

the development and infrastructural possibilities of the company to provide quality services.

Since the first internet access services started in Cuba in July, 2013, the telecommunication sector conceived a strategy to deploy such services with the goal of progressively improving the offers for the population as the capacities increased, and we have managed to do that over time, she pointed out.

In 2013, for example, the price of international navigation was 4.50 CUC an hour, and currently, the hour only costs 0.70 CUC. In addition, the fee

for the activation of the mobile telephony services in 2008 was 60 CUC and it has been set to 30 CUC ever since 2011; there are 30 zones in the country that because of their traffic we have been able to lower the price of the calls to 0.20 CUC/minute, detailed Hilda Arias Pérez, commercial vice-president of the company.

As part of our social work, we have also made the access to some websites free of charge. «The apps EnZona and Bienestar are related to e-Commerce and e-Government; in addition to the websites cubaeduca.cu; mined.gob.cu; MiClasety; the online reviewer, as well as university platforms and content», she explained.

«Also, other apps like Covid19 Informativa; Covid19 Autopesquisa and Covid19 Pesquisa Activa can be used for free.

Regarding customer attention, she informed that in addition to the 118 telephone line, the exchange through the platform [atención.n.usuarios@etecsa.cu](mailto:n.usuarios@etecsa.cu) [1] has been encouraged, and nearly 100 workers are in charge of that platform.

<https://bit.ly/2XFMp4N> [2]

Links

[1] <mailto:n.usuarios@etecsa.cu>

[2] <https://bit.ly/2XFMp4N>