: blocking YouTube, Google services, Instagram and Twitter • Thursday 24: Journalist Darvinson Rojas was harassed on Twitter • Friday 25: Block to Instagram Media Valera Noticias received threatening messages • Sunday 27: YouTube, Periscope, Instagram and Facebook blocked • Tuesday 29: YouTube and Periscope blocked
FEBRUARY	• Thursday 07: Hacking of web pages of Venezuelan embassies • Monday 11: The journalist Héctor Antolínez was harassed by social networks; Blocking the Aporrea website; • Tuesday 12: Phishing to the website of Voluntarios X Venezuela; DNS Spoofing to the Voluntarios X Venezuela website; Block to YouTube and Google services • Wednesday 14: blocking of YouTube and Google services; • Friday 15th: TunnelBear and Windscribe blocked; • Saturday 16: Twitter suspends more than 1,100 bot accounts of the dictatorship; Blocking to the website of Volunteers X Venezuela

[36] Instagram @douglasricovzla (2019). https://bit.ly/3dgNbeT
[37] Ve Sin Filtro (2019) "Reparación de cable submarino afecta múltiples proveedores de internet". https://bit.ly/2Ne8zGl

	• Monday 18: Blockade of YouTube and Google Services
	• Tuesday 19: YouTube blocked; The journalist Sebastiana Barráez was threatened on Twitter
	• Wednesday 20: DDoS attack on the website of El Estimulo; DDoS attack on Konzapata website; DDoS attack on the Climax website; DDoS attack on the Bienmesabe website; DDoS attack on Urbe's website; DDoS attack on the Alnavío website
	• Friday 22: Block to the VPITV website; Blocking to the VivoPlay website; Block to the EVTV Miami website; Block to YouTube; Venezuela Aid Live streaming blockade; Blocking the Venezuela Aid Live website;
	• Saturday 23rd: El Tiempo website blocked; Block to YouTube; DDoS attack on the website of the Venezuelan Observatory of Social Conflict
	• Monday 25: YouTube, Bing and Google blocked
	• Wednesday 27: Twitter and SoundCloud blocked
	• Thursday 28: Lock to Change.org page
MARCH	• Friday 0: Block to the Meridiano TV website; 2001 Website Blocked; Bloque De Armas website blocking
	• Monday 04: Blockade of Twitter
	• Wednesday 06: YouTube blocked
	• Thursday 07: YouTube blocked; First national blackout
	• Saturday 09: National blackout
	• Monday 11: Arrest of Luis Carlos Díaz
	• Thursday 14: Diosdado Cabello harasses Luis Gonzalo Pérez
	• Wednesday 20: Block to the website Noticias.org
	• Sunday 24: Blockade of the Antena 3 website
	• Monday 25: National blackout
	• Wednesday 27: Blocked YouTube, Google services, Periscope and Bing; National blackout
	• Friday 29: National blackout
	• Sunday 31: National blackout
APRIL	• Monday 01: Digital security campaign for journalists in alliance with CPJ
	• Tuesday 02: The journalist Sergio Novelli was threatened on Twitter
	• Wednesday 10: National blackout
	• Monday 15: Journalist Fernando Oduber was threatened on Instagram
	• Friday 19: Block to YouTube, Google services and Bing
	• Thursday 25: DDoS attack on Sebastiana Barráez's page
	• Tuesday 30: YouTube, Periscope, Twitter and Facebook blocked;

		Block to CNN in Spanish page
MAY	•	Wednesday 01: Block to YouTube, Google services and Bing
	•	Thursday 02: YouTube, Periscope, Instagram and Twitter blocked
	•	Friday 03: YouTube, Google services, Periscope, Bing and Facebook are blocked
	•	Sunday 05: Block to YouTube, Periscope, Instagram and Twitter
	•	Tuesday 07: YouTube blocked
	•	Thursday 09: YouTube, Google services, Bing and Android backend servers are blocked
	•	Saturday 11: Block to YouTube, Google services, Periscope and Bing
	•	Tuesday 14: YouTube, Google services, Periscope and Bing blocked
	•	Wednesday 15: Lock YouTube and Periscope
	•	Thursday 16: Block to YouTube, Google services, Periscope and Bing
	•	Saturday 18th: Blocked YouTube, Google services, Bing and Android backend servers
	•	Tuesday 21: YouTube, Google, Bing and Periscope services blocked
	•	Jueves 23: Blocking YouTube, Google services, Bing and Android backend servers
	•	Friday 24: YouTube and Periscope blocked
	•	Sunday 26: YouTube, Google services and Periscope blocked
	•	Monday 27: DDoS attack on Runrunes website
	•	Tuesday 28: YouTube blocked
JUNE	•	Saturday 01: Arrest of Karen Palacios for posts on Twitter
	•	Tuesday 04: TSJ ordered La Patilla to pay Diosdado Cabello 30 billion for "moral damage"
	•	Friday 14: Alliance between Psiphon, Human Right and RedesAyuda
	•	Saturday 15: Block to YouTube, Periscope, Instagram, Bing and Google
	•	Monday 17: El Pitazo website blocked; Efecto Cocuyo website blocking;
	•	Attempt to hack PROMEDEHUM accounts;
	•	Wednesday 19: YouTube blocked
	•	Monday 24: Block to the web page Vamosbien.com
	•	Thursday 27: Firefighters Carlos Varón and Ricardo Prieto are removed from their positions
JULY	•	Tuesday 02: YouTube, Bing and Google blocked
	•	Friday 05: Former SEBIN director admits to having spied on opponents by phone and electronically
	•	Block to YouTube
	•	Wednesday 10: Journalist Jean Carlos Rodríguez was threatened by messages and voice notes
	•	Friday 12: Journalist Wilmer Quintana was arrested and accused of promoting and inciting hatred
	•	Monday 22: National blackout
	•	Saturday 27: Threats to Armando Petare for a publication on social networks
AUGUST	•	Tuesday 13: Rocío San Miguel was the victim of threats via telephone

	•	Thursday 22: Nicolás Maduro announces Fiber Optic Plan
	•	Friday 30: Young man arrested for sextortion Campaign "Free Internet, Free Venezuela"
SEPTEMBER	•	Tuesday 03: Guaidó authorizes the use of digital technology to detect guerrilla groups in Venezuela Directors of the Belankazar agency imprisoned and confiscated equipment
	•	Saturday 14: DDoS attack on the CNVE24 website
	•	Wednesday 25: Creation of the CyberPeace Institute
	•	Monday 30: DDoS attack on the website of El Pitazo
OCTOBER	•	Monday 07: Technology companies restrict their services to Venezuelans
	•	Wednesday 09: Campaign for technology companies to preserve their services in Venezuela
	•	Thursday 10: National Communication Center launches app to combat Fake News
	•	Thursday 17: Pedro Jaimes is released from prison
	•	Wednesday 23: Study by the Oxford Internet Institute on the use of political bots in Venezuela
	•	Monday 28: Adobe decides to continue offering its services to Venezuelans
	•	Thursday 31: They publish an article about scams in buying and selling dollars through social networks
NOVEMBER	•	Friday 15: Campaign to prevent the sale of equipment from the Cellebrite company to the dictatorship; Journalists were threatened in a message spread through social networks
	•	Saturday 16: Block to YouTube, Instagram, Twitter and Facebook
	•	Wednesday 27: Blockade of the website of Diario La Voz; Block to the website of The Region
	•	Friday 29: DDoS attack on Tal Cual's website
DECEMBER	•	Sunday 01: Armando.info website blocking
	•	Monday 02: Poliguaicaipuro arrested by a WhatsApp status
	•	Tuesday 17: Campaign to prevent the sale of the ".org"
	•	Sunday 22: They accuse Elides Rojas of inciting hatred

** The cases and digital events registered in the previous table are in the public domain;
what is present is the result of the sum of these data, which together with what
RedesAyuda records daily about all those digital events that violate and affect the online
Venezuelans freedom of expressions.*

CHAPTER III VULNERATION AND CRIMINALIZATION OF DIGITAL SECURITY AND FREEDOM OF EXPRESSION

CASE: WEB PAGES BLOCKS

FRENTE AMPLIO VENEZUELA LIBRE (January, 11):

The Frente Amplio Venezuela Libre, it's an organization that groups together political parties opposed to the dictatorship of Nicolás Maduro and civil society factors that aim to work and be part of the transition process for the restoration of democracy in the country. Through the social network Twitter, they reported that their website was blocked by some local ISPs:

"We inform the country and the world that, in a new attack against the right of Venezuelans to information, the government has ordered to block access to our website www.frenteamplio.com from local operators. We continue in the fight, nothing will stop us ". [38]

Frente Amplio Venezuela Libre @FrentAmplioVzla · 11 ene. 2019
Informamos al país y al mundo que en un nuevo atentado contra el derecho de los venezolanos a la información, el gobierno ha ordenado bloquear el acceso a nuestra página web frenteampliovenezuela.com desde los operadores locales. Seguimos en la lucha, nada nos detendrá. #11Ene

WIKIPEDIA (January, 12):

The free encyclopedia Wikipedia, was blocked by CANTV after a series of editions in which they placed as president No. 51 of the Bolivarian Republic of Venezuela, the current president in charge of the country, Juan Guaidó. According to NetBlocks, this was due to "*a stricter regime of Internet controls.*" [39]

APORREA (January, 11):

The informative web portal Aporrea was blocked by CANTV and Movilnet. Aporrea denounced that it was an intermittent blockade, since the users of these ISPs could enter at certain times and then access was blocked. In addition, they assured that *"the impossibility of having access to our website is not due to technical problems on our part. Aporrea's servers are 100% operational ".* [40]

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[38] Twitter @frentampliovzla (2019). https://bit.ly/3fbiWYA

[39] NetBlocks (2019) "Wikipedia bloqueada en Venezuela a medida que los controles de Internet se endurecen". https://bit.ly/3f4rQqy

[40] Aporrea (2019) "Aporrea bloqueada: ¿Qué pasa CANTV? Solicitamos a usuarios y articulistas unirse a la campaña". https://bit.ly/2yYktjY

TUNNELBEAR AND WINDSCRIBE (January, 15):

The VPN services, TunnelBear and Windscribe, were blocked through CANTV. These tools are used by citizens to evade the censorship imposed by the Venezuelan dictatorship towards digital platforms and to be able to access blocked or restricted content. According to VE sin Filtro, this was a TCP block that affected the websites and authentication of their applications. [41]

VOLUNTEERS X VENEZUELA (February, 16):

Voluntareers X Venezuela, is a portal created so that Venezuelan citizens could register and be part of the group of volunteers that supports the efforts of the Venezuela Help and Freedom Coalition, to address the Complex Humanitarian Emergency. After his page, voluntariesxvenezuela.com, was the target of phishing and DNS spoofing by CANTV, access to the portal was blocked by HTTP and SNI filtered in CANTV and Movilnet. [42]

VENEZUELAAIDLIVE.MDSTRM.COM AND VENEZUELAAIDLIVE.COM (January, 22):

The Venezuela Aid Live concert took place on February 22nd and was broadcast live through venezuelaaidlive.mdstrm.com. The main objective of the event was to raise funds to deliver humanitarian aid to Venezuela and face the Complex Humanitarian Emergency. However, the event's streaming and website were blocked by DNS in the country's main ISPs, including: CANTV, Movistar, Digitel and Inter. [43]

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[41] Twitter @vesinfiltro (2019). https://bit.ly/2VUBFjb

[42] Twitter @sntpvenezuela (2019). https://bit.ly/2VYkUUk

[43] Twitter @vesinfiltro (2019). https://bit.ly/2xqGAiy

VIVOPLAY, VPITV, EL TIEMPO AND EVTV MIAMI (February, 22 and 23):

VE sin Filtro confirmed through its Twitter account that the information platforms VivoPlay, VPITV and the Colombian media El Tiempo, completed 4 consecutive days blocked by DNS in CANTV, Movistar, Inter and Digitel. Likewise, access to the EVTV Miami media portal was blocked by CANTV. [44] These blockades occurred while said media carried out coverage on the Colombian-Venezuelan border.

start	2019-02-23	ongoing

El Tiempo
EL TIEMPO
Blocked during Venezuela Aid Live and border crossing standoffs to bring humanitarian aid

Blocked

ISPs: CANTV Inter Movistar Digitel
Category: News
Kind: DNS block

VESINFILTRO   @VEsinfiltro vesinfiltro.com

inicio	2019-02-22	continúa

VIVO play
Bloqueado durante cobertura de Veneuela Aid Live y enfrentamientos por paso de ayuda humanitaria.

