



RÉPUBLIQUE TOGOLAISE

Ministère des Postes
et de l'Économie Numérique



TOGO: DIGITAL ECONOMY IN ACTION

December 2018



His Excellency
***Faure Essozimna
GNASSINGBE***
President of the
Togolese Republic

“The digital transition only makes sense if its changes benefit the Togolese nation. Technological innovation and economic development must converge to build a better future for our country and improve the living conditions of our fellow citizens.”

Faure Essozimna GNASSINGBE

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Cina LAWSON
Ministry of Posts
and Digital Economy

In a world where profound and irreversible changes are taking place, Togo is building a digital ecosystem that serves the population. Indeed, over the past several years, Togo has launched breakthrough innovative digital projects — e.g., digitizing governmental administrative systems; redesigning its digital ecosystem; equipping universities to train students for the digital economy; facilitating citizens' communications with the public administration; digitizing agriculture (e.g., for fertilizer distribution and management); improving high-speed internet networks and access.

A strong political will combined with our capacity to carry out in-depth societal reforms have made Togo an integral part of African initiatives like Smart Africa and Free Roaming, which aim to streamline communications in the West African sub-region and to facilitate regional integration by removing financial and technical obstacles.

Under the leadership of His Excellency Faure Essozimna GNASSINGBE, President of the Republic, Togo has always expressed its willingness to contribute to building a secure and inclusive information society.

Togo intends to strengthen its cooperation with the ITU in several global and high stakes strategic sectors including supporting innovation and creating regulations favorable to the adoption of digital technologies, the fight against cybercrime with the implementation of Computer Emergency Response Teams (CERTs), the setting up of centers of excellence for promoting digital entrepreneurship, and training in new digital professions.



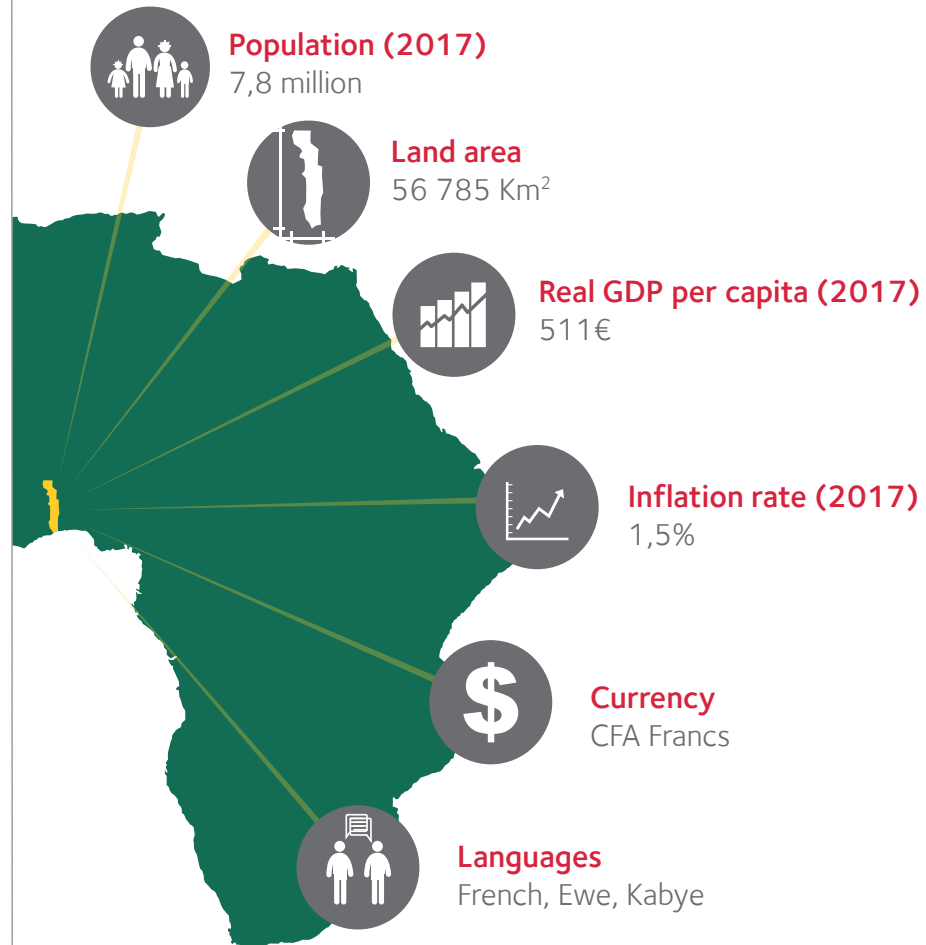
1.

A dynamic and growing telecommunications sector

With a high growth potential, Togo is one of the safest countries in the sub-region. A true financial and logistical center, Togo has the only natural deepwater port in West Africa and significant mineral resources. Its world-class airport is served by major airlines, making Lomé a hub for intercontinental direct services.

Togo

is a country in West Africa, located in the Gulf of Guinea. It is bounded on the North by Burkina Faso, on the South by the Atlantic Ocean, on the West by Ghana and on the East by Benin.



