

REPUBLIC OF CAMEROON
Peace – Work – Fatherland

MINISTRY OF POSTS AND
TELECOMMUNICATIONS



REPUBLIQUE DU CAMEROUN
Paix – Travail – Patrie

MINISTRE DES POSTES ET
TELECOMMUNICATIONS

Statistical Yearbook OF POST, TELECOMMUNICATION AND ICT IN CAMEROON



Produced with the
technical support of
the National Institute
of Statistics(NIS)



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Statistical Yearbook

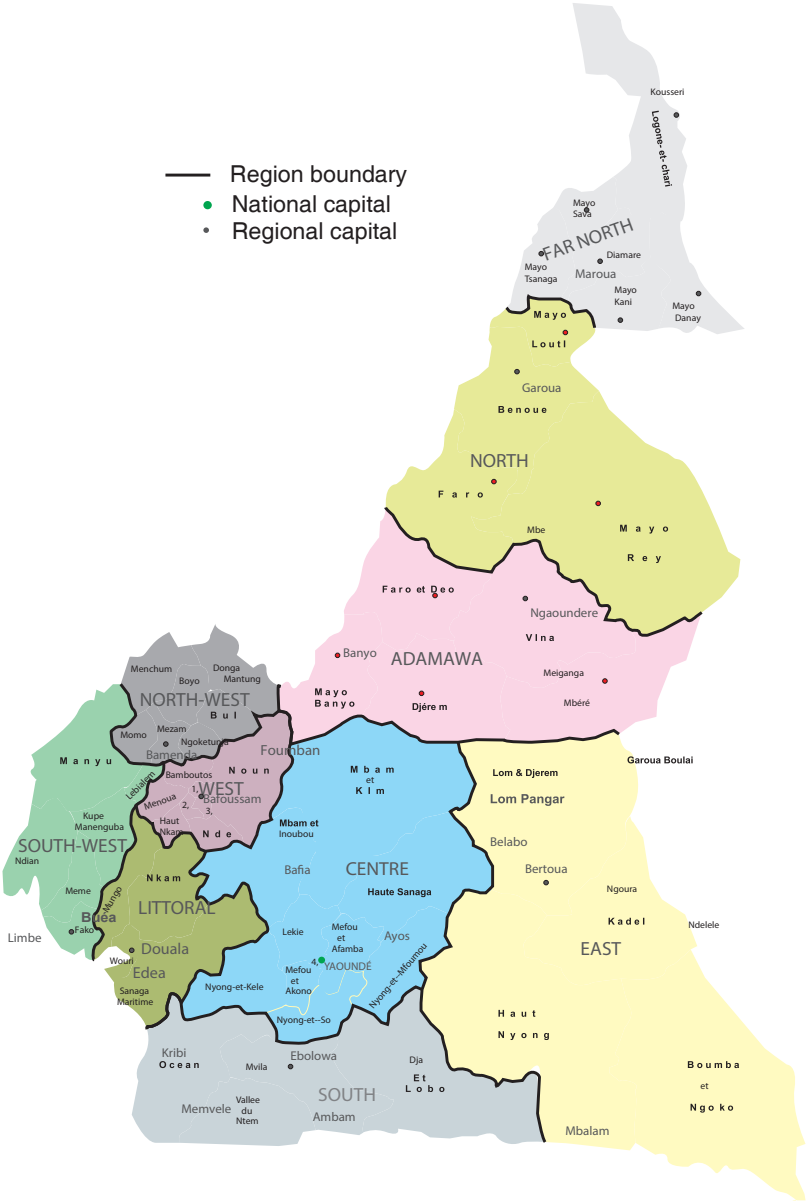
of Posts, Telecommunications and ICT in Cameroon

2024 edition

Produced with the technical support of the
National Institute of Statistics (NIS)



Map of Cameroon





His Excellency Paul BIYA
President of the Republic of Cameroon



Chief, Dr. *Joseph* DION NGUTE
Prime Minister, Head of Government



Mrs. LIBOM LI LIKENG born MENDOMO Minette
Minister of Posts and Telecommunications

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Foreword

It is with great pride and renewed optimism that I present to you this new edition of the statistical yearbook of posts, telecommunications and ICT in Cameroon. This publication marks a critical step in our quest for a robust and dynamic electronic communications sector, a true engine of development for our nation.

This edition results from an exceptional collaboration with the National Institute of Statistics, showcasing our commitment to basing our policies on reliable and up-to-date data. It embodies our deep commitment to building a resilient Posts and Telecommunications sector for a digital Cameroon.

Thanks to this strategic partnership, we are providing the public with a unique reference tool, rich in data and relevant analyses. This work offers a panoramic and detailed vision of the state of our postal and digital infrastructure, showcasing our determination to base our political decisions on solid, factual and transparent foundations.