BLOQUEADO

ISPs: CANTV Inter Movistar Digitel
Categoría: Noticias
Tipo de Bloqueo: Bloqueo DNS, Filtrado SNI en CANTV

VESINFILTRO   @VEsinfiltro vesinfiltro.com

inicio	2019-02-22	continúa

El Venezolano TV, miami
EVTV
Bloqueado durante cobertura de Veneuela Aid Live y enfrentamientos por paso de ayuda humanitaria.

BLOQUEADO

ISPs: CANTV
Categoría: Noticias
Tipo de Bloqueo: Filtrado SNI

VESINFILTRO   @VEsinfiltro vesinfiltro.com

inicio	2019-02-22	continúa

VPI TV
VPItv
Bloqueado durante cobertura de Veneuela Aid Live y enfrentamientos por paso de ayuda humanitaria.

BLOQUEADO

ISPs: CANTV Inter Movistar Digitel
Categoría: Noticias
Tipo de Bloqueo: Bloqueo DNS, Filtrado SNI en CANTV

VESINFILTRO   @VEsinfiltro vesinfiltro.com

CHANGE.ORG (February, 28):

Change.org is a free and public platform for online petitions, of a civic and social nature, with the aim of claiming compliance with human rights. According to VE sin Filtro, the platform was blocked in CANTV through an SNI filter,[45] after it received requests for signatures supporting a military intervention in Venezuela and a request from Volunteers X Venezuela, requesting a visit from the

inicio	2019-02-28	continúa

Change.org
change.org
Sitio usado por activistas y organizaciones para llevar campañas de recolleción de firmas.

BLOQUEADO

ISPs: CANTV
Categoría: Activismo
Tipo de Bloqueo: Filtrado SNI

VESINFILTRO   @VEsinfiltro vesinfiltro.com

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[44] Twitter @vesinfiltro (2019). https://bit.ly/35ssXMy
[45] Twitter @vesinfiltro (2019). https://bit.ly/2VV6IeZ

United Nations High Commissioner for Human Rights, Michelle Bachelet.

BLOQUE DEARMAS, MERIDIANO AND 2001 (March, 01):

In a statement published by the media Meridiano and 2001, they denounced that CANTV users could not access the content of their pages due to an alleged block:

"Since February 27, users of the Bloque de Armas portals, 2001.com.ve and meridiano.com.ve report access problems, especially those whose Internet provider is ABA from CANTV. As has been verified, the pages can be accessed from other providers ".

On March 1, VE sin Filter, reported on its Twitter account that the web pages of these media were blocked by HTTP and SNI filtering. In addition, they added that the Bloque de Armas page was blocked by DNS through Movistar. [46]

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[46] Twitter @vesinfiltro (2019). https://bit.ly/2KQnWUe

NOTICIAS.ORG (March, 20):

CANTV applied a DNS blockade to the news medium Noticias Venezuela. According to the information provided by VE sin Filter, the blockade was carried out since at least March 19. [47]

ANTENA 3 (March, 24):

After the Antena 3 channel was censored in Venezuelan cable operators by CONATEL, the medium enabled live streaming so that Venezuelan users could enjoy its content. But the site was blocked in CANTV by HTTP and HTTPS, according to the information published by VE sin Filtro on its website. In the words of the organization, this type of block cannot be bypassed by changing DNS, *"and the use of most VPNs would be registered by Antena 3's streaming server as a connection outside of Venezuela."* [48]

CNN EN ESPAÑOL (April, 30)

Since 2017, the CNN en Español channel has not been available through subscription services in Venezuela, which is why Venezuelans went to its informative website cnnespanol.cnn.com to access its content. It was blocked by CANTV through SNI filtering. [49]

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[47] Twitter @vesinfiltro (2019). https://bit.ly/35nilhO
[48] Twitter @vesinfiltro (2019). https://bit.ly/2YsDWE2
[49] Twitter @vesinfiltro (2019). https://bit.ly/2Sopgly

EL PITAZO AND EFECTO COCUYO (June, 17 and 18)

Access to the informational portals El Pitazo and Efecto Cocuyo was blocked in the ISPs Digitel, Movistar and CANTV, as reported by IPYS, who with measurements carried out through OONI Probe, during June 17 and 18, detected these blocks by HTTP and DNS. [50]

According to the information published by IPYS, El Pitazo suffered its fourth blockade in the last 22 months. The blocks to this portal were mainly due to DNS, which affected elpitazo.net for the first time, the fourth domain used by the media to deal with the blockages that are systematically suffered. On the other hand, El Pitazo had unofficial access to an email in which CONATEL ordered the ISPs to carry out the blocks to this medium:

NOTIFICACION - Registro de Nueva URL a procesar
17 de junio de 2019 2:07 p. m.
administrador   Detalles

Estimado(a) Compañero(a)

Le notificamos que se ha registrado en el sistema la url: elpitazo.net , para que sea procesada por su representada.
La solicitud es requerida para los protocolos HTTP y HTTPS.

Se agradece dar acuse de recibo del presente, así como informar a la cuenta de correo: seguimientourl@conatel.gob.ve, una vez sea efectivo el procesamiento antes solicitado.

"Dear colleague: we notify you that the url: elpitazo.net has been registered in the system so that it can be processed by your client. The request required for the HTTP and HTTPS protocols. It is appreciated to acknowledge receipt of this document, as well as to inform the email account: Seguimientourl@conatel.gob.ve, once the previously requested processing is effective ".

VAMOSBIEN.COM (June, 24):

Vamos Bien, was a portal created by the office of the president in charge, Juan Guaidó, to register Venezuelans interested in participating in the Plan Back to Home, created for Venezuelans abroad, and in the Plan Go to Work, for the residents of the country. On the same day of its launch, it was blocked by SNI filtering from CANTV. [51]

inicio ◆ 2019-06-24   continúa
VamosBien.com
Nueva plataforma en líena para el registro de profesionales impulsado por el equipo de Juan Guaidó
Bloqueado
CANTV   Metodo Filtrado SNI
VESINFILTRO   @VEsinfiltro vesinfiltro.com

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[50] IPYS (2019) "Nuevos episodios de bloqueos digitales afectan El Pitazo y Efecto Cocuyo". https://bit.ly/2KOfG7k
[51] Twitter @vesinfiltro (2019). https://bit.ly/35sCh2L

DIARY LA VOZ AND LA REGIÓN WEB (November, 27):

CANTV blocked access to the news media Diario La Voz and La Región, according to journalist Daniel Murolo, who also assured in an interview for Espacio Público[52] that both portals were blocked by DNS.

> **Daniel Murolo** @dmurolo · 27 nov. 2019
> #27Nov Hoy los portales de @EldiarioLaVoz y @laregionweb fueron bloqueados por CANTV. En lo que va de año 2019 son 27 los medios a quienes se les aplica el bloqueo por solo cumplir con la misión de informar.

ARMANDO.INFO (December, 01):

After publishing the report *"Do you need to wash your reputation? Are deputies hired for this purpose? "*,[53] the informative portal Armando.info was blocked. "*Our Armando.info portal is currently offline. We are working to reactivate our portal and send you today's report without blocking "*. In an attempt to evade the blockade so that users could access the report, the news outlet published it on its Facebook account.

> **Armando.Info** @ArmandoInfo · 1 dic. 2019
> Nuestro portal armando.info está actualmente fuera de línea. Estamos trabajando para reactivar nuestro portal y hacerles llegar el reportaje de hoy sin bloqueos. Pronto les avisaremos

That day, Luis Parra, one of the deputies mentioned in the report for being part of a corruption network of the Local Supply and Production Committee (CLAP), accused the Armando.info journalist, Roberto Deniz, of being part of an extortion network: "*There is a dirty war laboratory set up against us and some fellow deputies of the Venezuelan Parliament, by an extortion network, among them the supposed journalist Roberto Deniz and the Armando.info portal.*"

CASE: SOCIAL MEDIA BLOCKS

During 2019, the dictatorship of Nicolás Maduro through the state ISP, CANTV, carried out tactical blocks to different social networks, which temporarily prevented Venezuelans from accessing them. These blockades were selective and intermittent, since they were applied during the coverage of protests, when the Venezuela Aid Live concert was held, during the sessions of the National Assembly and during the speeches of the president in charge Juan Guaidó.

Access to digital platforms was allowed when the coverage and speeches of Juan Guaidó and the opposition leaders ended, as well as when the Maduro dictatorship addressed

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[52] Espacio Público (2019) "Cantv bloquea los portales web de La Voz y La Región". https://bit.ly/3fcwNha
[53] Deniz, Roberto (2019) "¿Necesita lavar su reputación? Se alquilan diputados para tal fin" Armando Info. https://bit.ly/2zQD2XP

the country, which demonstrated a clear intention to control access to these pages, affecting the right to free and timely information of Venezuelans.

Below this there the total blocks numbers to different social networks and search engines, as well as some tools associated with them, throughout the year. Subsequently, a table is added with the blocks descriptions according to the social network blocked in each of the events.

Total blockages to social networks

Total events	YouTube	Google Services	Periscope	Bing	Instagram	Twitter	Facebook	Google	Otras
41	38	16	15	14	8	7	5	3	4

Source: VE sin Filtro and NetBlocks

PLATFORMS BLOCKED BY EVENT

	YouTube	Google Services	Periscope	Bing	Instagram	Twitter	Facebook	Google	Android Servers	SoundCloud
18 de enero	●									
21 de enero	●				●	●				
23 de enero	●	●			●		●			
25 de enero					●					
27 de enero	●		●		●		●			
29 de enero	●		●							
12 de febrero	●	●								
14 de febrero	●	●								
18 de febrero	●	●								
19 de febrero	●									
22 de febrero	●									
23 de febrero	●									
25 de febrero	●			●				●		
27 de febrero						●				●
4 de marzo						●				
6 de marzo	●									
7 de marzo	●									
27 de marzo	●	●	●	●						
19 de abril	●	●		●						
30 de abril	●		●			●	●			
1 de mayo	●	●		●						
2 de mayo	●		●		●	●				
3 de mayo	●	●	●	●			●			
5 de mayo	●		●		●	●				
7 de mayo	●									
9 de mayo	●	●		●					●	
11 de mayo	●	●	●	●						
14 de mayo	●	●	●	●						
15 de mayo	●		●							
16 de mayo	●	●	●	●						
18 de mayo	●	●		●					●	
21 de mayo	●	●	●	●						
23 de mayo	●	●		●					●	
24 de mayo	●		●							
26 de mayo	●	●	●							
28 de mayo	●									
15 de junio	●		●	●	●			●		
19 de junio	●									
2 de julio	●			●				●		
5 de julio	●									
16 de noviembre	●				●	●	●			

Source: VE sin Filtro and NetBlocks

CASE: CYBER ATTACKS

VOLUNTEERS X VENEZUELA (February, 12):

In order to steal data and information from the people who registered in the portal voluntarioxvenezuela.com, the dictatorship of Nicolás Maduro created a phishing page,[54] using the domain voluntariovenezuela.com and copying the interface of the original portal. Subsequently, through CANTV and Movilnet, they carried out a DNS spoofing attack to redirect users to the malicious website.