A DYNAMIC AND COMPETITIVE *sector*

With a total turnover of €290 million achieved by its companies in 2017, the telecommunications sector in Togo is driven by:

- Togo Télécom, owned by the Togolese State, which operates a fixed telephony network and provides fixed Internet services (ADSL, FTTH, etc.);
- Togo Cellulaire, a public operator operating 2nd/3rd generation mobile networks and, since June 2018, 4th generation networks, which holds a 51.5% share of the mobile telephony market and 61% of the Internet market;
- Atlantique Télécom Togo (Moov Togo), a private operator that obtained its license in 1998, also operates a mobile network in which it holds a 48.5% market share and 37% of the Internet market;
- Café Informatique & Télécommunications, which is a private operator providing Internet access services via WLL technology.

On June 7, 2017, two Internet Service Provider (ISP) licenses were issued to:

- TEOLIS SA, which provides Internet access services based on LTE technology; and
- Groupe Vivendi Africa Togo (GVA Togo), which provides fiber optic home access (FTTH) access services.

These two new operators launched the marketing of their services respectively in February and March 2018.

*One fixed
telephony
operator*

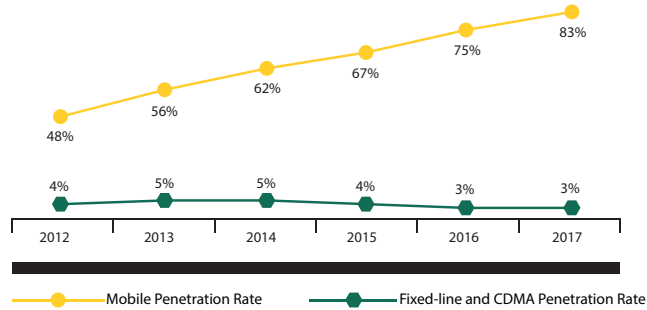
*Two mobile
phone operators*

*Three Internet
Service Providers*

THE PENETRATION RATE *is growing exponentially*

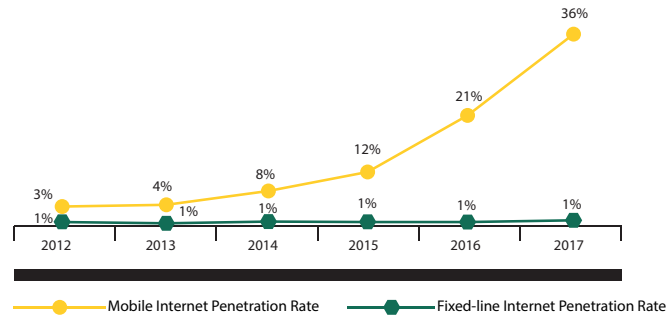
6.2 million subscribers, and a penetration rate of 86%

Telephony



Internet

The Internet penetration rate over these last 5 years has experienced spectacular growth and has risen from 3% in 2012 to 36% in 2017



WHILE PRICES ARE *falling steadily*

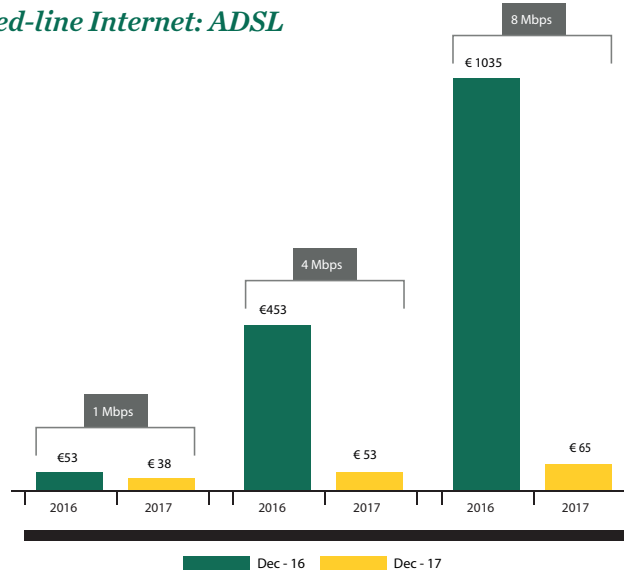
Competitive market dynamics have resulted in a significant price decline

The price of ADSL 4Mbps connection has decreased from €453 per month in 2016 to €53 in 2017

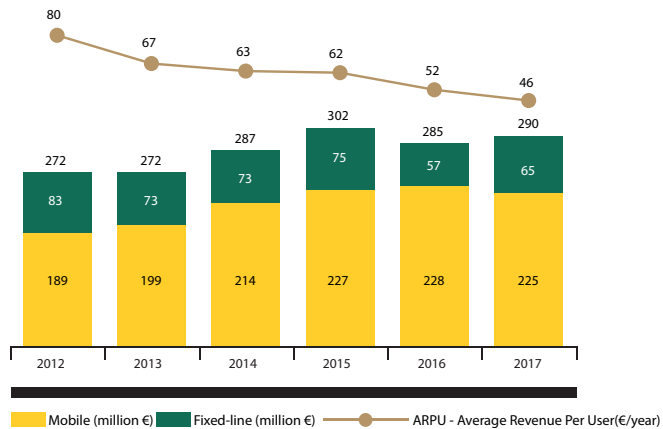
Fiber to the Home (FTTH) connection of 30Mbps is sold at €45 per month in 2018

