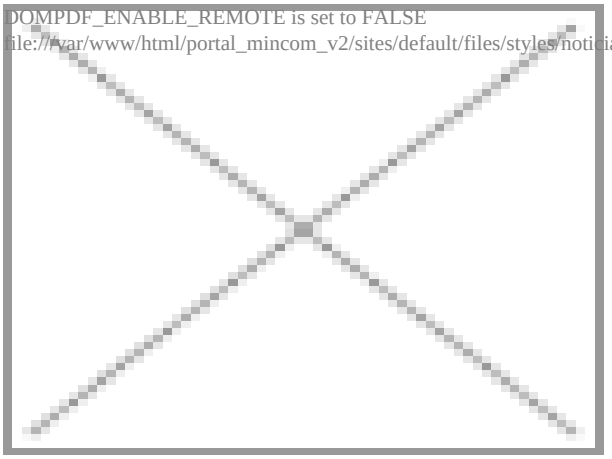
DOMPDF_ENABLE_REMOTE is set to FALSE
file:///var/www/html/portal_mincom_v2/sites/all/themes/mincom/logo.png
Ministry of Communications
Published on *Ministry of Communications* (https://www.mincom.gob.cu)

DOMPDF_ENABLE_REMOTE is set to FALSE
file:///var/www/html/portal_mincom_v2/sites/default/files/styles/noticias/public/img_20200618_192124.jpg


Source:
Dirección de Comunicación Institucional

On June 18, the Minister of Communications, Jorge Luis Perdomo Di-Lella, provided information about the Measures for the Communications System in the three post COVID-19 recovery stages.

Measures that are equally applicable in the three stages.
1- Free access to applications linked to emergency situations, as well as to information through SMS for mobile telephony subscribers, previously authorized by the competent authority.
2- Free access to www.cubaeduca.cu [1] and to the e-Commerce platform ENZONA.
3- Payment of telephone bills can be paid through the electronic platforms that already exist and also through telecommunication agents.
4- Encouraging the shift of the traffic of the mobile telephony network from daytime to nighttime, as well as shifting mobile telephony traffic to the fixed telephony network.
5- The 10% discount on the payment of telecommunication services through TRANSFERMÓVIL remains in place.
6- Balance recharge bonuses for mobile devices, which are valid for 30 days after the international recharge is received by each client, remain effective, and give the possibility of using such balance for voice, SMS and Internet services, depending on the commercial offer.
7- Re-setting the limit of the "anticipated balance" service on 2CUC, for mobile devices.
8- At Joven Club's facilities, the following services will still be offered:
Entertainment for the users of natural person networks, whose use is monitored on the network.

Copying the Mochila product.

Copying the COVID-19 application

Antivirus decontamination

Copying the Cuban Collaborative Encyclopedia (EcuRed)
Sale of the Segurmática antivirus license
Information management and copying.
9- Home deliveries and shipments through postal services across the country will be available.
10- The services of Correos de Cuba on the national postal network will be resumed, as well as the services from and to foreign countries that resume their postal services, in accordance with the Transportation Ministry, evaluating the behavior of the country's transportation infrastructure and the opening of international air transport services.

Here below, we provide details about other measures that involve adjustments in the time frame of the three

stages:
Regarding usual services and official hours:

In the first stage, the services that encompass interaction with IT equipment and gatherings of people at the facilities will remain canceled.
In the second and third stages, the usual services and working hours of the Commercial Offices of ETECSA and Correos de Cuba will be re-established, as well the services of Internet Surfing Rooms, ensuring physical distancing and avoiding gatherings of people at their facilities.

Telecommunication services.
The time to pay fixed telephony, alternative fixed telephony and Nauta Hogar bills for the residential sector.
In the first stage, basic services will not be disconnected and the life cycle of subscriptions will be extended, as well as the payment of fixed telephony, alternative fixed telephony and Nauta Hogar bills for the residential sector, excluding mobile lines.
In the second and third stages:
The mechanisms and established basic services deadlines for the payment of fixed telephony, alternative fixed telephony and Nauta Hogar bills for the residential sector will be restored.
Life cycle and Warranty of equipment
In the first stage, the extended life cycle for mobile lines that expire will remain effective and the postponement of telephone bills that expire too, without canceling the service.
In the second stage, the extension of the life cycle of expiring mobile lines also remains effective. The mechanisms and the established deadlines for the payment of fixed telephony will be restored.
In the third stage the life cycle of expiring mobile lines will be restored in accordance with the contract. The mechanisms and the established deadlines for the payment of fixed telephony will be restored.
In the first and second stages: Extension of the life cycle of permanent navigation accounts that expired on March 30, 2020 and on.
In the third stage: The life cycle of permanent Internet and e-Mail nauta browsing accounts will be restored in accordance with the contract.
In the first and second stages:
The warranties of the equipment commercialized by ETECSA will be extended to 60 additional days.
In the third stage: The warranty period of the equipment commercialized by ETECSA will be restored.
Nauta hogar
In the first stage: The discount on the price of international browsing from CUC 0.70/hour to CUC 0.30/hour with permanent nauta browsing accounts will remain in place for the Nauta Hogar service.
In the second and third stages: The CUC 0.50/hour fee of international browsing for permanent nauta accounts will also apply for Nauta Hogar services.
In the first stage: The 10-hour increase to the Nauta Hogar plans will remain available for the same price.
In the second and third stages: The 10-hour increase to the Nauta Hogar plans for the same price will be eliminated and the monthly 30-hour contracts will be restored.
In the first stage: Internet plans will still receive 10 additional hours and the price of each additional hour for the at home service with Nauta Hogar will be CUC 0.30.
In the second and third stages: The additional 10 hours for Internet plans will be eliminated and the price of each additional hour for the at home service with Nauta Hogar will be CUC 0.50.
In the first stage: The life cycle of expiring residential Nauta Hogar services will be extended.
In the second and third stages: The residential Nauta Hogar services that expire will be disconnected.

Procedures at the Ministry of Communications
In the first stage: During this period, the procedure requests for communication equipment licenses and permits, and for the use of the radio spectrum will be made through the IT application that is available on the website of the Ministry of Communications or through the following email address trámites@uptcer.co.cu [2].
In the second and third stages: Although online access will still be encouraged during this stage, on-site services will be restored for the procedure requests for communication equipment licenses and permits, and

for the use of the radio spectrum, always respecting physical distancing measures.
In the attached document, we provide information on the measures of the Communications System to be downloaded or reviewed.

Attached:
PDF icon

DOMPDF_ENABLE_REMOTE is set to FALSE
file:///var/www/html/portal_mincom_v2/modules/file/icons/application-pdf.png
medidas_etapa_recuperacion_pos-covid-19_ministerio_de_comunicaciones_1.pdf [3]

Links
[1] http://www.cubaeduca.cu
[2] mailto:mites@uptcer.co.cu
[3] https://www.mincom.gob.cu/sites/default/files/medidas_etapa_recuperacion_pos-covid-19_ministerio_de_comunicaciones_1_0.pdf