The postal and telecommunications sector is at the heart of Cameroon's digital transformation. It is the catalyst for innovation, the vector of digital inclusion and the engine of our economic growth. In publishing this yearbook, we pursue several critical objectives:

- Strengthening transparency: By providing increased visibility on the sector's activities, we enable all stakeholders to access reliable and up-to-date information.
- Supporting decision-making: We provide decision-makers, economic operators and researchers with the essential elements to develop effective strategies tailored to our context.
- Stimulating investment: By highlighting business opportunities, we strengthen investor confidence in our dynamic sector.
- Promoting digital inclusion: We measure progress made in access to digital services and identify areas requiring additional efforts.

The data presented in this yearbook showcase significant technological progress made in recent years. They illustrate the sector's sustained growth, increase in digital service penetration rates, scale of investments made and the growing number of jobs created. These indicators are all evidence of the positive momentum driving our digital ecosystem. Our digital inclusion initiatives are bearing fruit, reducing the digital divide and opening up new perspectives for our citizens. Strategic partnerships with key players in the sector have helped fast-track cutting-edge infrastructure deployment.

With this publication, we have a clear dashboard of our sector, highlighting its strengths, weaknesses, opportunities and challenges. This in-depth analysis will allow us to refine our strategies and define priority actions to accelerate our country's digital development.

However, we are fully aware of the challenges that lie ahead. We want to make Cameroon a regional digital hub, and this yearbook helps us identify areas where our efforts need to be intensified. We are determined to continue developing an innovative, inclusive and resilient digital ecosystem that can compete with the best international standards.

As we celebrate our achievements, we remain resolutely focused on our future objectives. We are committed to:

- Intensifying the deployment of cutting edge telecommunications infrastructure across the country.
- Fast-tracking the adoption of emerging technologies (5G, IoT, AI).
- Strengthening cybersecurity to protect our critical infrastructure.
- Fast-tracking the digitalization of postal services to meet the evolving needs of our population.
- Strengthening training and awareness raising programmes to increase our citizens' digital skills.
- Fostering innovation and supporting the emergence of a dynamic startup ecosystem in the ICT field.

I would like to express my deep gratitude to all the teams that contributed to the production of this remarkable work. I especially extend my appreciation the National Institute of Statistics for its invaluable expertise and unwavering commitment.

This yearbook is not just a collection of figures, it is a reflection of our vision for a connected, innovative and prosperous Cameroon. It showcases our

unwavering commitment to building an inclusive digital future for all Cameroonians.

I urge you to explore this yearbook with keenness and curiosity. May it be a source of inspiration for you and a valuable tool to understand the challenges and opportunities of our rapidly changing sector. Together, let's continue to build a connected, innovative and prosperous Cameroon.

Together, let's continue to shape a Cameroon at the cutting edge of the digital revolution!

Mrs. LIBOM LI LIKENG born MENDOMO Minette

Minister of Posts and Telecommunications



List of Acronyms, Abbreviations and Conventional Signs

-	: Strictly zero result
///	: Box empty due to the nature of things
...	: Result not available
2G/3G	: 2nd/3rd generation technology in mobile telephony
ACE	: Africa Coast to Europe
AD	Adamawa
ADSL	: Asynchronous Digital Subscriber Line
AMN	: African Mobile Network
ANOR	Standards and Quality Agency
ANTIC	: National Agency for Information and Communication Technologies
ARCEP	: Regulatory Authority for Electronic Communications, Posts and Press Distribution
ART	: Telecommunications Regulatory Board
ATU	: African Telecommunication Union
CAB	: Central African Backbone
CAMM	: Computer Assisted Maintenance Management
CAMPOST	: Cameroon Postal Services
CAMRAIL	: Cameroon Railways
CAMTEL	: Cameroon Telecommunications
CDMA	: Code Division Multiple Access
CE	Centre
CEMAC	: Central African Economic and Monetary Community
CERT	: Computer Emergency Response Team
CIRT	: Cyber Incident Alert and Response Centre
COLEPS	Cameroon Online E-Procurement System
COPTAC	: Central African Post and Telecommunications Conference
COTCO	: Cameroon Oil Transportation Company

DGTCMF	:	Directorate General of the Treasury, Financial and Monetary Cooperation
EDGE	:	Enhanced Data Rates for GSM Evolution
ENEO	:	Energy of Cameroon
ENSPT	:	National Advanced School of Posts and Telecommunications
ES		East
FN		Far-North
FSP	:	Special Post Fund
FST	:	Special Telecommunications Fund
FTTH	:	Fiber to the Home
FTTx	:	Fiber to the Exchange
Gbps	:	Giga Bits per second
GDP	:	Gross Domestic Product
GPRS	:	General Packet Radio Service
GSM	:	Global System for Mobile Communications
GSR	:	Global Symposium for Regulators
HSPA	:	High Speed Packet Access
IAP	:	Internet Access Providers
ICT	:	Information and Communication Technology
IP	:	Internet Protocol
IPO		International Order
ISP	:	Internet Service Providers
ITSO	:	International Telecommunications Satellite Organization
IXP	:	Internet eXchange Point
Kbits/s (Kbps)	:	Kilo Bits per second
LT		Littoral
LTE	:	Long Term Evolution; Line Terminating Equipment
Mbps	:	Megabits per second
MGW	:	Media Gateway
MINFI	:	Ministry of Finance
MINPOSTEL	:	Ministry of Posts and Telecommunications
MoU	:	Memorandum of Understanding
MPLS	:	MultiProtocol Label Switching
MTN	:	Mobile Telecommunication Networks
NCSCS	:	Nigeria to Cameroon Submarine Cable System