Annual ARPU was halved between 2012 and 2017

Fixed-line Internet: ADSL



Evolution of the turnover of the operators and the global ARPU

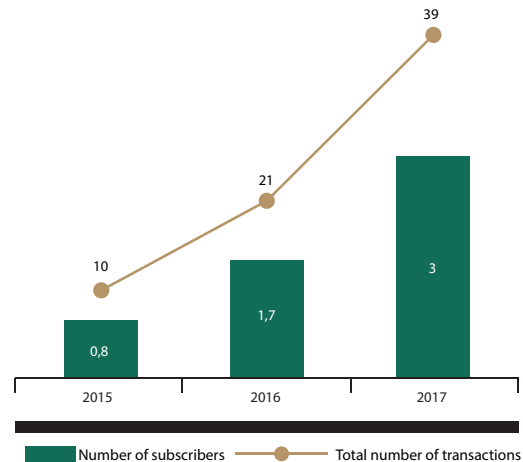


MOBILE PAYMENT: *a booming market*

Mobile payment is booming with Moov's Flooz and Togocel's T-Money services. These services enable Togolese to pay their bills, make purchases and transfer money via their mobile phone.

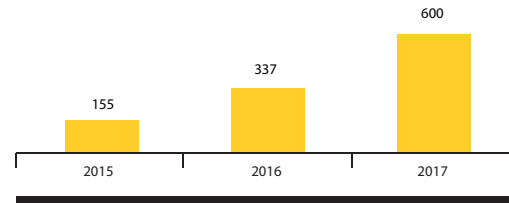
In three years (2014-2017), Togo has almost tripled the number of users of electronic payment, which represents a real turning point in financial inclusion.

Number of mobile payment subscribers and total number of mobile payment transactions (in millions)



The number of citizens over 15 years of age holding a bank or a mobile money account in Togo increased from 18% in 2014 to 45% in 2017

Total value of transactions made via mobile payment (in millions of €)



12% of the adult population has a mobile money account in 2017

2.

Digitization: leveraging technology to modernize the economy and improve society



The Togolese government has put the digital sector at the heart of its national strategy to accelerate the development of priority business sectors and modernize its administration.

This vision, driven by His Excellency the President of the Republic, is carried out and implemented by the Ministry of Posts and Digital Economy, which has developed a sectoral strategy, translated through two reference documents, including:

- *the policy statement of the digital economy sector for the period 2018-2022;*
- *the national digital planning strategy for 2022.*

DIGITAL ECONOMY SECTOR

policy statement (2018 - 2022)

Digital technologies are a powerful lever in modernizing the economy and society

Togo aims to become a digital service hub and an international center for innovation and expertise

The Digital Economy Sector Policy Statement, adopted on 3 October 2017, is a national reference document for the development of the ICT sector and the induced effects of ICT on all other sectors of the economy.

STRATEGIC AXES

Axis 1: Developing national and international infrastructure

This axis addresses the issue regarding the deployment of infrastructure and improvement of service quality.

It is fully in line with the implementation of the digital development of the country.

Axis 2: Promoting the dissemination of information and communication technology (ICT) in the economy and increasing access for the most vulnerable layers of society

This axis addresses the issue regarding the deployment of infrastructure and improvement of service quality.

It is fully in line with the implementation of the digital development of the territory.

Axis 3: Enhancing competition in all market segments

The existence of a competitive market is an essential pre-requisite for the development of services, innovation and lower prices, which serves the interest of consumers, the Government and operators.

Axis 4: Ensuring national digital sovereignty, including cybersecurity and protection of citizens

The development of the digital economy requires that all citizens, institutions and companies should be provided safeguards for their data and transactions, to give everyone the confidence they need for the development of the Information Society.

These safeguards must be guaranteed at the institutional level and implemented by appropriate mechanisms.

NATIONAL DIGITAL *planning strategy (2017-2022)*

The government's actions are guided by the objective of improving the digital coverage of the territory in order to guarantee for all citizens access to broadband Internet and to provide local communities with adequate digital infrastructures

This document outlines the strategy that Togo adopted to ensure the availability of ultra high-speed broadband Internet in all communities of the country. It also makes an inventory of digital infrastructure throughout the territory, identifies shortcomings and proposes a strategy for access to High and Very High-Speed broadband Internet to overcome these deficiencies through a master plan of Digital Development of the territory with regulatory, institutional and organizational support measures.

STRATEGIC AXES

Axis 1: Adopting legal and regulatory measures stimulating the deployment of broadband infrastructure and facilitating monitoring.

Axis 2: Setting up an efficient organization to facilitate the issuance of authorization (one stop shop) and monitoring of telecommunications infrastructure.

Axis 3: Supporting the development of telecommunications networks to prepare the services of tomorrow.

Axis 4: Training people in skills needed to boost the digital economy sector.