EL ESTÍMULO NEWS, KONZAPATA, CLIMAX, BIENMESABE, URBE AND ALNAVÍO (February, 20):

The media portals El Estímulo, Clímax, Bienmesabe, Urbe, Alnavío and Konzapata[55] were victims of DDoS attacks, which temporarily prevented users from accessing their content. Omar Lugo, director of El Estímulo, denounced that this act was an attack against free journalism in Venezuela and against the right to be informed. [56]

> **Omar Lugo** @omarlugo · 20 feb. 2019
> Estimados seguidores de @elestimulo, @revistaclimax @bienmesabe_ @UB_Magazine en estos momentos nuestro portal está bajo ataque cibernético intenso, lo que nos impide difundir nuestros contenidos. Es otro atentado cotidiano contra el periodismo libre en Venezuela

VENEZUELAN OBSERVATORY OF SOCIAL CONFLICTIVITY (February, 23):

In its Twitter account, the Venezuelan Observatory of Social Conflict reported that its website was the victim of a DDoS attack on February 23, which caused users to be unable to access the page. "*These actions do not intimidate us and we continue working for human rights in Venezuela,*" they said. [57]

> **Observatorio de Conflictos** @OVCSocial · 23 feb. 2019
> #AHORA Durante el día de hoy #23Feb hemos estado recibiendo ataques de denegación de servicio en nuestro servidor, en consecuencia dificultades para acceder a nuestra página. Estas acciones no nos intimidan y seguimos trabajando por los DDHH en Venezuela. #AyudaYa

SEBASTIANA WITHOUT SECRETS (April, 25):

The journalist Sebastiana Barráez denounced that her informative website was attacked and went offline after she published the article "*The terrorist group ELN threatened the May 1*

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[54] Azpúrua, Andrés; Guerra, Carlos y Rivas, José Luis (2019) "Phishing impulsado por el gobierno de Venezuela pone en riesgo a activistas y usuarios de internet". https://bit.ly/35q3J1m
[55] Twitter @konzapata (2019). https://bit.ly/2xzUBdW
[56] Twitter @omarlugo (2019). https://bit.ly/2Sv90zq
[57] Twitter @ovcsocial (2019). https://bit.ly/3aTvWi8

march called by Juan Guaidó in Venezuela." The journalist expressed that she used this medium to upload her articles before the dictatorship's blockade to Infobae, the medium for which she works. [58]

RUNRUNES NEWS (May, 27):

The website of the digital medium Runrunes was the victim of a DDoS attack. According to a source in the media, the numerous requests to enter the information page came mainly from Russia, with 80% of traffic and 20% from South Africa. The attack was carried out after the media published the report "*Victims Monitor 2018: 256 people died at the hands of the FAES in Caracas*",[59] in which they revealed that during 2018 extrajudicial executions became the most frequent homicides in the city capital, being the State security forces the main perpetrators and grouping 601 homicides of the 1,364 registered.

VENEZUELAN 24 NEWS CENTER (September, 14):

The web portal of the news outlet Centro de Noticias Venezuela 24 (CNVE24) was the victim of a DDoS attack.[60] As reported in their Twitter account, they received more than 1,000 requests to enter their page at the same time and, 72 hours later (on September 16), they increased to 12,000 requests to enter; which temporarily suspended access to its website.

EL PITAZO NEWS (September, 30):

The El Pitazo information portal suffered a DDoS attack directed at the server associated with the elpitazo.net domain,[61] from September 30 to October 2, which caused the page to be temporarily inoperative. Given this fact, the director of the media, Cesar Batiz, reported that the origin and reasons for the attack were unknown.

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[58] Twitter @sebastianasin (2019). https://bit.ly/2yYomWf
[59] Meléndez, Lorena (2019) "Monitor de Víctimas 2018: 256 personas murieron a manos de las FAES en Caracas" Runrunes. https://bit.ly/3faXqTF
[60] Twitter @sntpvenezuela (2019). https://bit.ly/2xwUy2z
[61] Voces del Sur (2019) "Nuevo ataque contra página web de El Pitazo". https://bit.ly/3djnOZX

TAL CUAL NEWS (29 de noviembre):

Diario Tal Cual, reported having received a cyberattack on its website, which temporarily prevented access to the information contained therein. This attack occurred after they published the report "*Maduro's Virtual Troop bombs the networks to misinform*",[62] together with Runrunes and El Pitazo, in which they revealed how the Nicolás Maduro dictatorship has used bots on the social network Twitter to position trends and misinform.

CASE: HACKINGS

EMBASSIES WEB PAGES OF VENEZUELA (February, 07):

At least 10 Venezuelan embassy web pages were hacked. According to Efecto Cocuyo,[63] the attack was directed at the website of the Venezuelan Foreign Ministry, where the portals of these delegations are located. The countries corresponding to the affected pages were: Canada, Colombia, Russia, Guatemala, Italy, Egypt, Costa Rica, Argentina and Mexico. When the portals were entered, a statement was shown expressing support for the president in charge, Juan Guaidó.

PROMEDEHUM (June, 17):

Workers of the NGO Promedehum, focused on defending and assisting victims of human rights violations, reported hacking attempts to their social networks and emails, after having received multiple verification requests for password changes. According to Espacio Público NGO,[64] the members of the organization had previously received a series of suspicious messages on their work phones, sent by an alleged delivery company that also asked them to enter suspicious links to receive packages that the organization did not expect.

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[62] Tal Cual Digital (2019) "Tropa virtual de Maduro bombardea las redes para desinformar". https://bit.ly/2Sytvej

[63] Benzecry, Alejandro (2019) "Denuncian hackeo de páginas web de al menos diez embajadas de Venezuela". https://bit.ly/3dbuMQw

[64] Espacio Público (2019) "Venezuela: ataques cibernéticos contra organización de derechos humanos PROMEDEHUM". https://bit.ly/3de2CEC

CASE: DETENTIONS AND IMPUTATIONS

MILENNY SOTO (January, 16):

The aggregate supervisor of the PNB, Milenny Soto, was arrested for uploading to her WhatsApp status an image in which she did not know Nicolás Maduro as president of Venezuela. The official was detained by Acevedo Montañez Secundino, the Inspector General for the Control of Police Action of the PNB Corps. [65]

NTN24 Venezuela ✔ @NTN24ve · 17 ene. 2019   ⌄
La supervisora agregada de la Policía Nacional, Milenny Yasmín Soto Páez,
fue detenida por colocar en un estado de WhatsApp una imagen en la que
reflejaba desconocimiento a Maduro bit.ly/2FDUmjt

LUIS CARLOS DÍAZ (March, 11):

The journalist Luis Carlos Díaz wifes, Naky Soto, denounced that since 5:30 PM on March 11, she lost communication with him, who had told her that he was going home to rest.

During the early hours of March 12, SEBIN officials took him home in handcuffs and carried out a raid in which they took computers, cell phones, and cash and threatened them if they talked about what happened [66] In a video, Soto reported on the raid, and invited citizens to attend the Prosecutor's Office to demand the release of Luis Carlos, who was transferred to Helicoide.

On the morning of March 12, the SEBIN reported that Luis Carlos Díaz was detained on charges of conspiracy to cause the blackout that affected the entire national territory and that same day the journalist was charged with instigation to commit a crime and was granted conditional release, under presentation regime every 8 days. She was also prohibited from testifying about the case, participating in demonstrations, and leaving the country. [67]

Víctor Amaya ✔ @victoramaya · 12 mar. 2019   ⌄
9:50 pm. @LuisCarlos fue imputado de instigación a delinquir y le fue
dictada libertad condicional, con régimen de presentación cada 8 días, no
podrá hablar del caso ni participar en manifestaciones y tiene prohibición de
salida del país. Podrá seguir usando las redes sociales.

From the program "Con El Mazo Dando" social media, hosted by Diosdado Cabello, they manipulated a video of the journalist, recorded on March 8, and in its publication they assured:

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[65] Luzardo, Bernardo (2019) "Detuvieron a una PNB por compartir fotografía en desconocimiento a Maduro" NTN24. https://bit.ly/2Wu9nvk

[66] Espacio Público (2019) "HRW: Detuvieron a reconocido periodista acusándolo de causar el apagón". https://bit.ly/2SvLGBo

[67] Twitter @victoramaya (2019). https://bit.ly/2VXKgBP

"*This is how the local right and the rancid gringo right prepared what they called' operation blackout ', which seeks to collapse the country by sabotaging the generation operations center of the National Electric System, on which most public services depend.*" [68]

The Inter-American Commission on Human Rights (IACHR) granted precautionary measures to the journalist and urged the Venezuelan dictatorship to adopt measures to guarantee that he can exercise his work as a journalist without fear of being intimidated or threatened. Otherside, on December 9, according to Espacio Público NGO, Luis Carlos Díaz will continue under investigation for another year, despite the fact that the Prosecutor's Office has no evidence. [69]

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[68] Twitter @conelmazodando (2019). https://bit.ly/2yq4JpR

[69] Espacio Público (2019) "Luis Carlos Díaz tendrá un año más bajo injusta investigación". https://bit.ly/3b3LsI6

KAREN PALACIOS (June, 01):

Karen Palacios, a 25-year-old young clarinetist and a former member of the National Philharmonic Orchestra of Venezuela since the age of 11, she was arbitrarily detained by DGCIM officials after denouncing through her Twitter account that her contract in the National Philharmonic Orchestra was rejected *"for signing against the regime".* Karen Palacios was charged with instigation of hatred.

> **Karen Palacios** @KrenClarinet · 26 may. 2019
> Primera vez que abro un hilo
>
> Les cuento por acá que tengo aproximadamente 3 meses tocando Clarinete (1er clarinete) en la orquesta Filarmonica Nacional. Esperando un contrato de tres meses, que ellos me ofrecieron, para luego presentar mi audición y poder quedar fija.

DGCIM officials went to her home in Carrizal, Miranda state, and posed as orchestra teachers, making her believe that they would take her to the Victim Assistance Center. Her mother, Yudith Pérez, accompanied her and when they were in the vehicle, they were notified that she would be detained at the DGCIM headquarters for alleged inquiries; this without a court order and in a completely arbitrary. [70]

During her stay at the DGCIM headquarters, Palacios, who is asthmatic and suffers from depression, was in a cell with 10 women, only 2 bunk beds and no windows, where she was subjected to psychological torture. On July 11, despite having a release ticket, Palacios was transferred to the National Institute for Women's Orientation (INOF), a prison in Los Teques, until her release on July 16.

