

## **New basic telephone service facilities for the residential segment.**

Category: ETECSA

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For the use of available technical capacities, ETECSA establishes an order of priority that includes pending transfers, public services, business sector services and other commitments and obligations of the company. Once these demands have been met, the company will offer the capacities available for the installation of new services to the population, which are distributed and granted by the Municipal Administration Council (CAM).

The ways to make basic telephone service offers to the population are as follows:

- Through the Local Bodies of the People's Power (Provincial Administration Council - CAP for the allocation to the population by the Municipal Administration Councils - CAM).
- CAP is responsible for informing, through the media, the details related to the process and the date from which applications from the population will begin to be received in the beneficiary areas.
- CAM creates the Grant Commission to receive requests from the population and analyzes and approves the list of people who should benefit from the allocation of telephone service.
- At the end of this process, the CAM sends ETECSA a list of the beneficiaries, who will be contacted by the Commercial Units to establish the contract and install the telephone service.
- ETECSA does not intervene in the process of assigning the telephone service.