Axis 5: Stimulating the demand and supporting the development of digital services.

Achieving these objectives requires:

- providing the country with a comprehensive and coherent policy framework for balanced digital planning;
- setting up a powerful Geographic Information System (GIS), up-to-date and accessible to all actors;
- modernizing and digitizing authorization for applications for work processes aimed at accelerating network deployment.

ACHIEVE AMBITIOUS GOALS *by 2022*

Increase broadband Internet access

More than 90% of the population and more than 95% of companies access broadband (target over 10Mbps)



Being a leader in digital readiness

Togo will be among the top 10 African countries on the main indicators of digital readiness



Equipping educational institutions

50% of networked high schools and public colleges and ICTs fully integrated into the training for pupils and students



Improving user satisfaction

The satisfaction of users (general public and businesses) measured by surveys is comparable to international standards (satisfaction above 60%)





Promoting entrepreneurship and innovation

An ecosystem to support entrepreneurship is put in place and operational



The digital sector stimulates growth

The overall turnover of the sector reaches 400 billion CFA Francs and contributes at least 10% of the GDP



Ensuring cybersecurity and data protection

The structures responsible for cybersecurity, preventing cybercrime and personal data management are references in Africa



3.

A new legal and regulatory framework to foster investments and enable competition

The government has upgraded and completed the ICT legal framework, including the adoption of several laws allowing:

- the implementation of the digital economy sector strategy;*
- the establishment of the necessary governance structures;*
- the protection of citizens from the new issues raised by our country's entry into the information society.*

Law No. 2012-18 on Electronic Communications adopted on 12 December 2012 and amended by Law No. 2013-003 of 19 February 2013

THE LAW ON *Electronic Communications*

This law organizes the electronic communications sector and defines the roles of each stakeholder and their relationship. It aims to:

- foster competition by opening the market to new players in the interest of users;
- facilitate land planning and access to electronic services for as many people as possible;
- maintain the interests of public safety;
- facilitate the socio-economic development of Togo through the development of the sector of electronic communications and information and communications technology; and
- define the powers that the regulations assign to the Minister of the Electronic Communications Sector and to the Regulatory Authority for the achievement of the detailed objectives.

THE LAW ON *Electronic Transactions*

The law on electronic transactions is part of the dynamic of providing Togo with a legislative and regulatory framework that meets the requirements of the information society. It establishes a legal framework for the development of e-commerce in the country by building confidence in the field of electronic transactions and services.

In addition, it lays the foundations for the dematerialization of formalities and procedures, especially in the context of administrative procedures and online payment of taxes and duties.

It applies to transactions and services electronically and deals with:

- electronic certificates / signatures, and their legal recognition;
- information to be made available to customers on people carrying out an e-commerce activity;
- information to be made available to the public by online publishers of public communication services;
- data enabling the identification of any person who has contributed to the creation of the content or one of the components of the content of the services of providers;
- the Certification Authority.

The decree No. 2018-062 on the regulation of transactions and services by electronic means was adopted on 21 March 2018.

Law No. 2017-007 on electronic transactions adopted on 12 July 2017

THE LAW ON *Information Society*

This law defines the objectives and the main orientation of the information society in Togo. It sets out the guiding principles and shared values that form the basis of an Information Society and lays down the main guidelines for future legislation and regulations relating to the Information Society.

Taking into account the stakes and enormous potentialities raised by information and communication technologies, it guarantees:

- responsible freedom of communication, participation, expression and resource creation in all sectors of the information society;
- digital solidarity through the organization of a system of access to the greatest number of ICTs, the promotion of citizen networks and appropriate financing and partnership mechanisms; and
- the security of information resources, persons (natural and legal) and goods (sites, infrastructures and networks) of the information society.

*Law No. 2017-006
on the Information
Society in Togo
adopted on 22 June
2017*

THE LAW ON *Cybersecurity*

The purpose of this law is to equip Togo with the appropriate legal and institutional arsenal to enable it to provide support throughout the country. It aims to adapt the national criminal justice system by modernizing the criminalization of classic criminal law and reorganizing the procedural instruments with regard to the requirements of the digital environment.

It defines mechanisms for promoting cybersecurity and sets the framework for combating cybercrime.

The Cybersecurity Act provides for the establishment of the National Cyber Security Agency (NACSA), which is responsible for the effective implementation of the strategic orientations and measures and the National Sovereignty Fund, which contributes, among other things, to the financing of the implementation of national cybersecurity strategies and supports NACSA's actions.

The Computer Emergency Response Team (CERT) and the Security Operations Center (SOC) that will be set up will be the operational arms of the NACSA.

The law will be completed by:

- the decree governing the powers and organization of the NACSA;
- the decree defining the essential information infrastructure and operators of essential services; and
- the decree establishing the Security Interception Commission and setting the terms and conditions for security interceptions.