> **Foro Penal** @ForoPenal · 13 jul. 2019
> Madre de la Presa Política Karen Palacios, reclama que durante la reclusion de Karen en DGCIM no dejaron que la viera durante 29 días, que teniendo boleta de excarcelación desde el 18/06 aún sigue presa, (ahora INOF) y que ha sido sometida a torturas psicológicas.

> **Alfredo Romero** @alfredoromero · 16 jul. 2019
> #16Julio Varios días trabajando por libertad de clarinetista #KarenPalacios. Hoy fue día intenso como muchos. Su madre y @ForoPenal acudimos a todas las instancias.Tenía boleta excarcelación desde 18/06/19. Pero hoy la excarcelación de Karen se hizo efectiva. #AbrazoDeLibertad

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[70] Noriega, Nadeska (2019) "Clarinetista cumple 43 días detenida en la Dgcim por su postura política" El Pitazo. https://bit.ly/3ffzkHt

CARLOS VARÓN AND RICARDO PRIETO (June, 27):

The Mérida's state officials fire department, Carlos Varón and Ricardo Prieto, were removed from their position by decision of the First Commander of the fire department, Ángel Alfredo Muñoz.[71] Both, Varón and Prieto were charged with the crimes of vilifying the President of the Republic and aggravating public instigation. They had previously been charged with incitement to hatred. The firefighters were jailed for 48 days and were released with parole, a filing regime every 30 days, and a ban on leaving the state and giving statements.

Both officials were arrested in 2018, after spreading a video on social networks in which a donkey appeared that they compared with Nicolás Maduro and asked for improvements to the workplace, after showing the conditions in which he was the place.

WILMER QUINTANA (July, 12):

CICPC officials detained journalist Wilmer Quintana[72] after he denounced corruption acts on his social networks regarding the management and distribution of CLAP bags and the failures in the supply of domestic gas in Guárico state. The journalist was accused of promoting and inciting hatred, established in the unconstitutional Law Against Hate. On August 6, the SNTP denounced that Quintana suffered a heart attack while he was detained at the CICPC headquarters in San Juan de los Morros, Guárico state. [73]

> **SNTP** @sntpvenezuela · 6 ago. 2019
> #AlertaSNTP | El Periodista Wilmer Quintana, detenido el pasado #12Jul en #Guárico, sufrió un infarto este #6Ago durante su encarcelamiento en el Cicpc de #SanJuan.
>
> Está preso por señalamientos hechos en sus redes sociales donde cuestiona la gestión del gobernador de esa entidad

Subsequently, on September 9, the Third Criminal Court of Control of the entity, ruled the journalist's release from prison and established a measure that prohibits him from speaking or publishing about the investigation he was carrying out on cases of corruption with the CLAP boxes in the Guárico state .

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[71] Espacio Público (2019) "Destituyen de sus cargos a los bomberos de Mérida". https://bit.ly/3fqIvVE
[72] Twitter @sntpvenezuela (2019). https://bit.ly/3fe1VNb
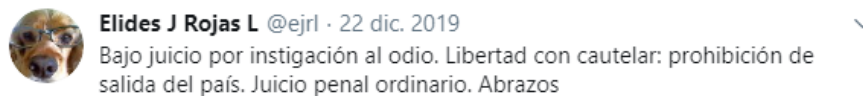[73] Twitter @sntpvenezuela (2019). https://bit.ly/2zNni7N

GERARDO JOSÉ COLMENARES NIÑO (December, 02):

Police officials arrested the Guaicaipuro Police officer, Gerardo José Colmenares Niño, for having uploaded a message to his WhatsApp stories in which he stated: *"Lazyness sunday and I'm working, bitchy mayor"*, referring to Wisely Álvarez Mayor. According to the journalist Román Camacho, the officer would be presented to the Public Ministry for instigation of hatred.[74]

> **Roman Camacho** ✔ @RCamachoVzla · 2 dic. 2019 ⌄
> #Miranda el pasado domingo funcionarios policiales detuvieron al Oficial agregado de PoliGuaicaipuro, Gerardo José Colmenares Niño (40A), por haber colocado un estado en WhatsApp donde escribió "DOMINGO DE CALIWEBA Y YO TRABAJANDO MAMAGUEVA ALCALDESA". Según información policial,

ELIDES ROJAS (December, 22):

The journalist and vice president of El Universal diary, Elides Rojas, was summoned by DGCIM officials to testify, after he published a tweet about a crashed aircraft in Miranda state.[75] *"The wrecked aircraft near the Caracas airport was loaded with plugs,"* he wrote. After his statements, they charged him with instigation of hatred and released him with a precautionary measure, a ban on leaving the country and an ordinary criminal trial.[76]

> **Elides J Rojas L** @ejrl · 22 dic. 2019 ⌄
> Bajo juicio por instigación al odio. Libertad con cautelar: prohibición de salida del país. Juicio penal ordinario. Abrazos

CASE: THREATS AND HARASSMENT

DANIEL DANIERI (January, 21):

The journalist and communications advisor, Daniel Danieri, was threatened by the deputy of the illegitimate National Constituent Assembly, Fidel Madroñero,[77] through his account on the social network Twitter. He himself called the journalist an "irresponsible defamer" and threatened him saying that they will do justice for his publications.

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[74] Twitter @RCamachoVzla (2019). https://bit.ly/3b0zTBt
[75] Tal Cual Digital (2019) "Saab confirma muerte de los pasajeros de avioneta siniestrada en Miranda este #20Dic". https://bit.ly/2xB0ckg
[76] Twitter @ejrl (2019). https://bit.ly/2yq6cwn
[77] Twitter @espaciopublico (2019). https://bit.ly/2Wh8HZO

Espacio Público ✔ @espaciopublico · 21 ene. 2019 ⌄
#DenunciaEP | El diputado de la ilegítima Asamblea Nacional Constituyente (ANC), Fidel Madroñero, amenazó al periodista Daniel Danieri (@LDanieri) por Twitter. Madroñero señala al periodista de "difamador irresponsable" y advierte que hará justicia por sus publicaciones #21Ene

DARVINSON ROJAS (January, 24):

The independent journalist, Darvinson Rojas, denounced on his Twitter account that, from an anonymous account on said social media, they accused him of receiving money from the FAES[78] "*did he seriously not give them the creativity to invent something better?*".

Darvinson Rojas ✔ @DarvinsonRojas · 24 ene. 2019 ⌄
Desde una cuenta anónima me acusan de recibir dinero de las FAES. ¿En serio no les dio la creatividad para inventar algo mejor?

VALERA NEWS (January, 25):

The news outlet, Valera Noticias, received an intimidating tweet, which stated: *"I am sworn in and proclaim myself president of Valera Noticias, so I am going to take office together with my command of Bolivarian groups, warning the propagandists of Valera News"*.[79] Before this message, the media responded: "*No threat or intimidation will make us back down from reporting on the truth and events that happend in our beloved Venezuela*".

negocio libre ⌄
@InduslarLibre

En respuesta a @ValeraNoticia

YO ME JURAMENTO Y PROCLAMO PRESIDENTE DE VALERA NOTICIAS.. ASI Q VOY A TOMAR POSESION DEL CARGO JUNTO CON MI COMANDO DE COLECTIVOS BOLIVARIANOS.. ADVERTENCIA A LOS PALANGRISTAS DE @ValeraNoticia

3:54 p. m. · 1/25/19 · Twitter Web Client

HÉCTOR ANTOLÍNEZ (February, 11):

The SNTP denounced that the journalist from Crónica Uno, Héctor Antolínez, was harassed on social media[80] for reporting accounts that spread false messages and manipulated the headlines of digital media. In addition, the journalist also received threatening messages. "*Seriously, I already told you fool, do not threat me, do not think that we are just moving through a keyboard*" stated one of the messages.

SNTP @sntpvenezuela · 11 feb. 2019 ⌄
#AlertaSNTP | El periodista @HectorAntolinez, de @CronicaUno, es hostigado y amenazado a través de redes sociales por denunciar cuentas que difunden noticias falsas y manipulan titulares de medios digitales.

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[78] Twitter @darvinsonrojas (2019). https://bit.ly/35uVbq0
[79] Twitter @valeranoticia (2019). https://bit.ly/2yq70RV
[80] Twitter @sntpvenezuela (2019). https://bit.ly/2SxAKmU

SEBASTIANA BARRÁEZ (February, 19):

The Venezuelan journalist from Punto de Corte and Infobae, Sebastiana Barráez, asked her followers on Twitter to denounce a troll account that asked them to assassinate her. [81] This event happen after the journalist reported that Major General Noroño Torres allegedly requested a list of who was going to stay in hotels in Táchira state. The account from which the messages came was deleted.

> **Sebastiana Barráez** @SebastianaSin · 19 feb. 2019
> Les pide a mis lectores que denunciemos a @pablocas05 un troll que pide que me asesinen twitter.com/pablocas05/sta...

LUIS GÓNZALO PÉREZ (March, 14):

Diosdado Cabello, in his program "Con El Mazo Dando", broadcast on the Venezuelan state television channel (VTV), described NTN24 journalist Luis Gonzalo Pérez as a *"threat"* [82] after the journalist published a video on the one who was confronted by a citizen affected by the Nicolás Maduro dictatorship on the Francisco Fajardo Highway, while covering a citizen protest in Caracas due to lack of water in the midst of national blackouts.

> **Luis Gonzalo Pérez** @luisgonzaloprz · 14 mar. 2019
> #ATENCION - Anoche Diosdado Cabello @dcabellor en su programa "Con El Mazo Dando" hace referencia a mi persona por el trabajo que vengo realizando tanto en Colombia, como Venezuela. Continúa el amedrentamiento por simplemente estar con ustedes en las calles informando #14Mar

SERGIO NOVELLI (April, 02):

The "Casa del Artista's" president in Venezuela and affection for the dictatorship of Nicolás Maduro, Roberto Messuti, classified the Venezuelan journalist Sergio Novelli as mediocre.[83] "*Mediocre, one day you will return to Venezuela and face justice, you use the dignified profession of a journalist to disqualify and defame, you are less than nothing, little man,*" Messuti said on his Twitter account.

> **Roberto Messuti** @rmessuti · 2 abr. 2019
> Mediocre, algún día regresarás a Venezuela y enfrentarás la justicia, usas la digna profesión del periodismo para descalificar y difamar, eres menos que la nada poco hombre! twitter.com/SergioNovelli/...

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[81] Twitter @sebastianasin (2019). https://bit.ly/2z5K7Dy
[82] Twitter @luisgonzaloprz (2019). https://bit.ly/2W3au69
[83] Twitter @rmessuti (2019). https://bit.ly/2W11QVv
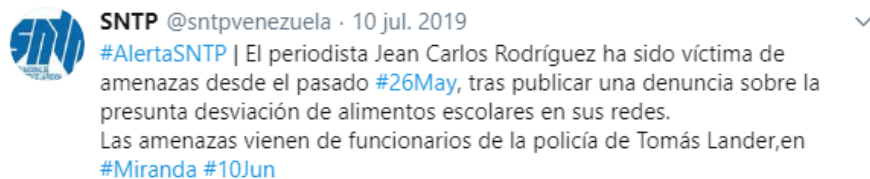
FERNANDO ODUBER (April, 15):

Espacio Público denounced on its Twitter account that the independent journalist, Fernando Oduber, received threats[84] through his Instagram account. The message addressed to the journalist read:

"We did the intelligence and we got here, we know that you have been writing hate messages to our compatriots, we know that you are not in Venezuela, but we know everything about you where you come from and about your girlfriend too, we will be in contact soon".

