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“... Joven Club in factories, in institutions and with the people because they are the ones who are out there standing by the neighbors ... the computer of the Cuban family. Fidel Castro

TinoRED The community network of the Cuban family.
Img. 1. The community network of the TinoRED family against COVID-19
Our country is going through a computerization process fostered by the Cuban State and Government, and led by the Ministry of Communications (MINCOM). In that context, resolutions 98 and 99 were enforced as part of the organization of the radio spectrum and the establishment and legalization of private networks connected among themselves (wired or wireless). Thus, the integration of private networks to Joven Club began on September 4, 2019.

The Computer Science and Electronics Joven Club, which has been at the service of Cuban families for 32 years, is the IT network of the community that is bringing the whole population closer to the services, products and contents of the data network known as TinoRED through Wi-Fi connections. That network is the widest and oldest there is in Cuba.

To fulfill that goal, TinoRED has been progressively creating the necessary infrastructure for that service. The access of private network operators and users is guaranteed by connecting optic fiber cables, installing Wi-Fi antennas, manageable switches and the corresponding service layers in the new settings.

Even during the COVID-19 pandemic, the institution is providing this service to private network operators.

Currently, there are 34 locations in Havana with the Wi-Fi infrastructure, and 213 licenses have been granted by the Budgeted Technical Unit for Radio Spectrum Control (UPTCER). Those locations host 14 723 users of which 14 570 have a Joven Club account, and 12 444 use TinoRED.

Due to the epidemiological situation that the country is facing, on March 25, 2020 the creation of new accounts was affected because of the temporary shutdown of Joven Club’s facilities.

The Problem’s Solution
As an answer to a complaint made by a group of users concerning the access to the private networks service, and in accordance with the measures implemented by the country, on May 18, a form was published on https://clientes.jovenclub.cu [1], with which people will be able to request the creation of new accounts. Until May 27, 95 users in Havana had already requested that service.

In Havana, Joven Club works tirelessly to keep providing private networks with services of the highest

possible quality, and they also keep receiving doubts, suggestions or complaints through their online attention website (https://atenciononline.jovenclub.cu/formulario [2]).

Joven Clubs are an essential part of the computerization process of society in Cuba. Following that premise, the commitment to our community grows as well as the desire to keep working so that the Cuban family may have access to technology and knowledge.

Related links
Joven Club against COVID-19 in Issue 71 of Revista Tino

Links
[1] https://clientes.jovenclub.cu
[2] https://atenciononline.jovenclub.cu/formulario