NO	North
NRI	: Networked Readiness Index
NW	North-West
OF	: Optical Fiber
OLT	: Optical Link Terminal
PAPU	: Pan African Postal Union
PKI	: Public Key Infrastructure
PMR	: Private Mobile Radio
PPP	: Public – Private Partnership
RFB	: Radio Frequency Beam
SAFE	: South Africa Far East
SAIL	: South Atlantic Inter Link
SAT3	: South Atlantic 3
SDH	: Synchronous Digital Hierarchy
SO	South
SUP'PTIC	: National Advanced School of Posts, Telecommunications and ICTs
SW	South-West
Tbits/s.	: Terabits per second
TO	: Turnover
UPU	: Universal Postal Union
VIETTEL	: Vietnam Military Telecommunications Company
VoIP	: Voice over Internet Protocol
WACS	: West Africa Cable System
WDM	: Wavelength Division Multiplexing
WE	West
WIFI	: Wireless Fidelity
WiMax	: World Interoperability for Microwave Access
xDSL	: Digital Subscriber Line

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General context and presentation of the yearbook

1.1. Brief presentation of the digital and postal ecosystem in Cameroon

Since independence, the ecosystem of posts, telecommunications and ICT ecosystem has evolved significantly. This evolution concerns the economic environment, the legal and regulatory framework, as well as the institutional environment.

With regard to the economic environment, there are several periods in the development of postal services, ICT and telecommunications in Cameroon.

For postal services, the first period is that of the monopoly, including the colonial period from 1884 to 1960 and the postcolonial period from 1960 to 1999. During the colonial period, post offices were managed by the German and then French colonial authorities. Postal services were reserved for the colonial administration and foreign enterprises. For the post-colonial period, post offices were characterized by a postal activity that became a state monopoly. During this period, the State had exclusive control over the production, delivery or sale of postal services. The postal service at that time was perceived as inefficient, with long delivery times.

With regard to the economic environment for ICT and Telecommunications development, it is marked by four periods: (i) the establishment, from 1960 to 1988, of the national telecommunications network architecture, (ii) the promotion, from 1988 to 1995, of telecommunications development with the introduction of infrastructure digitalization and GSM, (iii) State's disengagement from operation and the opening to competition between 1995 and 2010, and (iv) network convergence and security since 2010.

In terms of legal and regulatory framework, postal activity in Cameroon is governed by the legal framework of the international bodies to which Cameroon belongs as well as the legal framework at the national level. At the international level, there is the Treaty of Berne of 1874, the Universal Postal Union Convention, the UPU acts and other decisions. At the national level, laws and decrees specific to the postal sector include: (i) Law No. 99/002 of 7 April 1999 to regulate postal activity in Cameroon, (ii) Law No. 2003/001 of 21 April 2003 to

establish the minimum service in the postal sector, (iii) Law No. 2006/019 of 29 December 2006 to correct some shortcomings observed in the 1999 law, (iv) Law No. 2020/004 of 23 April 2020 to regulate postal activity in Cameroon. As for the postal sector's decrees and orders, they are all currently based on the laws of 1999 and 2006. However, the 2020 postal law was supplemented by specific instruments dealing *inter alia* with the: (i) terms and conditions for interconnecting, accessing postal networks open to the public and sharing of postal infrastructure, and (ii) terms and conditions for granting and renewing the operating license for postal networks and services.

For ICT and telecommunications, the activity is regulated at the international level by the Economic and Monetary Community of Central African States' (CEMAC) community instruments governing the electronic communications sector's regulatory framework and those of other supranational bodies to which Cameroon belongs: the International Telecommunications Union (ITU), the International Telecommunications Satellite Organization (ITSO), the African Telecommunications Union (ATU), etc. At the national level, the legal framework for ICT and telecommunications has been governed since the monopoly period to the present day by numerous instruments, including: (i) Law No. 98/014 of 14 July 1998 to regulate telecommunications, amended and supplemented by Law No. 2005/013 of 9 December 2005 to end of the monopoly, (ii) Law No. 2010/021 of 21 December 2010 to regulate electronic commerce in Cameroon, and (iii) Law No. 2015/006 of 20 April 2015 to amend and supplement certain provisions of Law No. 2010/013 of 21 December 2010 to regulate electronic communications in Cameroon.

At the institutional level, several institutional actors are involved in the development of postal activity both at the national and international levels. The supranational bodies are mainly the Universal Postal Union (UPU), the Pan-African Postal Union (PAPU) and the Conference of Posts and Telecommunications of Central Africa (COPTAC). At the national level, postal actors intervene at three levels of postal activity. Firstly at the level of the sector's regulations and regulation, then at the level of training and finally, at the operational level. These are: the State, the National Advanced School of Posts, Telecommunications and Information and Communication Technologies and postal operators.

As for the State, it intervenes through the Ministry of Posts and Telecommunications (MINPOSTEL) whose missions are described in the box below.