Hoy 6:19 p. m.

Te hicimos la inteligencia y llegamos hasta aquí, sabemos que haz estado escribiendo mensajes de odio a nuestros compatriotas, sabemos que no estas en Venezuela pero sabemos todo de tí de donde vienes y de tu novia también, estaremos en contacto pronto

chefremy123 quiere enviarte un mensaje.
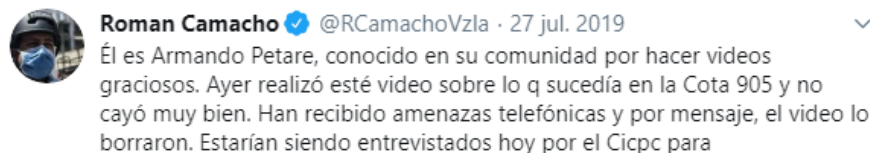0 seguidores 0 publicaciones
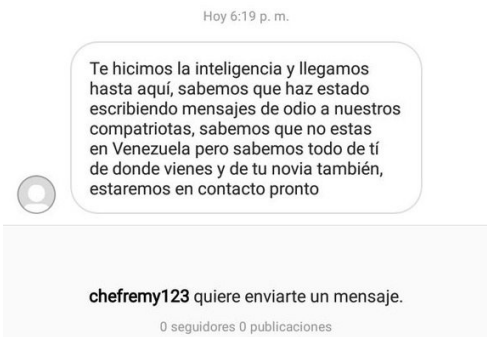
JEAN CARLOS RODRÍGUEZ (July, 10):

The SNTP denounced that the journalist of the newspaper La Voz en el Tuy and president of Fundaocumare, Jean Carlos Rodríguez, received messages and voice notes in which they threatened to report him to the Prosecutor's Office,[85] allegedly sent by police officers from the Tomás municipality Lander, in Miranda state. Other side, the mayor of this entity exposed the journalist after he published a police report that revealed corruption regarding the alleged diversion of school food resources.

SNTP @sntpvenezuela · 10 jul. 2019
#AlertaSNTP | El periodista Jean Carlos Rodríguez ha sido víctima de amenazas desde el pasado #26May, tras publicar una denuncia sobre la presunta desviación de alimentos escolares en sus redes.
Las amenazas vienen de funcionarios de la policía de Tomás Lander,en
#Miranda #10Jun

ARMANDO PETARE (July, 27):

After making a satire video about the CICPC's performance during an operation and uploading it to his social networks, Armando Petare received threats by telephone and text messages,[86] which led him to delete the video from his social networks.

Roman Camacho @RCamachoVzla · 27 jul. 2019
Él es Armando Petare, conocido en su comunidad por hacer videos graciosos. Ayer realizó esté video sobre lo q sucedía en la Cota 905 y no cayó muy bien. Han recibido amenazas telefónicas y por mensaje, el video lo borraron. Estarían siendo entrevistados hoy por el Cicpc para

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[84] Twitter @espaciopublico (2019). https://bit.ly/2YxoRRI
[85] Twitter @sntpvenezuela (2019). https://bit.ly/2VY35F6
[86] Twitter @rcamachovzla (2019). https://bit.ly/2WlL6HK

ROCÍO SAN MIGUEL (August, 13):

The lawyer and director of the NGO Control Ciudadano, denounced on her Twitter account that an unknown subject made calls to her phone and that of her husband, where she described them as being a target. Subsequently, on August 14, she posted a threatening message that she received, which read:

"Right now your family is being a target for my union and we want it to be a positive target and not a negative one. There are 2 people who want to see you wear black and they are paying for it. I am also unconcerned that you go to any government entity, since they fill their pocket with my pocket, they are the first corrupt soft neck of this shit". [87]

The human rights defender described this as a new wave of attacks against those who defend human rights in Venezuela and held the dictatorship of Nicolás Maduro responsible for any damage that could happen to her or her family.

> **En estos momentos tu familia esta siendo objetivo para mi sindicato y queremos que sea un objetivo positivo y no negativo hay dos personas que te quieren ver vestir de negro y estan pagando por eso..**
> 11:39 a. m.
>
> **También me despreocupa que vallas a cualquier ente gubernamental ya que ellos se llenan su bolsillo con mi bolsillo .. son los primeros corruptos cuello blanco**

Rocío San Miguel @rociosanmiguel · 13 ago. 2019
En llamadas realizadas a mi teléfono y el de mi esposo hoy, entre las 16:00/16:30 hrs recibimos amenazas de un sujeto que me identifica junto a mi grupo familiar como objetivo

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[87] Twitter @rociosanmiguel (2019). https://bit.ly/2W0HOdS

MILDRED MANRIQUE, BEATRIZ ADRIÁN, MANUEL FAJARDO, FERNANDO TINEO, GREGORY JAIMES, NENA LA ROCCA AND LUIS GONZALO PÉREZ (November, 15):

One day before a protest called by the president in charge Juan Guaidó, several journalists were allegedly threatened by the DGCIM official, Gabriel Pérez, who, according to the journalist Sebastiana Barráez, began to threaten the journalists through a video and the broadcast of the following message:

"Active with these characters' journalists 'from Caracas, this November 16 they will have no peace if they dare to destabilize the country. Iron hand. We know how they move, addresses and family contacts". [88]

The SNTP rejected the threats against journalists and demanded guarantees for the exercise of journalism.[89] The Public Ministry its alert of the threats, with the aim of preserving the integrity of the press workers.

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[88] Twitter @sebastianasin (2019). https://bit.ly/3fiLBuA
[89] Twitter @sntpvenezuela (2019). https://bit.ly/2Sv6eu0
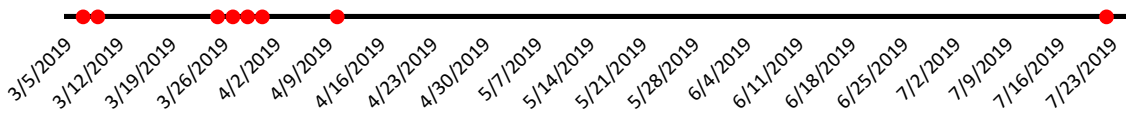
CASE: BLACKOUTS AND INTERNET CONNECTIVITY

Since 2019, Venezuelans have faced serious national blackouts that affected not only access to basic public services, but also Internet connectivity, significantly limiting communication during these events.
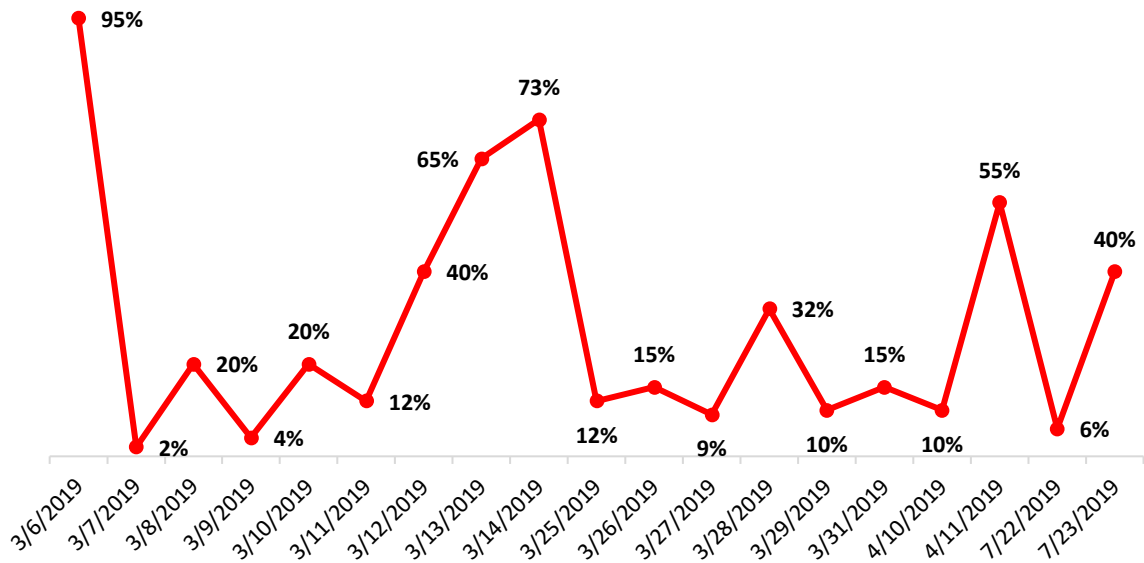
8 events were documented that significantly affected Internet connectivity throughout the national territory, **leaving the nation in more than 90% isolated and globally isolated.** These unprecedented events show the national blackout to which the nation is subjected..

National Blackouts Timeline

Fuente: NetBlocks

Blackouts Internet connectivity

Fuente: NetBlocks

CHAPTER IV OVERCOMING CENSORSHIP

INFORMATION ACCESS AND FREEDOM OF EXPRESSION CAMPAIGNS

PSIPHON, REDESAYUDA AND HUMANO DERECHO ALLIANCE

The increase in censorship and restrictions on ISPs faced in Venezuela, RedesAyuda, Humano Derecho Radio Station and Psiphon,[90] teamed up to help citizens in Venezuela to stay informed and access content blocked by their Internet providers, providing them with a VPN free, safe, reliable and without ads.

FREE INTERNET, FREE VENEZUELA

RedesAyuda with the Commission for Human Rights of the State of Zulia (CODHEZ) and the Venezuelan Electoral Observatory (OEV), carried out the campaign "*Free Internet, Free Venezuela*",[91] whose objective was to raise awareness about the importance of the defense of the digital rights, as part of the fight for a free and democratic Venezuela; also, to making visible how these rights were violated in the country based on 3 problems:

1. Freedom of expression and censorship on the Internet: how Internet access and freedom of expression are repressed and limited by the Venezuelan dictatorship.

2. Internet governance: the lack of investment in spaces for development, conditions and guarantees on the Internet, which can be used for the full exercise of digital rights.

3. Protection of personal data: how the dictatorship has built databases for years, with the aim of applying social controls for partisan electoral purposes.