*Law No. 20186026
on cybersecurity
and fight against
cybercrime
adopted on 7
December 2018*

THE LAW ON

The Protection of Personal Data

*Law in process of
being adopted*

This law aims to establish a legal and institutional environment that offers effective protection of the fundamental rights and freedoms of individuals with respect to the processing of personal data. It fills the legislative and institutional gap in the protection of personal data. Its texts are inspired by the guiding principles that regulate the use of computerized files containing personal data issued by the UN General Assembly in 1990 and international requirements for the transfer of data to third countries.

Among other provisions, it defines the concept of personal data, specifies the requirements of legal compliance for the processing of personal data, establishes a national data protection authority.

The texts also provide for the creation of the Personal Data Protection Authority (PDPA).



4.

Projects and
key achievements

The Government has implemented projects designed to:

- *modernize education;*
- *digitize the administration;*
- *strengthen proximity with citizens;*
- *promote social and financial inclusion of populations;*
- *promote entrepreneurship;*
- *support rural electrification; and*
- *increase competition and efficiency of the actors of the sector.*

DIGITAL WORK ENVIRONMENT

in Technical and Scientific High Schools



March 2015
(Inauguration:
July 2018)

*All 10 public and
technical colleges
and public
schools*

9,500 students

*800 teachers and
administrative
staff*

The Digital Work Environment (DWE) consists of setting up a digital exchange platform in high schools. This platform includes computer rooms, an online service portal and a single point of access where the teacher, student and all school staff can find information as well as educational resources (manuals and materials, etc.). The DWE is also intended for parents of pupils who have access to information about their children and their institutions, as well as means of communication with the actors of the education system.

COMPONENTS

- Computer room, facilities and IT equipment necessary for the deployment of the DWE.
- Tools and educational resources: online course, school calendar, etc.
- Digital services to support educational activities and student follow-up.
- Capacity building and support of stakeholders in the conduct and implementation of the project.
- Development of a platform for exchange and collaboration at the national level.

NEXT STEPS

- Seeking funding to expand the project to all public high schools and secondary schools.
- Setting up a digital exchange and collaboration portal to interconnect 10 schools equipped with central services and deconcentrated services.
- Extending the project to 900 secondary schools, 6 teacher training colleges (ENI) and the École Normale Supérieure (ENS).

WIFI CAMPUS

Optical Fiber and WiFi in universities



January 2017
(Inauguration: January
2018)

*All public
universities and
university hospitals*

*70,000 students
2,000 doctors*

*Minimum rate of
2Mbps per user*

To raise the universities of Togo to the highest international standards, the government has implemented the «WiFi Campus» project, which aims to ensure privileged access to high-speed Internet for students, professors, doctors and staff of university campuses or hospitals. It has also made it possible to interconnect all public universities in Togo with fiber optic cables.

COMPONENTS

- Connecting all public universities and university hospitals of the country to high-speed Internet and interconnecting the two public universities.
- 200 hours per month of access to free Internet for students, teachers, doctors, administrative staff, etc.
- Establishment of a fund for the digital transformation of universities.

ACHIEVED RESULTS

- Wifi Campus is accessible to 70,000 students, professors and administrative staff as well as 2,000 doctors and medical staff.
- The 5 university and public hospital sites of Togo are interconnected.
- Overall, 121 buildings are connected to fiber optic (FTTH).
- Currently, the user bit rate is 2Mbps and will be upgraded to 4 Mbps later.

NEXT STEPS

Seeking funding to support the expansion, especially for the development of appropriate applications, teaching tools and terminals.

ICT TRAINING MODULES

Design and implementation of new modules



March 2018

*4 priority
modules to set
up*

Joint work between the Ministry of Posts and Digital Economy and the Ministry of Higher Education is underway for the design of ICT training modules adapted especially to the needs of the private sector. They aim to take stock of the situation, identify ICT training needs and offer specialized training modules to increase the availability of digital skills. The methodology used combines an international benchmark of ICT modules, the development of modules for ICT training, and the implementation of modules in line with the national education policy.

Certain trades were considered as priority because they:

- are at the heart of the ICT sector;
- correspond to unpopular or next generation jobs; and
- respond to the priorities of companies and administrations established in Togo.

At the end of the work, four key modules were identified, covering the following areas at the heart of the ICT sector:

- Cybersecurity Expert;
- Technical and commercial Expert in ICT;
- Multimedia-Internet Expert ;
- Data Center Expert.

NEXT STEPS

Redesign curricula conjointly with the Ministries of National Education and Higher Education.

E-GOVERNMENT

Digitalization of the administration



March 2015
(Inauguration: April
2017)

*All
565 administrative
buildings
connected*

55,000 civil servants

*35%
of public high
schools
of Lomé*

To modernize the administration and enable it to deliver high-performance services to citizens throughout the country, the government has initiated and implemented the E-Government project, which consists of connecting all 565 public buildings in Lomé through fiber-optic broadband internet and creating a Network Operations Center.

COMPONENTS

High-speed infrastructure serving as a basis for projects aimed at better services to citizens such as the digital ecosystem and government messaging.

ACHIEVED RESULTS

- The effective implementation of the 4 components of the digital ecosystem has been achieved.
- 250 Km of optical fiber has been deployed in Lomé.
- 565 administrative buildings have been connected to optical fiber.
- The project is planning 100 mbps per connected building.
- More than a third of the public high schools of Lomé (35%) as well as all the teaching hospitals are connected.
- 55,000 civil servants in Lomé are beneficiaries of the e-government project.

