Haiti

Haiti's telecommunications sector has suffered from a series of natural disasters over the past decade with existing infrastructure suffering from substantial damages. Recent efforts, notably the privatization of the incumbent as well as introduction of competition in the market, have been paramount to the development of the sector.[220]

Mobile services: The mobile market is controlled by two operators, Digicel and Natcom, the first possessing almost three quarters of market share. Similarly to its neighbouring countries, Haiti's fixed-line infrastructure is underdeveloped and the mobile market has had more room to flourish. Both operators are interested in expanding their services' coverage, especially with the popularization of mobile banking and other data services. Concerning LTE, concessions were granted in mid-2016 to the operators, as they run trials in preparation for the auctions.[221] The regulator is currently working on implementation of number portability requirements, which should increase competitiveness in the segment and improve quality of service.[222,223]

Fixed services: Fixed services have suffered from lack of infrastructure and investment in Haiti. The partial privatization of State-owned TELECO in 2010, which then became Natcom, has had a number of positive effects since, with increased investments and network roll-out. As a result, fixed-broadband has become more widely available in the country, and Natcom also acts on the wholesale side, making its infrastructure available for a number of other Internet service providers.[224]

Government policy: The telecommunications regulator, *Conseil National des Telecommunications* (CONATEL) is responsible for overlooking the sector development, including frequency assignment and service licensing. The expansion and adoption of ICT services, however, also has to take into account the political and economic challenges, with income and education inequalities remaining key obstacles. To overcome these challenges, starting in 2011, the Government imposed a tax on international calls to finance an education programme.

Key indicators for Haiti (2017)		The Americas	World
Fixed-telephone sub. per 100 inhab.	0.1	23.9	13.0
Mobile-cellular sub. per 100 inhab.	59.1	111.8	103.6
Active mobile-broadband sub. per 100 inhab.	27.1	89.5	61.9
3G coverage (% of population)	40.0	93.9	87.9
LTE/WiMAX coverage (% of population)	30.0	84.3	76.3
Individuals using the Internet (%)	*12.3*	67.5	48.6
Households with a computer (%)	*10.8*	64.8	47.1
Households with Internet access (%)	*5.0*	68.3	54.7
International bandwidth per Internet user (kbit/s)	*5.9*	77.1	76.6
Fixed-broadband sub. per 100 inhab.	0.3	19.9	13.6
Fixed-broadband sub. by speed tiers, % distribution			
-256 kbit/s to 2 Mbit/s	*66.6*	6.6	4.2
-2 to 10 Mbit/s	*8.7*	23.1	13.2
-equal to or above 10 Mbit/s	*24.7*	70.3	82.6

Note: Data in italics are ITU estimates. Source: ITU (as of June 2018).

Conclusion: The telecommunications sector in Haiti has great potential for development as the majority of the market remains untapped. The future is promising regarding both the fixed-line and the mobile segments, with increased competition and investment levels.