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[90] Psiphon VPN. https://bit.ly/2KWAHgf
[91] Internet Libre, Venezuela Libre (2019). https://bit.ly/2xvaORu

JOURNALISTS PROTECTION COMMITTEE

RedesAyuda, in alliance with the Americas Program of Journalists Protection Committee,[92] carried out a campaign through social media, with the aim of teaching Venezuelan journalists digital security tools and practices that would allow them to face the dangers posed journalistic work in the country, given the increase in aggressions by the Venezuelan dictatorship during the first months of the year.
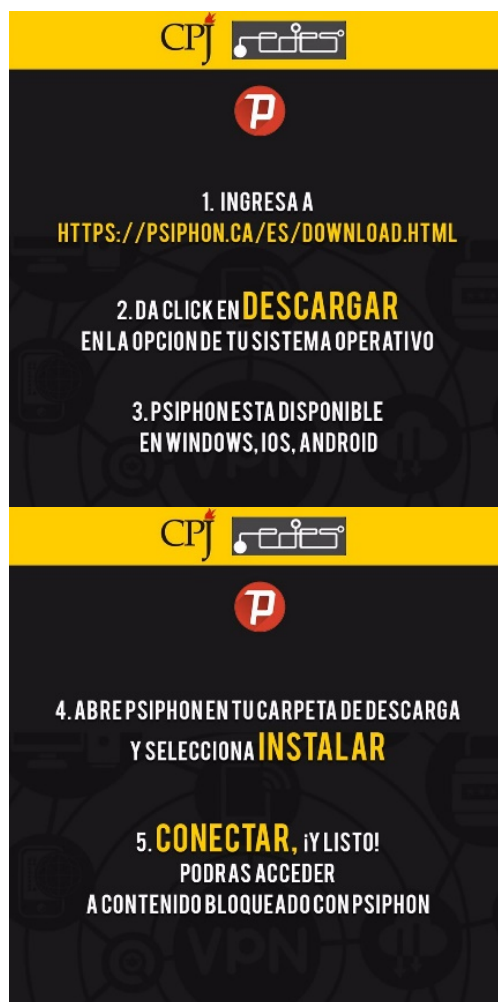
The topics that were part of the campaign are:

1. Safety communications.

2. Lock information.

3. Backups.

4. Strong passwords.

5. 2 Steps verifications.

6. Mobile safety.

7. VPN tool to evade censorship.

CYBER SPACE LAW

RedesAyuda joined more than 20 organizations to reject the draft Constitutional Law of Cyberspace of the Bolivarian Republic of Venezuela.[93] This pseudo-law sought to increase the scope of the powers of the Nicolás Maduro dictatorship in the control and surveillance of Internet users, which represented a great threat given the background and the authoritarian nature of the dictatorship. The preliminary draft in one of its points defines terrorism concepts directed at any activity carried out on the Internet that may "*cause terror*" or "*economic, political and social destabilization*".

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[92] Twitter @redesayuda (2019). https://bit.ly/2xwcwSN

[93] Ve Sin Filtro (2019) "Frente al anteproyecto de Ley Constitucional del Ciberespacio de la República Bolivariana de Venezuela". https://bit.ly/2yoAz6v

The approval of this regulation could promote self-censorship, as well as increase surveillance and control of the Venezuelan dictatorship on digital platforms, preventing citizens from accessing them freely and plural..

TECHNOLOGY COMPANIES RESTRICT SERVICES IN VENEZUELA

Due to Executive Order 13,844, issued by the president of the United States,[94] which aimed to block external economic support from the dictatorship of Nicolás Maduro, several technology companies decided to cease providing services to Venezuelans. Some of the most prominent companies to adopt this measure were: Adobe, TransferWise, Oracle and Sedo.

RedesAyuda and more than 40 organizations signed a petition for them to keep access to their services available,[95] complying with regulations in a way that takes into account the Ç Venezuelans situation. Thanks to the efforts of organizations, cyber activists and users, on October 28, through a statement, the Adobe company reported that it would continue to offer its services to Venezuelans.

RedesAyuda ✔ @RedesAyuda · 9 oct. 2019
Desde @RedesAyuda, @VEsinFiltro, @ISOC_Venezuela y otras organizaciones de #DDHH en Venezuela, hacemos un llamado a las empresas de tecnología a mantener la prestación de sus servicios disponibles para los venezolanos. #9Oct

SURVEILLANCE EQUIPMENT CELLEBRITE COMPANY ATTEMPTED PURCHASE

On November 14, Nicolás Maduro announced the approval of 12 million euros, or its equivalent in Petros, to allow the modernization and equipping of the CICPC and the Integrated Police Information System (SIIPOL).[96] The approved resources, amounts and concepts were:
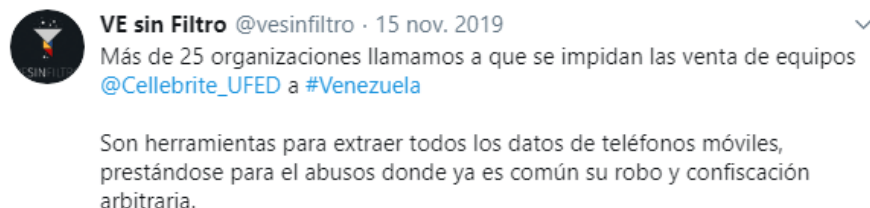
- € 5,402,250 (104,157 Petros) as additional resources to the current spending budget of the CICPC.

- € 256,890 (4,952 Petros) for scanning electron microscopes acquisition.

- € 6,800,000 (132,658 Petros) to update the Police Investigation and Training System and modernize the CICPC's National Data Center.

- € 51,300 (989 Petros) for "Cellebrite Touch2" technological equipment acquisition, tools that allow the extraction of information from telephones and computers, used to investigate alleged crimes.

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[94] Orden Ejecutiva N° 13.844. Departamento del Tesoro de Estados Unidos, 7 de agosto de 2019. https://bit.ly/2ygktvT
[95] RedesAyuda (2019) "Empresas de tecnología: Preserven la disponibilidad de sus servicios a los venezolanos". https://bit.ly/3fgqXvg
[96] VTV (2019) "Jefe de Estado aprueba más de 12 millones de euros o su equivalente en petros para modernización del CICPC". https://bit.ly/2zYUppz

RedesAyuda joined more than 25 organizations to make a call to the Cellebrite company to avoid the sale of their equipment to the Venezuelan dictatorship,[97] to prevent them from being used for data extraction or surveillance of journalists' devices , activists, opposition leaders or human rights defenders.

VE sin Filtro @vesinfiltro · 15 nov. 2019
Más de 25 organizaciones llamamos a que se impidan las venta de equipos @Cellebrite_UFED a #Venezuela

Son herramientas para extraer todos los datos de teléfonos móviles, prestándose para el abusos donde ya es común su robo y confiscación arbitraria.

CYBERPEACE INSTITUTE

As a way to continue joining efforts to defend human rights in the digital world, RedesAyuda joined a group of organizations that make up the CyberPeace Institute,[98] a body that seeks to provide assistance and reduce the impact generated by cyber attacks, as well as generate a culture of peace and collaboration in cyberspace.
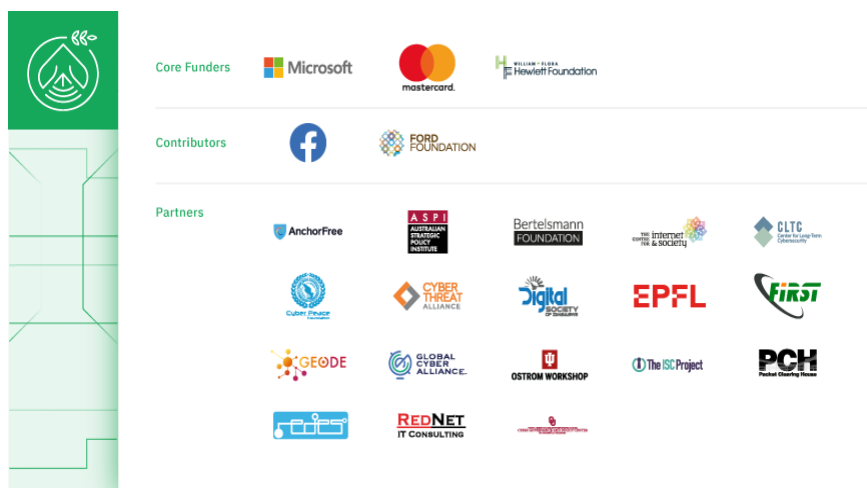
[97] Twitter @vesinfiltro (2019). https://bit.ly/2KYPrLq
[98] Twitter @redesayuda (2019). https://bit.ly/35tQKeQ

SAVE ".ORG"

Ethos Capital offered one billion US dollars for control rights acquisition over the ".ORG" domains. Given this fact, RedesAyuda joined more than 870 organizations and 27,000 people, in a campaign led by the Electronic Frontier Foundation (EFF), to oppose and try to stop the sale, since it could lead to: increased prices, greater surveillance and increased censorship; factors that could affect the work of organizations engaged in human rights advocacy and online.

871 organizations and 27,034 people oppose the sale of .ORG! Will you add your name?

OVERCOME INTERNET CENSORSHIP APPLICATIONS AND TOOLS

VPN

A VPN or virtual private network is a tool that allows you to securely connect 2 or more devices through a virtual point-to-point connection. It allows to evade most types of blocks to web pages, such as blocks by DNS, HTTP, IP and SNI filtering, by hiding the user's navigation from their ISP. VPN hides the user's IP address from the servers of the pages they visit, preventing them from tracking where the request was originally made from.

- **Psiphon:** https://psiphon.news/humanoderecho
- **Lantern:** https://lantern.io/
- **ProtonVPN:** https://protonvpn.com/download

DNS SERVERS CHANGES

A DNS server or domain name system is in charge of translating the domains associated with a web page, for example: "redesayuda.org"; to the IP address in which it is hosted, for example: "104.31.64.195".

Changing the DNS servers that we use on our devices allows us to evade the DNS blocks imposed by ISPs.

Google:

- **IPv4:** "8.8.8.8" y "8.8.4.4"
- **IPv6:** "2001:4860:4860::8888" y "2001:4860:4860::8844"
- **Intra (Android):** https://bit.ly/3ddc8aQ

Cloudflare:

- **IPv4:** "1.1.1.1" y "1.0.0.1"
- **IPv6:** "2606:4700:4700::1111" y "2606:4700:4700::1001"
- **1.1.1.1 (Android):** https://bit.ly/35rvHcZ
- **1.1.1.1 (iOS):** https://apple.co/35zJWfW

IBM:

- **IPv4:** "9.9.9.9" y "149.112.112.112"
- **IPv6:** "2620:fe::fe" y "2620:fe::9"

2 STEPS VERIFICATION

Internet censorship is also manifested through hacks that seek to steal access to users' accounts to prevent them from making use of them to share and disseminate information.

The 2-step verification adds an extra security barrier to accounts on digital platforms, based on the principle of "*something you know*" and "*something you have*", being what you know your password and what you have is your verification method in 2 steps. 2-step verification will only be requested once the password has been entered correctly.

- **Authy:** https://authy.com/download/
- **YubiKey:** https://www.yubico.com/store/

TOR BROWSER

Tor Browser is a web browser part of the Tor Project, which focuses on the privacy and anonymity of online users, as well as allowing them to bypass internet censorship and blocking. The connection and the traffic of the browser is made through the network of Tor servers, distributed around the world, for which the user's IP address is hidden from the server of the web page to which they access and navigation is hidden for the user's ISP.

Tor Browser implements a series of options to block trackers, hide the type of device and the operating system from which the user connects, and delete cookies and browsing history once Tor Browser closes..

- **Tor Browser:** https://www.torproject.org/download/

OONI PROBE

OONI Probe is a tool developed by the Open Observatory of Internet Interferences (OONI), part of the Tor Project, created to document and measure Internet censorship, through the detection and diagnosis of blockades to web pages, applications instant messaging and online censorship circumvention tools.

The data collected by the application is published almost in real time and accessible through the OONI explorer, for independent third party analysis.

- **OONI Probe:** https://ooni.org/install/all
- **OONI Explorer:** https://explorer.ooni.org/

THE AMNESIC INGOGNITO LIVE SYSTEM (TAILS)

Tails is an operating system based on Debian, from Linux, focused on user privacy and anonymity. All Internet traffic you do on Tails is routed through Tor's network, so it has the same privacy and anonymity features.

