
ETECSA ensures quality of 3G mobile data service for Cubans (+ Infographies)

05/03/2018



The computerization process of Cuban society had a very significant moment in 2017, and in 2018, one of the main challenges, already announced, of the Telecommunications Company of Cuba (ETECSA), is the launch of data service for Cubans to have Internet service on their cell phones.

On a tour with executives and specialists of ETECSA's Mobile Services Division through base stations in different levels of operation in the east of the Cuban capital, it was known that this is a process that kicked off strongly in 2015 and reached a greater boom in 2016 and 2017.

According to Frank Pavón Carbonell, Central Director of this Division, the company has been developing a very intensive process in the deployment of mobile base stations throughout the country, with major emphasis in the capital, because it gathers almost half of the mobile clients.

"It is important to create the bases and that fast technological deployment ETECSA is carrying out at present will positively influence offering a service with higher quality and efficiency to our clients".

In the old silence zones in which 2G and 3G technologies already coexist, voice

call is improved and data service is allowed, guaranteeing there is no interference or signal loss.

Each base station already comes out with two services to provide greater solutions to voice calls and strengthen data service –assures José Leonardo Rubio, head of the Operations and Maintenance Department of Mobile Network in Havana-, so when it is decided to expand the service to the population, to clients, it becomes a quality service, and it will always be necessary to have a good investment plan so the client's feeling is good.

“Opening a service solves nothing, if it is bad later. It's preferable to dedicate a little more time to the implementation of the new sites so everything comes out with the quality you want to offer”.

Regarding the technology that is being used and the flexibility of the process, Rubio points out it has an optimum quality and is at a level comparable with any country in the world.

“It's a technology already proven in our country and has provided very good results. We will continue to work in this moment, “firstly to launch the service in the two authorized technologies and then we will continue the development plan, in both sites and technologies to achieve that our clients really feel satisfied with the service the Company wants to offer them”, he asserts.

With the installation of 279 base stations across the island in 2017, there were more than 400 at the end of the year. On this matter, Yudith Toledo, Director of the Territorial Division in Eastern Havana, confirms this is a complex process in which the Company has progressed significantly, so everything is ready in due season and the service can come out with the necessary quality.

“And ETECSA's workers and all those who are committed with the service process are working with a great sense of belonging, with great responsibility, always forward”.

For his part, Frank Pavón, Central Director of the Mobile Service Division, summarized: “ETECSA and the Ministry of Communications (MICOM) of our country are carrying out very intensive actions to open mobile services at their best to all the Cuban people.

"Despite the US blockade, we are working and we will accomplish it”.

ETECSA's team in charge of 3G technology installation. The journalists in each corner.

Translated by Jorge Mesa Benjamin / Cubasi Translation Staff