NEXT STEPS

- Extend fiber optic infrastructure to the four other regions of Togo.
- Develop applications that will enhance the administration's efficiency and support its interaction with citizens.

PROFESSIONAL MESSAGING

for the Administration



2015

*20,000
accounts
created in 2018*

*50,000
additional
accounts
expected in 2019*

This project, which is a major application of the e-Government project, will provide the whole of the public administration with a unified collaborative messaging system that covers not only the management of emails, contacts and calendars but also the sharing and transfer of large files as well as communication tools in real time (chat, video, community). It will also ensure the credibility, confidentiality and security of electronic exchanges carried out by the public administration.

COMPONENTS

- Unified messaging.
- Agendas and resource management.
- Management of preferences, profile and contact.
- Transfer and file sharing.

ACHIEVED / EXPECTED RESULTS

- First phase: In 2015, as part of a pilot phase, 150 e-mail and collaborative services accounts were created for government members.
- Second phase: 20,000 accounts will be created for the members of the administration by December 2018.
- Third phase: 50,000 additional accounts will be provided in 2019.

NEXT STEPS

To cover about 70,000 public administration accounts in 2020.

DIGITAL ECOSYSTEM

Single institutional portal for the government



2014 (Inauguration:
January 2017)

*1 single portal
of the Republic*

*33 government
websites*

*208 administrative
procedures
on [www.service-
public.gouv.tg](http://www.service-public.gouv.tg)*

As part of the modernizing its administration, Togo redesigned its digital ecosystem and established a single institutional portal from which the 33 websites of the Presidency and the Ministries are accessible.

COMPONENTS

- Single institutional portal page www.togo.tg.
- Administrative procedures accessible via www.service-public.gouv.tg.
- Official newspapers accessible via www.jo.gouv.tg.
- Open data accessible via www.data.gouv.tg.

ACHIEVED RESULTS

- The effective implementation of the 4 components of the digital ecosystem has been achieved.
- The Ministry focal points have been trained to regularly include relevant content on their ministry portals.
- The referencing of 208 administrative procedures on the public service site is now accessible to all.

NEXT STEPS

- Creating a tourism and cultural portal, as well as a site for promotion of investment.
- Implementing gradually dematerialized procedures.
- Securing the official newspapers and open data websites.

E-VILLAGE

Proximity between villages / cantons and the central administration



April 2016

E-Village is an innovative platform for the permanent collection, analysis and processing of information through a device based on ICT tools to bring villages and cantons closer to the central administration. The government has set up this project to support the decentralization process and thus enable village chiefs and canton chiefs to fully play their role of relay in the management and development of the country.

COMPONENTS

- Equipping each village chief and canton chief with one mobile phone, SIM card and a monthly telephone credit.
- Creating of a directory with names and contacts of all village chiefs, canton chiefs and prefects of the country to facilitate exchange of information between these different actors of local development.
- Improving reliability of a database on villages since July 2018.
- Establishing a platform for alert and exchange of information.

ACHIEVED RESULTS

More than 4,300 village chiefs and canton chiefs equipped with a mobile phone, a SIM card and a monthly telephone credit. These tools make it possible to carry out periodic surveys at a lower cost and in a very short time.

NEXT STEPS

- Setting up a voice platform for collecting information from the villages.
- Setting up a platform to exploit the data and information collected.
- Setting up an alert management platform (monitoring alert, SMS notifications).

*4,300 village
chiefs and canton
chiefs equipped*

WHAT3WORDS

National postal addressing scheme



Early 2019

The What3Words system is a global geolocation application that provides a simple way to designate a place. It is represented by several billion squares of 9m². Through the application, each square is identifiable using a unique code composed of 3 words of the dictionary.

What3Words offers a reliable and instant way to assign an address to every property in Togo. It means that postal services will be able to carry out their delivery activity for their customers more efficiently, thus enabling the development of commerce especially e-commerce and economic growth.

This project will fully be implemented by the Post Office of Togo.

COMPONENTS

- Algorithm using complex GPS coordinates and converting them into unique addresses of 3 words.
- Fixed and consistent address system.
- 3-word codes available in several languages and possibility to use one or more languages / dialects of Togo.
- Possible search of codes offline.

NEXT STEPS

- Identifying the needs of major institutions that require geolocation services.
- Creating a digital database including determined locations with the geolocation platform.

e-ID TOGO

National biometric identification system



July 2017

The «e-ID Togo» system will integrate with regulatory systems in a secure manner and with appropriate technological means for reliable authentication of individuals.

The Government's current ambition is to provide the population with a unique biometric identification number. The vision of the biometric national identification project "e-ID Togo" is to develop a modern biometric system which uniquely identifies all individuals in the country, whether citizens or residents, in order to have reliable information allowing, in particular, the targeted provision of public and social services.

This project is motivated by the need to promote legal identity for all in accordance with one of the United Nations Sustainable Development Goals.

