



Global Telecom Services



# Livestream Session on “Unlocking Africa’s Digital Potential Amid COVID-19”

The challenges of accessibility to digital services from mobile end-users accross multiple channels

**Dr.-Ing. Pierre-François KAMANOU**

Founder CEO, GTS Africa & GTS-Infotel Cameroon | Nigeria

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# Challenges of Mobile channels to access digital services

In the scope of the digital response to Covid-19 implemented in almost all African countries, there are a large number of digital solutions developed and offered by local Startups or by internationally renowned companies to Ministries of Health and health Organizations.

Unfortunately, most mobile apps developed by local Startups to combat the spread of Covid-19 in certain African countries could not be deployed given the decision of Google and Apple to no longer host mobile apps from editors with no international reputation in their stores.

Also, most of these solutions cannot be deployed in an emergency context, as they require toll-free numbers accessible to the majority of mobile subscribers over Voice, SMS, USSD channels (without Internet), for which there is no existing access offer from Telco Network Operators in these countries.



# Challenges of Mobile channels to access digital services

This is also the case for international videoconferencing platforms that are increasingly used in African countries such as Webex, Zoom, FreeConferenceCall, Google-Meet, Microsoft-Teams, and which offer in option international call numbers to reach the conference for users without Internet access or without good quality. All these international access numbers to the digital service platforms used in African countries are provided by alternative telecom operators existing in all Western countries.

In fact, MNOs do not provide virtual ID numbers supporting multiple concurrent Voice & SMS calls, to enable Enterprises to develop and offer various types of digital services (Conversational, Transactional, Promotional) to their mobile end-users target.

**And there is to date in each African country (except in South Africa) no local alternative telecom operator who can provide virtual number services dedicated to digital service platforms, or capable of activating toll-free numbers dedicated to emergency callcenter services, for accessibility to all mobile subscribers.**



# Use Case of the Health Ministry of Cameroon

## MINSANTE - CELLULE DE COMMUNICATION CORONAVIRUS

**POUR TOUT CAS SUSPECT, APPELONS  
L'UN DE CES NUMEROS**

### CORONAVIRUS

C-ontre le virus;  
O-rganisons-nous;  
R-estons mobilisés;  
O-ccultons nos divergences;  
N-e nous rassemblons pas;  
A-yons l'hygiène en tête;  
V-oyageons peu;  
I-nformons juste;  
R-efusons les mains;  
U-unissons nos efforts;  
S-ensibilisons tout le monde.

Coronavirus "COVID-19" Cameroon.  
Useful numbers/: Numéros utiles

 - **1510**

 - **677 89 93 69**

 - **677 89 43 64**

 - **677 89 76 44**

 - **677 90 01 57**



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# Use Case of the Nigeria Centre for Disease Control (NCDC)



State Emergency Contacts

Situation Reports

NCDC Website

## NAVIGATION

Dashboard

Epicurve

Progression

FAQs

Advisory

Guidelines

Resources

Nigeria Data

Global

North Central   North East   North West   South East   South South   South West

S/N	GEO-POLITICAL ZONES/STATES	HOTLINE	TOLL FREE NUMBER	EMAIL/SOCIAL MEDIA
<b>SOUTH-EAST ZONE</b>				
1	Abia State	<a href="tel:07002242362">07002242362</a> 0700 ABIA DOC		
2	Anambra State	<a href="tel:09034728047">09034728047</a> <a href="tel:09034668319">09034668319</a> 08163594310 <a href="tel:09034663273">09034663273</a> <a href="tel:09145434416">09145434416</a> 08117567363 <a href="tel:09033805959">09033805959</a> (WHATSAPP) <a href="tel:09074285546">09074285546</a> (SMS)		
3	Ebonyi State	<a href="tel:09020332489">09020332489</a> 08159279460 <a href="tel:07045910340">07045910340</a> <a href="tel:07085763054">07085763054</a>		

# The ATU recommendations

It is in this general context that the African Telecommunications Union (ATU) published on April 23, 2020 on its website, a set of guidelines that the Regulators and Telecoms Operators of African countries should implement to support the response digital, allowing Authorities to effectively prevent and mitigate the spread of the Covid-19 pandemic. The main guidelines are:

- 1) Activation of the Common Alert Protocol (CAP): This consists of the availability of several modes of interactive communication with all citizens, including the most vulnerable, to inform, educate and provide services via all mobile access channels: (Voice, SMS, USSD) without Internet and (WhatsApp, Facebook, Twitter, Other mobile apps) with Internet;
- 2) Telecoms operators should activate emergency numbers and route free of charge all types of traffic corresponding to the services offered;
- 3) Operators of emergency services - such as the Ministry of Health, Hospitals, and the Police, should properly size the capacity of their platforms to support the influx of calls and thus provide better quality of service;
- 4) The Telecommunications Regulatory Authority should urgently issue licenses for telecommunications / ICT services necessary to support emergency services.



# The urgent need for new alternative Telecom VAS Operator in African countries

Covid-19 reveals the inexistence or ineffectiveness of emergency health services across the country.

The implementation of ATU's recommendations in each African country therefore requires the entry of a new type of alternative telecom operator of value-added communications services with multichannel interconnection links (Voice, SMS, USSD) with all local mobile operators to enable the rapid activation of emergency numbers allocated by the Regulator to each Organization authorized to provide digital audiotext services accessible to all mobile users under transparent and non-discriminatory conditions.