Reminder of the missions of the Ministry of Posts and Telecommunications

The Ministry of Posts and Telecommunications (MINPOSTEL) is placed under the authority of a Minister. It is responsible for developing and implementing the Government's policy in the area of posts, telecommunications as well as information and communication technologies. In this capacity,

- it studies, produces or commissions the production of the equipment and infrastructure corresponding to the Posts and Telecommunications sectors;
- it ensures the development of Information and Communication Technologies (ICT) as well as electronic communications in all their forms in conjunction with the administrations concerned;
- it ensures the promotion of investments in the sector in conjunction with the Ministry of Economy, Planning and Regional Development and the organizations concerned;
- it provides or commissions the provision of training for personnel in its sector;
- it monitors the activities of mobile or satellite telecommunications companies;
- it monitors e-commerce related activities and issues of cybersecurity and cybercrime, in conjunction with the administrations concerned;
- it develops, analyses and maintains statistics relating to the fields of posts and telecommunications and information and communication technologies;
- it monitors the activities of the regulatory bodies operating in its area of jurisdiction;
- it liaises between the Government and the Universal Postal Union (UPU) as well as with the International Telecommunications Union (ITU) in liaison with the Ministry of External Relations.

MINPOSTEL exercises supervision over several structures, especially the Telecommunications Regulatory Board (ART), the National Agency for Information and Communication Technologies (ANTIC), Cameroon Postal Services (CAMPOST), Cameroon Telecommunications (CAMTEL). It also exercises technical supervision over the National Advanced School of Posts and Telecommunications (ENSPT).

Concerning ICT and Telecommunications, institutional actors are also at two levels: at the supranational level and at the national level. At the supranational level, there are the following bodies to which Cameroon belongs: (i) the International Telecommunications Union, which is the United Nations specialized agency for information and communication technologies, (ii) the International Telecommunications Satellite Organization, (iii) the International

Mobile Satellite Organization (IMSO), (iv) the Commonwealth Telecommunications Organization (CTO), (v) the African Telecommunications Union (ATU), (vi) the Smart Africa Alliance, and (vii) the Central African Postal and Telecommunications Conference.

The national institutional bodies in the ICT and telecommunications sub-sector are mainly: (i) the State through the Ministry in charge of telecommunications (MINPOSTEL), (ii) the Telecommunications Regulatory Board (ART), (iii) the National Agency for Information and Communication Technologies (ANTIC), telecommunications operators (CAMTEL, MTN, ORANGE and VIETTEL).

1.2. Methodological summary and presentation of the yearbook

1.2.1. Presentation of the yearbook

1.2.1.1. Content of the document

The statistical yearbook of postal, telecommunications and ICT is a publication that presents retrospective statistical series of all postal, telecommunications and ICT activities. It gives a snapshot of a situation and provides information on the evolution of postal and telecommunications services as well as its environment over several years. It is used to compare and analyse situations and is a critical tool for fact-based decision-making. It should be reminded that an edition of the yearbook was produced in 2017. It only covered the telecommunications and ICT sub-sector in Cameroon.

As part of the partnership agreement between the NIS and MINPOSTEL, this new data collection is produced. It is subdivided into five chapters which provide information respectively on:

- ✓ a reminder of the missions of MINPOSTEL, presentation of the yearbook and methodology for its production;
- ✓ postal statistics, including human resources, postal infrastructure, collection and delivery, postal financial services and fund transfers;
- ✓ development of the digital ecosystem, including electronic communications infrastructure, supply and demand for electronic communications services and products, electronic communications traffic;
- ✓ national digital ecosystem securing.

1.2.1.2. *Relevance and use of the statistical yearbook*

MINPOSTEL statistical yearbook is an annual document summarizing postal, telecommunications and ICT statistics. It provides information on the evolution of the main indicators of the postal and telecommunications sector over several years. Regular monitoring of the evolution of these statistics is the best way to determine the impact of the State's multifaceted support for the sector. It is used to compare and analyse situations and is a critical tool for fact-based decision-making.

As such, MINPOSTEL statistical yearbook is a product that should provide some kind of visibility to the performance of the actions conducted by the ministry in its sector. It is a working document used for (i) urban planning, infrastructure construction and sustainable development to assess growth, population geographical distribution and infrastructure, (ii) effective public policies in the areas of posts, telecommunications and ICT, (iii) identification of investment opportunities, and (iv) research and analysis on technological developments, socio-economic impact, and challenges in the sector.

In short, this yearbook is a valuable tool for understanding, analyzing and improving communication services and ICT in Cameroon and elsewhere. It will help MINPOSTEL in particular to prepare Medium-Term Expenditure Frameworks (MTEFs) through planning, programming, budgeting and monitoring and evaluation. For other users such as public and private administrations, regional and international organizations, researchers, civil society organizations and others, its content will enable studies and research to be conducted in the postal, telecommunications and ICT sector.

1.2.1.3. *Summary analysis of some sector's key indicators*

This sub-section presents trends in the main indicators of the postal, telecommunications and ICT sector in Cameroon.