COMPONENTS

- Identification of the population through the establishment of a centralized, secure and reliable biometric database.
- "e-ID Togo" database which will contain data such as surname, first name, date of birth, sex, physical and electronic addresses, as well as biometric data such as fingerprints, the iris of the eyes and an ID photo.

ACHIEVED RESULTS

- All the technical, economic and feasibility studies have been completed.
- The selection of a service provider is under way. He will be responsible for installing, maintaining the e-ID system as well as enrolling togolese citizens and training implementation teams.

NEXT STEPS

- Establish and operationalize the agency in charge of managing the biometric ID system.
- Finalize the contractualization process with the selected service provider.
- Start rolling out the project from mid-2019.

SOFIE

Monitoring of Drilling Works and Indicators for Water



December 2016
(Inauguration:
January 2019)

In order to enable rural populations to have access to drinking water at all times, the government has set up an electronic reporting platform to quickly identify and report faults on water wells for rapid intervention of repairers by reporting through simple phone call to the authorities responsible for water drilling in Togo.

COMPONENTS

- Establishing an alert platform based on the call of a free number.
- Setting up of a solution based on mobile telephony and enabling, on the one hand to monitor and accelerate repairs in case of breakdowns and, on the other hand to assess the performance of the stakeholders.
- Triggering the semi-automated process of alerts and quick repair of water drilling in case of breakdowns.
- Collection and processing of data to produce qualitative and quantitative indicators (number and types of breakdowns, repair time, etc.).

ACHIEVED RESULTS

- 1,000 boreholes, representing 10.52% of the country's public boreholes, are involved in the pilot phase (phase successfully completed).
- 250 users were trained as part of the project.

NEXT STEPS

- Complete the extension stage targeting 3,000 additional public boreholes to be covered by the first quarter of 2019.
- Expand the project to all the 10,000 public boreholes under the coordination of the Department of Water Supply by the end of 2019.

*1,000 public
boreholes with Sofie
in 2018*

*Target 2019:
10,000
covered boreholes*

DJANTA TECH HUB

Tech hub to promote entrepreneurship



January 2019

*3,000 m²
in the heart of Lomé
with:
1 incubator*

1 school of code

*1 collaborative
workspace*

*1 space dedicated
to women*

Resolutely committed to the vision of making Togo a true hub of services and a West African center of excellence for support to digital entrepreneurship and training in new digital professions, the government is working hard to implement the Djanta Tech Hub (Djanta means «lion» in Togolese dialect). It is a dedicated 3,000 m² space located in the historic heart of the capital, promoting entrepreneurship, creativity and economic development through digital technology, innovation and research.

COMPONENTS

- A coworking space, an incubator and business accelerator to promote, support and strengthen entrepreneurship in Togo.
- Rooms available to host conferences and meetings.
- Coding school.
- FabLab to introduce people to the use of computer-controlled machine tools in order to support the acceleration of technological innovation.
- Space devoted to women's promotion in the digital world, the Nana Tech Hub.

NEXT STEPS

- Search for funding and partnership for the Coding school, Djanta Tech Hub and Nana Tech Hub.
- Selection of the first companies and entrepreneurs to incubate.

ECO CCP ACCOUNT

Bank account for all



May 2018

*November 2018:
100,000
accounts*

*Target 2020:
1,000,000
accounts*

In order to support the financial policy meant for the population's inclusion and also enable the Post Office of Togo to develop new sources of growth, the Ministry of Posts and Digital Economy has launched the ECO CCP account in collaboration with the Post Office. It is a free mobile and interest-bearing savings account with simplified opening procedures.

It works as an electronic wallet and is accessible via the USSD code. The product is accessible everywhere in Togo through the Mobile Money services of the two mobile operators of the country, Togo Cellulaire and Moov Togo.

As the first mobile interest-bearing savings account within the West African Economic and Monetary Union (WAEMU), the ECO CCP Account aims to increase the rate of banking and promote financial inclusion of grassroots populations long marginalized by conventional banking services, because of the high cost of bank accounts and the perceived difficulty to open an account.

COMPONENTS

- Money withdrawal, deposit, transfer, consultation of the balance.
- Transfers to the customer's ECO account (savings) or any other third-party account (savings, settlement, transfer, etc.).
- Interest rate of 2%.

NEXT STEPS

Achieving a target of 1,000,000 accounts by 2020.

AgriPME

Electronic wallet for farmers



March 2016
(Inauguration: September 2016)

*More than
250,000 farmers
subsidized
via an electronic
wallet*

The agricultural sector accounts for nearly 39% of the GDP and 70% of the labor force. To support the most vulnerable farmers, the government grants each year a subsidy of nearly 2 billion CFA francs for the purchase of fertilizer. The AgriPME project has grown out of the need to ensure effective management of this fund. It consists of directly allocating subsidies to mobile phones for eligible farmers through an electronic wallet solution. This mechanism makes it possible, to ensure that the subsidies are given to the targeted farmers and, to have reliable and real-time statistics on the quantities of fertilizer distributed in the different localities of the country.

