Togo

The landing of an undersea cable in 2012 has triggered an impetus to liberalize the ICT sector in the West African nation in order to advance the digital economy.

Mobile services: The mobile market in Togo is a duopoly. The two mobile operators are Togo Cellulaire, the mobile arm of the incumbent Togo Telecom that launched in 1997; and Atlantique Telecom Togo, operating under the brand MOOV, a subsidiary of Morocco Telecom, which launched in 1999. Despite somewhat limited competition, mobile penetration is relatively high. In 2014, 74 per cent of households had portable phones, with more than a 30 percentage point gap between urban (91 per cent) and rural (60 per cent) areas.[452] Togo Cell launched 3G in 2011, with MOOV following in 2016. While mobile Internet is the main form of Internet access in the country, mobile-broadband is limited due to the recent competition in that market segment. The Government awarded LTE licenses to the operators in late 2016.

Fixed services: The State-owned incumbent Togo Telecom is the sole operator in the fixed-telephone market with fixed copper lines and CDMA wireless local loop. It offers fixed-broadband using CDMA EVDO and WiMAX fixed wireless technology, and ADSL fixed broadband (up to 8 Mbit/s). Togo Telecom has also been deploying public Wi-Fi hotspots. In addition to two mobile operators, there are now four ISPs following the issuance of two new licenses in 2017: Togo Telecom, CAFÉ Informatique & Telecommunication, Group Vivendi Africa and Teolis S.A. Togo Telecom is progressively expanding its national fibre-optic backbone. In 2016, MOOV announced it would build a 450 km fibre-optic backbone stretching from the South to the North of the country. The Government also has 250 km of fibre-optic for its e-government network. The arrival of WACS in 2012 provided Togo with undersea fibre-optic connectivity for the first time. One challenge is open access, since Togo Telecom is an investor in the cable. In anticipation of additional actors in the Internet market, an IXP was launched in 2017.

Government policy: The Ministry of Posts and Digital Economy is responsible for sector oversight. The 2017 Law on the Orientation of the Information Society establishes fundamental principles covering ICT access, participation in the information society, ICT education and training, and other areas. The Ministry has been supporting a number of sector strategies, including the regulatory framework, market liberalization, institutional strengthening, infrastructure development and ICT use across different sectors. Another initiative includes the deployment of public Wi-Fi hotspots to ensure no citizen is more than 5 km from broadband. The regulatory framework for the sector is laid out in the 2012 Law on Electronic Communications and several supporting regulations. The Regulatory Authority for the Posts and Telecommunications Sectors is responsible for regulation. It also manages the .tg domain name

Conclusion: The Government has embarked on a number of projects since the arrival of the WACS cable in 2012. It is seeking to maximize the potential of the massive increase in Internet capacity to foment a dynamic information society. Initiatives include increasing competition through the issuance of new ISP licenses, extending the fibre-optic backbone and adopting new laws on electronic commerce and the information society.

Key indicators for Togo (2017)		Africa	World
Fixed-telephone sub. per 100 inhab.	0.5	0.9	13.0
Mobile-cellular sub. per 100 inhab.	79.8	74.4	103.6
Active mobile-broadband sub. per 100 inhab.	20.7	24.8	61.9
3G coverage (% of population)	46.0	62.7	87.9
LTE/WiMAX coverage (% of population)	*0.0*	28.4	76.3
Individuals using the Internet (%)	12.4	22.1	48.6
Households with a computer (%)	9.5	8.9	47.1
Households with Internet access (%)	26.5	19.4	54.7
International bandwidth per Internet user (kbit/s)	*7.6*	11.2	76.6
Fixed-broadband sub. per 100 inhab.	0.6	0.6	13.6
Fixed-broadband sub. by speed tiers, % distribution			
-256 kbit/s to 2 Mbit/s	18.9	38.7	4.2
-2 to 10 Mbit/s	*53.1*	37.2	13.2
-equal to or above 10 Mbit/s	*27.9*	24.1	82.6

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