Once Tails is closed, all the records (including files) that have been created during the user's session will be deleted, unless the user wishes to do so and explicitly requests it.

- **TAILS:** https://tails.boum.org/install/

DEFLECT

Deflect is a free security service for the websites of civil society groups and human rights defenders, which allows them to protect themselves from DDoS attacks.

- **Deflect:** https://deflect.ca/nonprofit

CCN – NATIONAL COMMUNICATION CENTER

The National Communication Center, is the presidency in charge of Venezuela official media, launched the "CCN" application to combat censorship and fake news in Venezuela. The application is designed to keep citizens informed about the progress, news and actions carried out by the president in charge, Juan Guaidó. Also, it allows activating notifications of outstanding news, has direct links to official social networks and has a radio with a live signal.

CHAPTER V WIRED DICTATORSHIP

TIMELINE – DIGITAL EVENTS VS SOCIAL VENEZUELAN CONTEXT

2016

Hacking Nelson Bocaranda's Twitter account (May 6)

Hacking Luis Chataing's Twitter account (February 11)

Hacking Luis Chataing's Instagram account (February 14)

Andrés Eloy Méndez, director of Conatel, announced a public consultation to regulate the RRSS (November 24)

2017

Hacking to the Twitter and Facebook account of Milagros Socorro (January 18)

Blocking of the Maduradas website (February 7)

Hacking Miguel Pizarro's Twitter account (February 9)

Hacking Milagros Socoro's website (February 14)

Conatel censored CNN (February 15)

DdoS attack on the Acción Solidaria website (March 8)

DdoS attack on Provea's website (March 9)

DdoS attack on the El Pitazo website (March 9)

DdoS attack on Caraota Digital website (March 9)

DdoS attack on Correo Caroní website (March 9)

VivoPlay website blocked (April 7)

Protesters were arbitrarily incriminated from the presscicpc account (April 7)

Creation of the Digital Militia (April 28)

Director of Conatel, Andrés Eloy Méndez expresses that the RRSS are a danger (May 18)

Conatel announces that it will create a regulation to regulate social networks (May 18)

TSJ of the dictatorship was attributed the decision-making and processes of the legislative power (March 28 and 29)

More than 6000 peaceful demonstrations from April 1 to July and more than 160 deaths by the repressive forces of the dictatorship

More than 5,000 people were arrested during the protests from April 1 to October 31

Call for a National Constituent Assembly (May 1)

Eduardo Torres, Inti Rodríguez, Fabricio Briceño, Argenis González and Amilcar Morales were victims of harassment (May 29)

Trolls Army (June 7)

DdoS attack on the website of El Ají (June 19)

Campaign on how to change DNS and use VPN (June 28)

Former ombudsman Gabriela Ramírez was the victim of harassment (June 28)

Lexys Rendón and Rafael Uzcátegui were victims of false accusations and harassment (July 6)

Mercado Libre website hacking (July 28)

Hacking to the Venezuelan Unity website (July 28)

Conatel censored RCN and Caracol Televisión (August 24)

"Constitutional Law against Hate, for Peaceful Coexistence and Tolerance" was published in Official Gazette No. 41,274 on

(November 8th)

Hacking Delsa Solorzano's Twitter account (November 26)

Plebiscite with 7,535,259 participants in rejection of the ANC (July 16)

CNE holds constituent elections. (July 30)

2018

The El Junquito Massacre (January 15)

Dismissal of a worker from the Caracas metro under the Law Against Hate (January 13)

Hacking to Capitolio TV website and social networks (January 15)

Hacking Rayma Suprani's website (January 27)

El Universal's board of directors excluded everything related to politics from its digital platforms, except for what was approved by the editorial board (January 28)

Mayerlin Villanueva was threatened by social networks (February 18)

PDVSA prohibited its workers from following people on social networks that are not authorized by the corporation (February 20)

DDoS attack on ODH ULA website (February 24)

DDoS attack on the Runrunes website (March 5)

Two ULA students were arrested for "incitement to hatred" (March 8)

El Pitazo website blocked (April 10)

DDoS attack on the El Pitazo website (April 23)

DDoS attack on Vendata website (May 8)

Presidential elections, lacking international observers, or guarantees of authenticity and limitations on the participation of political parties (May 20th)	Pedro Jaime Criollo arrested for tweeting the route of the presidential plane (May 10)
	Unlimited Internet Campaigns (May 17)
	Conatel began sanctioning proceedings against El Nacional Web (May 22)
	La Patilla website blocked (June 6)
	Blocked of the website of El Nacional Web (June 7)
	PornHub website blocked, (June 14)
	YouPorn Website Blocked (June 14)
	Xvideos website blocked (June 14)
	TOR website blocked (June 27)
	DDoS attack on the El Pitazo website (June 29)
	DDoS attack on the El Pitazo website (June 30)
	DDoS attack on the Breakpoint website (July 11)
	DDoS attack on the Armando.info website (July 30)
	DDoS attack on Chronicle One website (July 30)
Arbitrary detention of deputy Juan Requesens (August 7)	DDoS attack on Convite website (August 12)
	Armando.info website blocked (August 13)
	La Cabilla website blocked (August 22)
	DDoS attack on La Cabilla website (August 22)
	Reporter Jesús Medina arrested (August 29)
	DDoS attack on ODH ULA website (September 7)
	Block to the website of the Ávila Group Blog (September 8)
	Conatel prohibited Armando.info from mentioning Alex Saab (September 11)
	Two firefighters were arrested in the state of Mérida for "incitement to hatred" (September 13)
	Hacking to the Instagram account of Kevin Monsalve "El Politigato" (September 15)
	Hacking Sebastiana Barráez's Twitter account (September 28)
	Blocked to the website of Noticia Al Día (October 1)
	Arrest of the lawyer and councilor Fernando Albán (October 5)
	DDoS attack on Tal Cual Digital's website (November 8)
Muerte del concejal Fernando Albán (8 de octubre)	Blocked access to bank accounts inside and outside the national territory by VPN (November 29)
	Constitutional Law of Cyberspace of the Bolivarian Republic of Venezuela draft (December 5)

Venezuela has the slowest Internet connection in Latin America

2019

Blocked of the Frente Amplio website (January 11)

Journalist Héctor Antolínez was harassed on social media (January 11)

Wikipedia website blocked (January 12)

Milenny Soto, attached supervisor of the PNB, detained by a WhatsApp status (January 16)

Blocked to YouTube (January 18)

Blocked to Twitter (January 21)

Blocked Youtube (January 21)

Daniel Danieri, was threatened by the deputy of the illegitimate ANC, Fidel Madroñero (January 21)

Blocked to Instagram (January 21)

YouTube blocks (January 23)

Blocked to Instagram (January 23)

Blocked to Google services (January 23)

Blocked to Facebook (January 23)

Darvinson Rojas was accused of receiving money from the FAES for a Twitter account (January 24)

Valera Noticias received an intimidating tweet that accused them of being palangristas (January 25)

Blocked to Instagram (January 25)

Blocked YouTube (January 27)

Blocked Periscope (January 27)

Block to Instagram (January 27)

Block to Facebook (January 27)

Blocked Youtube (January 29)

Blocked Periscope (January 29)

Hacks to web pages of Venezuelan embassies (February 7)

Blocking of Aporrea's website (February 11)

Blocked to Google services (February 12)

Illegal and illegitimate swearing in of Nicolas Maduro as president. (January 10)

Military uprising in Cotiza (January 21)

Juan Guaidó became president in charge of Venezuela (January 23)

Peaceful demonstrations. The repressive forces of the dictatorship murdered at least fifty people (between January and April)

DNS Spoofing to the Voluntarios x Venezuela platform (February 12)

Blocked Youtube (February 12 and 14)

TunnelBear and Windscribe website blocking (February 15)

Blocking the website of Volunteers x Venezuela (February 16th)

Twitter suspended more than 1000 bot accounts involved in a disinformation campaign promoted by the dictatorship (February 16)

Blocked Youtube (February 18)

Block to Google services (February 18)

Blocked Youtube (February 19)

Journalist Sebastiana Barráez received intimidating messages from a troll account on Twitter (February 19)

DDoS attack on the website of El Estímulo, Konzapata, Climaz, Bienmesabe, Urbe and Alnavío (February 20)

Aid Live Concert (22 de febrero)

Blocking the venezuelaaidlive.mdstrm.com and venezuelaaidlive.com web pages (February 22)

Conatel took the Natgeo and Antena 3 channels off the air (February 22)

Blocked Youtube (February 22)

Blocked Youtube (February 23)

The dictatorship did not allow the entry of humanitarian aid (February 23)

Conatel took off the air to channel 24H in Chile (February 23)

VivoPlay, VpiTV, El Tiempo and EVTV Miami website blocked (February 22 and 23)

DDoS attack on the OVCS website (February 23)

Blocked Youtube (February 25)

Blocked to Google (February 25)

Blocked to Bing (February 25)

Blocked to Twitter (February 27)

Blocked SoundCloud (February 27)

Change.org website blocked (February 28)

Blocked of the Bloque de Armas, Meridiano and 2001 website (March 1)

Blocked to Twitter (March 4)

Luis Carlos Díaz arrested and accused of instigation to commit a crime (March 12)

Blocked Youtube (March 6)

Blocked Youtube (March 7)

News.org website blocked (March 20)

National blackout 12% connectivity (March 25th)

Blocked of the Antena 3 website (March 24)

Blocked Youtube (March 27)

National blackout 9% connectivity (March 27th)

Blocked of Google services (March 27)

Periscope Blockade (March 27)

Block to Bing (March 27)

In a tweet Roberto Messuti, classified journalist Sergio Novelli as mediocre (April 2)

Conatel took off the air to the Deutsche Welle channel (April 13)

Journalist Fernando Oduber received threats through his Instagram account (April 15)

Blocked Youtube (April 19)

Blocked to Google services (April 19)

Blocked to Bing (April 19)

Sebastiana Barráez's page offline (April 24)

Conatel took BBC Mundo, CNN International and the RCR station off the air (April 30)

Blocked of CNN en Español website (April 30)

Blocked Youtube (April 30)

Blocked Periscope (April 30)

Blocked to Twitter (April 30)

Block to Facebook (April 30)

Blocked Youtube (May 1)

Blocked to Google services (May 1)

Blocked to Bing (May 1)

Blocked Youtube (May 2)

Blocked Periscope (May 2)

Blocked Periscope (May 3)

Blocked to Instagram (May 2)

Blocked to Twitter (May 2)

Blocked Youtube (May 3)

Blocked to Google services (May 3)

Blocked to Bing (May 3)

Blocked to Facebook (May 3)

Blocked Youtube (May 5)

Blocked Periscope (May 5)

Block to Instagram (May 5)

Blocked to Twitter (May 5)

Blocked Youtube (May 7)

Blocked Youtube (May 9)

Blocked to Google services (May 9)

Block to Bing (May 9)

Android Services Blocked (May 9)

National blackout 10% connectivity (March 29)

National Blackout 15% connectivity (March 31st)

National Blackout 10% connectivity (April 10)

Operación Libertad (30 de abril)

Blocked Youtube (May 11)

Blocked to Google services (May 11)

Blocked Periscope (May 11)

Blocked to Bing (May 11)

Blocked Youtube (May 14)

Blocked to Google services (May 14)

