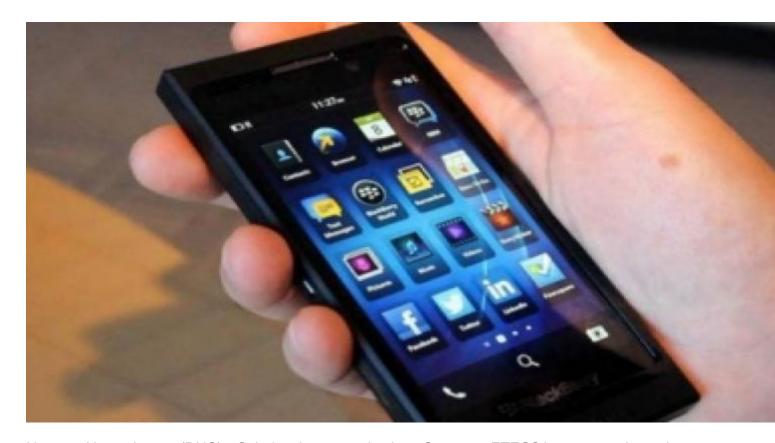# Cuban Telecom Company Working on Connectivity Failure

Havana, November 18 (RHC)-- Cuba's telecommunications Company ETECSA announced ongoing actions to solve a technical failure in the platforms of mobile and mail services detected on November 13, which has affected its clients communications.

In a news release, the company extended apologies to its clients and announced that mail services nauta.cu -- largely used by owners of mobile phones -- and enet.cu were down. On Tuesday, the company was already doing tests on both services to put them back on their feet gradually, the release explains.

As part of the government program to provide the people with Internet and e-mail services, the state-owned company has opened over 30 WiFi hotspots in different parts of the island and has expanded mail services with progressively lowering prices.

The domain nauta.cu is the Cuba mail service used by most citizens that have mobile phones; however, the network still has had its ebbs and flow, which is at the center of concern of the company.

Cubans access the Internet at over 500 public cyber-rooms and WiFi hotspots. Connectivity is also available at universities and some state entities. Intellectuals, journalists and doctors, as well as workers in other priority sectors have access from their homes.

Although the Internet connection in Cuba is low if compared to other countries, the government is advancing its national program to meet the objective of providing the crucial services.

Cuba has found it hard to provide Internet connections over the years due to the U.S. economic, commercial and financial blockade, which has prevented the island from using the cables that run close to its coasts, while the country has had to resort to satellite connections that make the service very expensive.

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