COMPONENTS

- Transactions via Mobile Money account on a Flooz (Moov Togo) or T-Money (Togo Cellulaire).
- Reliable database on the agricultural sector.

ACHIEVED RESULTS

250,000 vulnerable farmers received subsidies from the government through AgriPME electronic wallet.

NEXT STEPS

- Setting up an agricultural services platform.
- Achieving the goal of identifying 4,000,000 vulnerable farmers and AgriPME users by 2030.

*PME stands for Porte Monnaie Electronique (Electronic Wallet)

CIZO

Prepaid solar kit with mobile phone



December 2017

*50,000 beneficiaries of
CIZO kits in 2018*

*Target 2022:
2 million beneficiaries
and 9,000 jobs created*

The project “CIZO” (which means ‘lighting up’ in Togolese dialect) is a presidential initiative that aims to increase the electricity access rate in rural areas. It provides people with individual solar kits operating on the principle of “Pay As You Go” using mobile phones.

Energy access for the largest number of Togolese is a priority for the government, whose ambition is to increase the rural electrification rate from 7% today to 40% by 2022. The government is therefore relying on the popularization of this technology to quickly electrify rural populations.

COMPONENTS

The CIZO project makes it possible to pay for individual solar kits, from a mobile phone, through a “Pay As You Go” payment platform and associated equipment. Thanks to CIZO, the most vulnerable Togolese can buy electricity at a reasonable price (100 CFA Francs per day) when they could not afford to buy the solar panel.

The other key asset of the CIZO project is its entirely private mode of financing: a public-private partnership (PPP). To date, BBOXX and SOLEVA are the two operators in this market.

ACHIEVED RESULTS

The project aims to improve the living conditions of about 2,000,000 people in Togo by 2022. CIZO should generate 9,000 jobs, 5,000 of which are direct employments.

NEXT STEPS

Start the generalization phase of the project.

DATA CENTER AND INTERNET EXCHANGE POINT

Infrastructure Construction



Beginning of the Data
Center construction:
January 2019

*1 Internet
exchange point*

*500 m²
of Data Center
managed in PPP*

The WARCIP project, carried out in collaboration with the World Bank, aims at strengthening the connectivity of the territory by building new infrastructure, thereby reducing the costs of access to telecommunications services and improving the quality of the network while updating the ICT regulatory framework. In the short term, it involved the construction of a data center and an Internet exchange point (IXP).

COMPONENTS

- Construction of a neutral accommodation center (Carrier Hotel).
- Establishment of an IXP that allows operators and Internet access providers to lower their costs and therefore the tariffs.
- Wholesale acquisition and resale of international internet capabilities to improve access conditions for service providers at lower costs.

NEXT STEPS

- Starting the construction of the Carrier Hotel Tier III type.
- Selecting by tender the Private Public Partner (PPP) who will be responsible for managing the Carrier Hotel.
- Acquiring an international Internet capacity for resale by the manager of the Carrier Hotel.
- Strengthening the capacity and promotion of the Togo Internet Exchange Point Association (TGIX).
- Improving national connectivity (traffic development and improvement of Internet QoS, resilience of networks).
- Promoting national and international cooperation.

TOGOCOM

Privatizing the incumbent operator



November 2018

*Law No. 2018-023
authorizing the
privatization of the
Togolese Electronic
Communications
Holding Company
(TOGOCOM)
adopted on 15 November
2018*

The restructuring of Groupe TOGOCOM, consisting of Togo Telecom and Togo Cellulaire, the two incumbent operators of fixed and mobile telephony in Togo, was started in 2015 by the government, in order to respond more efficiently and transversally to the quality requirements and improvement of services while ensuring very competitive prices for users.

Privatizing TOGOCOM will enable it to achieve this goal. Indeed, the group has arrived at a stage of growth for which the injection of capital and expertise is crucial to realize all of its development potential.

COMPONENTS

- Creation of a holding company encompassing Togo Telecom and Togo Cellulaire, in order to create more synergy through the pooling of infrastructure and networks, a better coordination of investments and a new positioning of offers.
- TOGOCOM is opening up to private investment to consolidate its investment capacity and benefit from the latest innovations in ICT to develop new growth segments.

NEXT STEPS

- Finalize the process of privatizing TOGOCOM.
- Complete the pooling and optimization of infrastructure to create more synergy between fixed and mobile telephony and deliver a quality service at a lower cost.

The digital economy sector in Togo demonstrates remarkable dynamism as a result of the implementation of innovative projects for the benefit of the people. This vitality reflects the government's vision to place ICT at the core of its development strategy to modernize and develop the society.

Togo ranks among top countries in the sub-region as regards internet connectivity infrastructure, in terms of both fixed broadband and mobile internet services penetration.

The opening of the market to competition with new Internet Service Providers, the deployment of 4G across the country as well as privatizing the incumbent operator TOGOCOM are all factors that should allow for the diversification of offers and the improvement of the quality of services.

Lastly, the reforms initiated by the Ministry of Posts and Digital Economy to guarantee national digital sovereignty are tangible indications of the stated ambition to transform Togo into a service hub and an international center for digital innovation and skills.



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