Blocked Periscope (May 14)

Blocked to Bing (May 14)

Blocked Youtube (May 15)

Blocked Periscope (May 15)

Blocked Youtube (May 16)

Blocked to Google services (May 16)

Blocked Periscope (May 16)

Blocked to Bing (May 16)

Blocked Youtube (May 18)

Blocked to Google services (May 18)

Bing lockdown (May 18)

Blocked Android Services (May 18)

Blocked Youtube (May 21)

Blocked to Google services (May 21)

Blocked Periscope (May 21)

Bing Blocked (May 21)

Blocked Youtube (May 23)

Blocked to Google services (May 23)

Bing lockdown (May 23)

Blocked Android Services (May 23)

Blocked Youtube (May 24)

Blocked Periscope (May 24)

Blocked Youtube (May 26)

Blocked to Google services (May 26)

Blocked Periscope (May 26)

DDoS attack on the Runrunes website (May 27)

Blocked Youtube (May 28)

Karen Palacios arrested for tweeting (June 1)

Blocked Youtube (June 15)

Blocked Periscope (June 15)

Bing Blocked (June 15)

Blocked to Instagram (June 15)

Block to Google (June 15)

TSJ gave rise to the lawsuit of Diosdado Cabello against La Patilla News for "moral damage" (June 4)

Blocking of the El Pitazo and Efecto Cocuyo website (June 17 and 18)

Hacking Promedehum accounts (June 17)

Blocked Youtube (June 19)

Block to the Vamosbien.com website (June 24)

Carlon Varón and Ricardo Prieto, Mérida state firefighters were released and removed from office (June 27)

Blocked Youtube (July 2)

Bing lockdown (July 2)

Google Blocked (July 2)

Blocked Youtube (July 5)

The journalist Jean Carlos Rodríguez, received messages and voice notes that threatened to report him to the Prosecutor's Office (July 10th)

Journalist Wilmer Quintana was arrested for denouncing acts of corruption on social networks (July 12)

Armando Petare received threats by telephone and text messages (July 27)

Roció San Miguel, director of the NGO Control Ciudadano was threatened by messages via WhatsApp (August 13)

Young man arrested for sextortion (August 30)

Belankazar was charged for allegedly offering a subscription service on his website to share inappropriate underage content (September 3)

DDoS attack on the CNVE24 website (September 14)

Graphic worker from Provea was arrested (September 19)

DDos attack on the website of El Pitazo (September 30)

TSJ prohibited the USB and other study houses from showing the documentary "Chavismos: La Peste del Siglo XXI" (October 9)

CNAC did not approve the screening of the film Infection in Venezuelan cinemas (October 11)

The Venezuelan dictatorship uses political bots and trolls to position its ideology, intimidate and harass opponents (October 23)

Several journalists were threatened by Gabriel Pérez, a DGCIM official (November 15)

Blocked Youtube (November 16)

Block to Instagram (November 16)

Disappearance and arrest of Captain Rafael Acosta Arévalo (June 21)

Death of Captain Rafael Acosta Arévalo (June 29)

Cristopher Figuera claimed to have pursued and spied by telephone or electronically about 40 opponents (July 5)

National Blackout 6% connectivity. (July 22)

Juan Guaidó would authorize the use of digital technology to detect the sites where guerrilla groups operate in Venezuela (September 3)
AN signed an agreement rejecting the presence of narco-terrorist groups (September 3)

Pedro Jaimes was released from prison (October 17)

Blocked to Twitter (November 16)

Blocked to Facebook (November 16)

Blocking the website of Diario La Voz and La Región Web
(November 27)

DDoS attack on Tal Cual Digital website
(November 29th)

Armando.info blocked (December 1)

Gerardo José Colmenares, Guaicaipuro Police officer was
detained by a WhatsApp status (December 2)

Raid on Venepress and Telecaribe facilities
(December 18 th)

Journalist Elides Rojas was charged with instigation of hatred
(December 22)

Scams about buying and selling dollars on social networks

Psiphon Alliance, RedesAyuda and Human Right

Free Internet Venezuela Free

RedesAyuda Alliance and CPJ

Alliance in rejection of Cyberspace "Law"

Alliance to request the restitution Venezuelan companies
technology services

Alliance to prevent the dictatorship's surveillance equipment
from Cellebrite company attempted purchase

Alliance with Cyberpeace Institute

Alliance to prevent the sale of .org

Apps and tools to evade censorship

Reparación de cable submarino afecta
conectividad a Internet
(1 de diciembre)

Liberado Jesús Medina
(5 de diciembre)

Yearly cases comparison

CASES	BLOCKING*	CYBERATTACKS	HACKINGS	DETENTIONS IMPUTATIONS	SIGNALS -THREATS	TOTAL
2017	3	6	6	1	7	23
2018	13	10	4	5	9	41
2019	25	13	2	8	12	60
Increase vs. 2018	92%	30%	-50%	60%	33%	46%
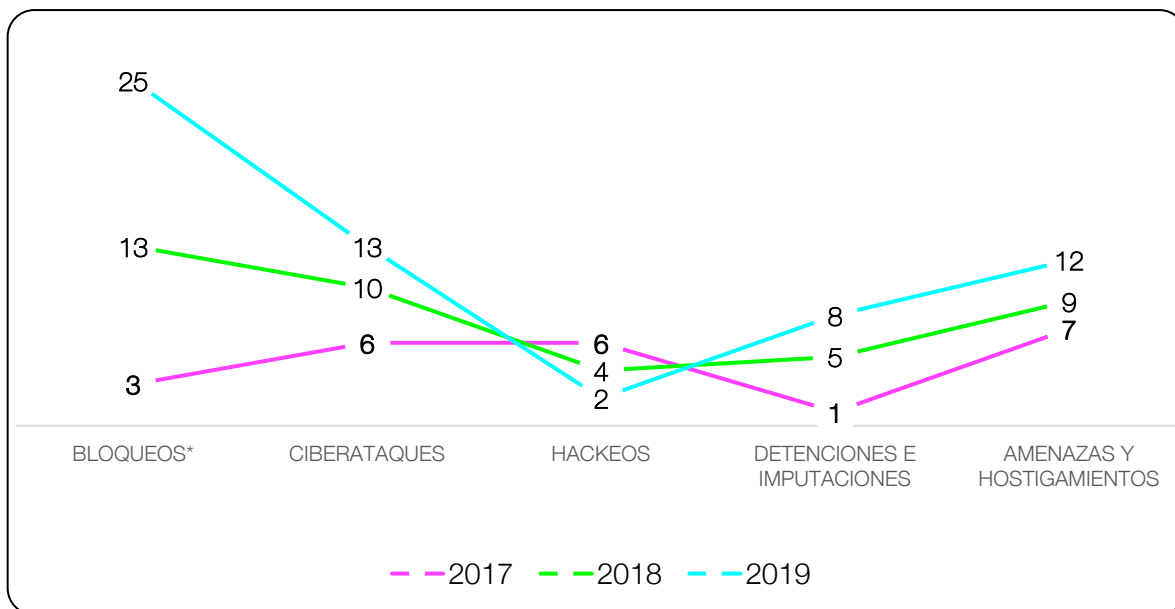
During 2019, censorship in the digital sphere in Venezuela increased significantly. More than 41 social network blocking events affected dozens of platforms and resulted in 110 cases of blocking. Other side, 60 events were counted among: blocks to informative and political web pages, blocks to tools for evasion of Internet censorship, phishing cyberattacks, DNS spoofing and DDoS; hacks to web pages and attempted hacks to email accounts and social networks, arrests and imputations for publications made on social networks and threats and harassment received through digital platforms or for having made publications on them.

The graph above shows the low impact that hacks have had on public figures, journalists, activists and anyone who through any digital means speaks out against the dictatorship, evidencing the good work that digital activists have done in promoting, instructing and training communities that had previously been affected to reduce their personal attacks and safeguard their digital integrity.

However, digital blockings have become the way and execution *par excellence* of the dictatorship to keep the country in a constant communicational hegemony; reinforcing their motto *¨no matter what happens or what the dictatorship of Nicolás Maduro does, the important thing is the Venezuelan people can't know¨*. Preventing the flow of information and keeping citizens unaware is a doctrine of authoritarian governments. In this way, activists, civil society organizations and the media promote, create and overcome this constant information barrier of the government.

Other side, threats and harassment are increasingly common and evident, directed at the media, journalists and activists; all this in order to submit to this community and send a censorship message among the media.

CHAPTER VI CONCLUSIONS AND RECOMMENDATIONS

The cases developed above show an increase in the efforts of the dictatorship to deepen its communicational hegemony, undermining the pillars that still remain standing and allowing Venezuelans to access accurate information about what is happening in their country. These pillars are made up of some traditional media, portals and digital platforms, as well as the journalists and press workers who make life in them or independently.

The dictatorship, making arbitrary use of pseudo-laws such as the so-called *"Law Against Hate"*, seeks to intimidate and directly attack the workers of the press and citizens in general. Violations of digital rights such as the right to cybersecurity, privacy, freedom of expression and access to information online, have increased significantly; highlighting the blockades and cyberattacks against organizations and individuals.

Documentation, dissemination and reporting is essential and this work falls not only on communication professionals, but also on citizens who through social networks play a leading role in this. Therefore, journalism, infocitizenship and cyberactivism are key jobs to face and overcome the communicational hegemony that the dictatorship intends to impose.

From the previous report (2018), a significant increase in the violation of digital rights is shown, which is evidenced in the poor functioning of the country's ISPs and in the restrictions that prevent Venezuelans from accessing the Internet freely. Other side, restrictions and censorship of traditional media are still present: television channels and radio stations continue to be closed and arbitrarily taken off the air. Print media are also affected, mainly by the inability to access the raw material necessary for its operation.

RedesAyuda, considers that, under the control of the Venezuelan dictatorship and its policy of authoritarianism and repression, the cases will continue to increase, which is why it is imperative to move towards a transition process that allows guaranteeing the protection and respect for the rights of Venezuelans.

RedesAyuda will continue to promote alliances between NGOs and the media, as well as documenting the violations carried out by the dictatorship, with the aim of continuing to denounce the situations in the country and coordinate actions that allow justice to be brought to victims and perpetrators.

RedesAyuda makes the following recommendations, demands and suggestions:

1. Continue ignoring the Constitutional Law Against Hate for Peaceful Coexistence and Tolerance, due to the arbitrariness contained therein, which represent a great danger to freedom of expression.

2. Continue ignoring the draft of the Cyberspace Law of the Bolivarian Republic of Venezuela, whose purpose is to justify attacks against citizens for their behavior and activity in digital media, becoming an extremely dangerous weapon against political dissidence.

3. Guarantees creations for development and exercise of digital rights in Venezuela, the creation of public policies to improving the infrastructure of state and private Internet providers, as well as the promotion of free Internet will be required for the exercise of freedom of expression and access to information in digital media, without limitations or censorship.

4. It is recommended to continue strengthening alliances between civil society and the digital media, with the aim of promoting the use of tools for the evasion of online censorship, as well as the execution of projects that aim to create measures to promote the reconstruction of democracy on the Internet.

5. Continue using social networks as a channel to inform citizens and as an information window, despite censorship and restrictions.

6. Continue to promote free and open Internet access, in which Venezuelans can decide which content to access to search for information and use digital platforms to exercise the right to freedom of expression without any type of restrictions, censorship and blockades.

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