○ Postal statistics

Since the granting of approvals to private postal operators in 2019, the postal landscape has been significantly strengthened. The 42 private structures that operate on the national territory alongside the public operator CAMPOST make it possible to improve the service offer. The national postcard is now comprised of 255 functional post offices and 443 private contact points, spread across the entire territory with a large share for the Centre and Littoral regions. The State

has also set up, for at least 8 years, specialized structures such as industrial mail and parcel platforms as well as delivery centres to boost postal activity. There are 7 of them throughout the country. However, the offer probably remains low: a post office covers an average of 90,000 persons, which is 9 times above the UPU standard.

From a demand perspective, it appears that some services that were widely used at the time seem to be disregarded today, particularly due to the digital development that the country is experiencing. Indeed, post office boxes have become rare in households and enterprises, especially in small ones, the items collected and delivered remain low on average regardless of the region, the collection/delivery location, and the type of office, and letter mail items remain low from year to year in the light of population growth. These postal items remain, overall, dominated by the domestic letter mail items regulations.

Postal activity plays a critical role in Cameroon's economic development, although its contribution to GDP has remained low (0.021 point in 2016 and 0.026 point in 2023).

Investments in the postal sub-sector, provided by the State and private operators, have recorded a significant increase over the period 2016 to 2023, from 277 billion to 634 billion CFA francs, an increase of nearly 129% in eight years. These investments are mainly driven by the logistics station, which accounts for approximately 80% and refers, *inter alia*, to rolling stock, furniture and IT equipment.

○ Telecommunications and ICT Statistics

In the field of Telecommunications and ICT, infrastructure has improved significantly over the past eight years. The length of optical fiber cables laid has almost doubled between 2015 and 2024, increasing from 5,164 km to 8,994 km. In the same vein, the international bandwidth capacity is estimated at 1,775 Gb/s in 2021. This momentum reflects the government's desire to provide Cameroon with adequate infrastructure to further boost economic activity in general and in the digital field in particular.

The fixed-line telephone network still has great potential for connecting cities to the wired network, with an occupancy rate of only 6% and a penetration rate of one subscription for 250 persons on average. Demand is stagnant and is moving towards other alternatives for accessing telephony. The mobile phone penetration rate is estimated at over 80%, i.e. one subscription for less than 2

persons. Internet penetration is driven by mobile access technologies, which account for over 90% of internet subscriptions.

The primary internet usage service for persons over 15 years is instant messaging (over 80%). Online banking services are not yet widespread. The use of ICT tools and services is observed in almost all enterprises, particularly in LEs and MEs. However, the quality of telephone and internet services remains a major concern in enterprises and households; multiple cases of dissatisfaction persist.

The ICT development has recorded visible progress, in the light of the evolution of the IAN and the e-government development index. Investments in the establishment of telecommunications infrastructure remain significant and account for between 85% and 98% of investments in the sector since 2016. The sub-sector's contribution to GDP was estimated at 2% in 2023, and at 0.2% to GDP growth.

1.2.2. Methodological summary

In addition to defining selected key concepts, production of this statistical yearbook was comprised of the following six (06) stages: (i) identification of statistical information needs, (ii) development of the model and data collection tools, (iii) collection of data from identified sources, (iv) use and processing of collected data, (v) drafting of the document, and (vi) edition and dissemination of the product.

1.2.2.1. Identification of needs

Information needs are essentially based on strategic frameworks at the national level and Cameroon's commitments at the international level. According to the quality approach, the information produced should meet a clearly identified demand. Thus, at the national level, the National Development Strategy (NDS30), the National Digital Strategy, as well as MINPOSTEL strategic performance framework were used. At the international level, in addition to the data needs to inform the Sustainable Development Goals (SDGs) and the African Union's Agenda 2063, those of the Universal Postal Union and the International Telecommunications Union were also taken into account. All of these needs were consolidated and served as a basis for building the model of the statistical yearbook. Each information need was formulated in the form of an indicator/statistical datum to which the input metadata (data source, calculation formula, etc.) were attached.

1.2.2.2. Production of the yearbook model and collection tools

Production of the yearbook model

The structure of the yearbook model stems from the organic framework of MINPOSTEL, its programmes and most importantly from the analysis of its needs in terms of statistical information. As a result, the indicators identified are grouped by theme.

The yearbook model presents the structure of the final document that should be completed by the data. In addition to the parts and sub-parts that were predefined, it mainly contains tables of indicators, disaggregated as necessary and made up, as far as possible, of data series (last five years, 2017 to 2023). At this stage, the objective is to connect the data series to that produced in 2017.

Production of collection tools

The data in the statistical yearbook come from two sources, namely administrative sources and the household and enterprise survey. The collection tool is consistent with the data source.

With regard to administrative source collection, this phase consisted in preparing collection tools, especially the complete list of administrations and organizations concerned, interview guides by type of structure and collection sheets. Once these collection tools were validated, letters were sent to officials in the various administrations and institutions identified, to prepare collection missions.

With regard to the survey, the variables/questions necessary for the production of indicators from this source were introduced into the questionnaires for households and enterprises. The interviewer manual was also produced with a view to facilitating collection and ensuring the quality of the data collected in the field.

