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Tomado del periódico Escambray

"We must pay attention to the opinions of the people in the Citizen's Portal and the entities attached to the Ministry of Communications (MINCON) must design an efficient system for this to be accomplished," said Mayra Arevich Marín, Minister of Communications, on Tuesday in Sancti Spíritus, while checking the management of MINCON in the province.

The meeting was part of the actions to ensure the process of accountability of that guild to the National Assembly, scheduled to take place in the coming months and it was reported that, in the territory, mobile services do not stop their growth despite multiple economic constraints.

When presenting the central report - also published in the Citizen's Portal - Liliam Rodríguez Landestoy, director of the Territorial Control Office (OTS), referred to the progress of the informatization process of society and the transition to digital transformation in Sancti Spíritus, among other aspects of interest.

"We have trained workers and we have also created businesses through the payment of services by the EnZona platform for Industrial Markets, Ideal Markets, Wineries, Restaurants, the Palmares Extrahotel Company in the municipality of Trinidad, Acopio and the Fuel Commercialization Company, among others."

She explained that in the province the access of citizens to the use of new information technologies was favored, through training in the use of mobile devices, tablets, networks and e-mails, in addition to Transfervóvil and Enzona.

Arevich Marín was also informed that public telephony is decreasing notably, since, according to studies, it is losing market preference to the growing use of mobile services and data communication applications available on the Internet such as Todus, WhatsApp, Messenger and Telegram.

The director of the OTS highlighted the response given to 590 people pending transfer of fixed telephony and who were recently given a positive response, through the use of alternative fixed telephony or TFA.

It was informed that through the use of Transfervóvil the concept of self-management of services is now consolidated, where users can make purchases and configure their services, without having to go to the commercial offices.

She recalled that Etecsa's Online Services portal (<https://tienda.etecsa/visitantes/home> [1]) was made available to the population, available 24 hours a day, with free access from any device.

By the end of 2021 in the province, 54 percent of the revenues from this concept were executed through this

channel and by the end of August 2022, the figure rose to 68 percent.

Likewise, MINCON specialists in Sancti Spíritus carried out several trainings for the use of Bulevar Mi Transfer, an option that offers the possibility for businesses and stores to manage payments and refunds through the Transfermóvil application.

Rodríguez Landestoy also highlighted that, during the last few months and as a result of the deficit of electric power generation in the country, the correct functioning of the province's telecommunications infrastructure, which includes fixed and mobile telephony, data and Internet, has been hampered.

This situation has caused the continuous and excessive work of the generators and battery backup systems located in all access equipment and radio bases.

During the previous year, 15,804 mobile services were increased, out of a plan of 10,760, which made it possible to conclude 2021 with 297,115 active lines in the province, for a mobile telephone density of 63.88 percent.

At the end of August of this year, mobile services increased by 9,269 lines, to reach 306,384 (active lines), equivalent to a density of 66.05 percent, which places the province in fifth place in the country.

By the end of 2021, Sancti Spíritus surpassed the figure of 13,000 households with Internet, a process that continues this year and by the end of July 2022, 13,920 Nauta Hogar services are expected to be available.

The territory is among those with the highest penetration of the service with 8.27 percent of homes benefited, a figure only surpassed by Havana, Pinar del Río, Cienfuegos and the special municipality of Isla de la Juventud.

At the conclusion of the meeting, Mayra Arevich Marín described as "creative" the process developed in Sancti Spíritus by the companies and entities that are part of MINCON here and congratulated its workers.

"We have to build the digital transformation among all of us because we all need it to reach the citizen and what he needs. We have a long way to go, but Sancti Spíritus fulfills the mission entrusted to it and now it remains to concentrate on solving the dissatisfactions that still persist in the population," he said.

The Ministry of Communications is represented in the province by the Territorial Division of the Empresa de Telecomunicaciones de Cuba (ETECSA), Empresa de Correos de Cuba and the Joven Club de Computación y Electrónica with 30 facilities, in addition to other entities such as the Division of DESOFT and Radiocuba.

<https://bit.ly/3C0tk2P> [2]

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## Links

[1] <https://tienda.etcscsa/visitantes/home>

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