1.2.2.3. Data collection

a) Survey unit and scope

Administrative source data collection was conducted in the ten (10) regions of Cameroon. Focal points were designated in the ten regional delegations of MINPOSTEL, as well as administrations under the supervisory authority of this ministry, especially CAMPOST, ART, CAMTEL, ANTIC. Collection consisted in filling out collection sheets using data from existing registers and data files. Internet Service Providers (ORANGE, MTN, VIETTEL, ...) and educational

structures such as MINESUP, MINESEC, MINEDUB and SUPPTIC were also surveyed.

Regarding the survey, 4,509 households and 2,294 enterprises drawn randomly were interviewed for about three weeks. The collection technique used was CAPI.

b) Collection organization

Collection operations required the mobilization of NIS and MINPOSTEL staff for coordination, design, supervision and analysis. Experienced data collection experts were involved in all operation phases. In addition, 140 agents were recruited and trained to collect data in the field. They were responsible for administering questionnaires to households and enterprises. Monitoring of administrative source data collection was ensured by the MINPOSTEL team. This team was in particular responsible for following up with the relevant administrations and institutions, whose information was slow to reach the teams responsible for compiling them at the central level

1.2.2.4. Data operation and processing

At the end of collection, the administrative source data were analyzed, entered, codified and cleared by a multidisciplinary team set up at the NIS. The survey data collected using the CAPI method underwent preliminary clearance during field collection. At the end of collection, the data underwent other processing, including the correction of outliers and consistency of the database with other databases on the same theme.

Operation of the available data consisted in calculating the requested indicators and producing the tables contained in the yearbook model. For most of the tables, the indicators were disaggregated by region and by sector of activity. Some tables were transformed into figures to facilitate reading, especially when the information was only available at the national level.

1.2.2.5. Drafting of the statistical yearbook

At the end of clearance, all field information from both sources after processing was compiled by the joint MINPOSTEL - NIS team. The multiple tables and results produced were reread and were finalized and validated at the working sessions involving all stakeholders.

1.2.2.6. Editing and dissemination

Before reprography, the document was submitted for assessment by a team responsible for proofreading. It was subsequently translated into English and printed, distributed and then disseminated by MINPOSTEL. The soft copy of the document is available online on the sites www.minpostel.cm and www.ins-cameroun.cm.

1.2.2.7. Limitations

Limitations that may be underscored in the production process of this important document of the National Statistical System are related to the unavailability of data for the desired period (2017 to 2023). The low capacity of information systems within companies/postal operators/IAPs has not always made it possible to have all the indicators for the period concerned. This situation has forced the use of conventional signs in the presentation of the various indicators in view of their importance.

Furthermore, the security situation in the North-West and South-West regions has forced the sampling methodology to authorize deployment only in low-risk areas. Therefore, the indicators from the survey in these regions cannot be interpreted at the regional level although they give global trends.

1.3. Selected key concepts and definitions

Access provider: Organization offering customers access to the internet, or, more generally, to any communication network;

American Standard Code for Information Interchange (ASCII): The main code used in computing for alphabetic data. It uses 7 bits per letter and has 128 combinations.

Analogue: A signal that presents continuous variations and can take any value between certain limits. Sounds, voices, colours, as perceived by our senses, are analogue entities. In telecommunications and IT, this term is often contrasted with digital, a term used to describe a signal that can only take a limited number of discontinuous values (two if the signal is binary).

Automatic call distributor (ACD): Equipment for assigning incoming or outgoing telephone calls to multiple lines on a PBX according to a programmed plan.

Backbone: Refers to the backbone of a telecommunications network. Operators' backbone networks are very high-speed transmission arteries that connect the main nodes of the network and to which lower transmission capacity links are connected. A distinction is made between national, regional or global backbone networks when these arteries cover the territory of a country, a group of countries (European backbones) or the entire planet.

Bandwidth: Width (or capacity) of a communication channel. Analogue bandwidth is measured in Hertz (Hz) or cycles per second. Digital bandwidth corresponds to the quantity or volume of data that can be sent over a communication channel without distortion; it is measured in bits per second. It also refers to the transmission capacity of a transmission link. It determines the quantity of information (in bits/s) that can be transmitted simultaneously. It is also the difference between the highest and lowest frequencies available for network signals. This term is also used to describe the rated throughput of a given transmission medium or protocol.

Bit: Abbreviation for "binary element" (Binary Digit) - Elementary unit of information, generally used to encode information. It is expressed in two forms: 0 or 1, the language of electronic circuits (open/closed).

Call: The process of transmitting address signals to establish a connection between data stations.

Contact point: Place where the postal service is provided

Ethernet: Standard defining the transmission of data on a cable. Information transmitted by a station on the cable can be read by all stations on the cable.

Express shipment: Category of postal shipment with special treatment, characterized by the speed of deposit until delivery to the recipient. In the case of CAMPOST, express shipments are made by the Express Mail Service (EMS). Furthermore, private operators exclusively do express postage.

Extranet: Telecommunications network consisting of an extended intranet to allow communication with certain external organizations, for example customers or suppliers. An extranet network is an external network using Internet Protocol (IP) technology. It allows an enterprise or organization to exchange digital information with its main correspondents (subsidiaries, customers, suppliers, etc.) by benefiting from the IP standard for the transmission of information and a user-friendly presentation of information, HTML language authorizing non-linear reading of the pages consulted, thanks to the use of hypertext links.

Fixed (wired) broadband subscriptions: Declared maximum theoretical download speeds. They differ from the speeds guaranteed to users for a monthly fixed-line broadband internet subscription.

Frequency: The quantity of elements of a signal transmitted during a given time, usually a second. Measured in hertz or cycles per second.

Integrated Services Digital Network (ISDN): A digital network in which the same digital switches and digital paths are used to establish connections for different services.

Internet Access Provider (IAP) - Internet Service Provider (ISP): Company offering internet subscriptions. IAPs often offer additional services in addition to access (news, portal, messaging, proxy cache, etc.).

IP Protocol: The IP protocol (for Internet Protocol) manages the transmission of information on the internet. Each file (or data) transiting the internet is broken down into "packets".

Leased line: Telephone line permanently interconnecting two points and whose pricing is fixed according to the distance. There are two variants of leased lines: the 2-wire analogue line (19.2 Kbps dedicated line) and the 4-wire digital line (64 Kbps and above).

Local area network - LAN: Communication system permanently connecting several computer devices (workstations, mini or microcomputers, terminals) by cables serving a group of users.

Mail box: Receptacle intended for the deposit of correspondence.

Mobile telephone service provider: Company affiliated with a network operator that provides mobile telephone services to its customers;

Non-financial postal services: All postal services other than those provided as part of financial services.

Online postal service: Any postal service provided via the internet.

Optical fiber: Cable usually made of silica, capable of carrying signals in the form of light.

Ordinary shipments: Postal shipment with no special service.

Parcel postage: Postal item containing goods or objects of any other nature - with the exception of letter mail items - and whose weight is less than or equal to thirty kilogrammes, in international relations, and fifty kilogrammes within the national territory.

Post Office Box: Box, or any other device with a number, in keeping with the principle of national codification and installed in an establishment of the postal network to receive mail intended for a user, whose address is identified by this number.

Postal activity: Set of services enabling, under domestic or external relations, to ensure directly or indirectly: (i) collection, sorting, transportation and delivery of postal items, (ii) the issue of postage stamps and postal fiduciary values, (iii) the postal transfer of funds or postal orders and other financial services granted.

Postal financial services: All postal services of a financial nature provided by public or private operators under the conditions defined by law.

Postal mail: Set of postal items.

Postal service: Any service offer that a customer/user can benefit from at a postal contact point. A distinction is made here between non-financial postal services and financial postal services.

Protocol (VoIP): Corresponds to the protocol for transmitting voice over the Internet or technique that allows communication.

Public phones: Telephones of all types, made available to the public and using the fixed or mobile network.

PWLAN access points (public access points): correspond to access points to public wireless local area networks (PWLAN), i.e. wireless internet access zones, in a given country.

Registered shipment: Category of shipment with special treatment, the specificity of which is the transfer of responsibility to the final recipient. This service is exclusively provided by CAMPOST.

Roaming: Roaming is the use of your mobile device outside the local coverage area provided by your network operator. Roaming agreements between operators allow the phone's possible usage area to be extended. Operators usually charge a higher per-minute rate for calls made outside their coverage area.

Satellite broadband subscriptions: Satellite internet subscriptions with a declared download speed of at least 256 kbit/s.

Switches: Equipment whose function is to ensure the transmission of information between two links by switching (as opposed to routing). To ensure this service, it is either based on layer 2 information (frames, cells, etc.) of the

data to be transmitted, or it ensures circuit switching. There are telecom switches (PSTN, ISDN), Ethernet, ATM, Frame relay.

Universal Resource Locator (URL): A standardized addressing strategy for accessing hypertext documents and other services using a browser.

Virtual Private Network (VPN): A term very often used to refer to a communication system using an extensive public infrastructure (PSTN, Internet, Frame Relay, ATM, etc.) but dedicated via permanent circuits.

Voice over Internet Protocol (VoIP): Also known as internet telephony, is a technology that allows you to make calls via a computer network based on an internet protocol. A protocol for holding a telephone conversation over the internet.

1.4. Focus on selected performance indicators

Table 1: Trends from 2016 to 2023 of selected MINPOSTEL performance indicators

No.	Indicators	2016	2017	2018	2019	2020	2021	2022	2023
1.	GDP at current prices of the Information and telecommunications branch (Billion CFA francs)	448.2	480.0	475.0	483.9	517.8	513.8	544.8	591.3
2.	GDP growth rate of the Information and telecommunications sector (Billion CFA francs)	9.3	6.9	-0.8	1.6	5.3	2.6	7.1	9.8
3.	Share of the postal and telecommunications budget in the national budget	1.04	1.21	0.75	1.76	0.30	0.24	0.29	0.24
4.	Proportion of postal contact points with an internet connection (%)	...	...	...	...	...	...	82.96	83
5.	Overall Cyber Security Index	...	...	...	...	...	...	0.51	0.525
6.	Number of functional post offices	...	...	...	...	...	...	...	276
7.	Number of councils with addresses	...	...	...	...	...	...	...	0
8.	Number of interconnected operators	...	...	...	...	...	...	...	0
9.	UPS consolidated amount (<i>in billion CFA francs</i>)	3.66	3.39	3.19	2.40	1.89	...	...	...
10.	Number of functional post offices	...	...	...	...	...	...	...	...
11.	Number of operational post offices	270	259	257	255	255	255	255	255

Source: MINPOSTEL, NIS

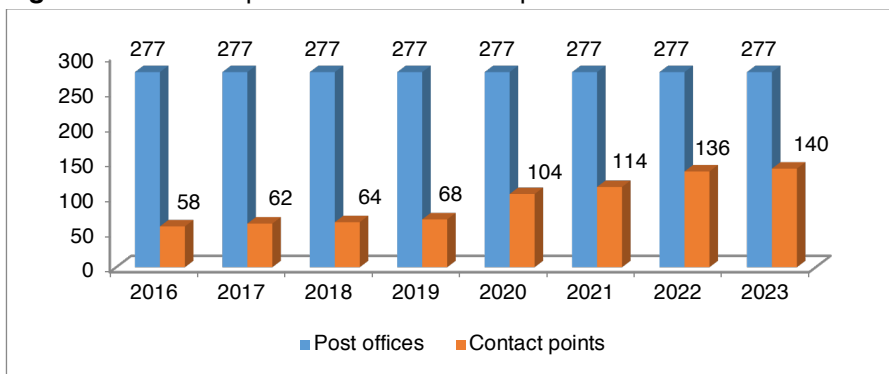


Chapter I: Network densification and national postal coverage improvement

1.1. Postal infrastructure and service provision

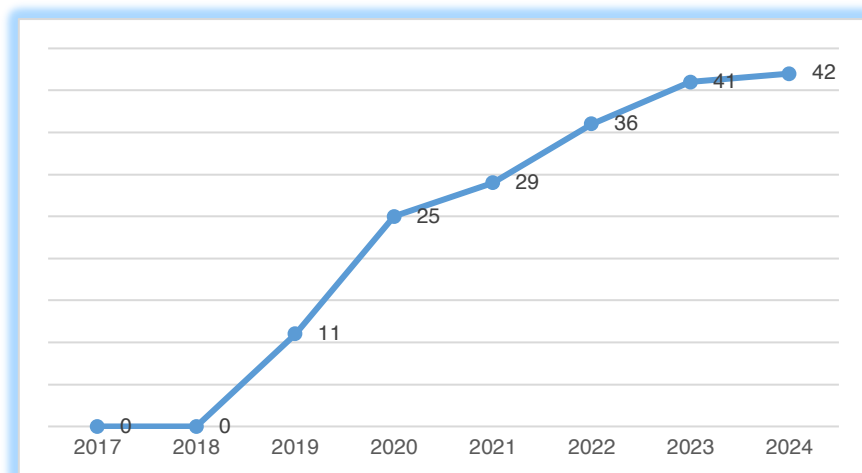
1.1.1. Postal infrastructure

Figure 1: Number of post offices and contact points from 2016 to 2023



Source: CAMPOST, authorized private operators

Figure 2: Number of authorized private postal operators from 2016 to 2023



Source: MINPOSTEL

Table 2: Number of post offices and contact points by region from 2016 to 2023

	2016			2017			2018			2019			2020			2021			2022			2023		
	Post offices	Specialized establishments	Authorized private operators	Post offices	Specialized establishments	Authorized private operators	Post offices	Specialized establishments	Authorized private operators	Post offices	Specialized establishments	Authorized private operators	Post offices	Specialized establishments	Authorized private operators	Post offices	Specialized establishments	Authorized private operators	Post offices	Specialized establishments	Authorized private operators	Post offices	Specialized establishments	Authorized private operators
Adamawa	13	0	20	13	0	17	13	0	15	13	0	15	13	0	20	13	0	20	13	0	19	13	0	20
Centre	65	1	78	65	1	81	65	1	81	65	1	79	65	1	90	65	1	94	65	1	101	65	1	108
East	24	1	15	24	1	15	24	1	15	24	1	13	24	1	21	24	1	21	24	1	22	24	1	25
Far-North	26	1	12	26	1	12	26	1	11	26	1	11	26	1	23	26	1	23	26	1	24	26	1	25
Littoral	34	2	77	34	2	73	34	2	74	34	2	75	34	2	85	34	2	91	34	2	98	34	2	103
North	14	0	16	14	0	16	14	0	16	14	0	14	14	0	18	14	0	18	14	0	20	14	0	21
North-West	25	1	21	25	1	21	25	1	21	25	1	17	25	1	18	25	1	18	25	1	21	25	1	22
West	32	0	57	32	0	57	32	0	57	32	0	56	32	0	56	32	0	61	32	0	64	32	0	67
South	22	1	23	22	1	23	22	1	23	22	1	23	22	1	25	22	1	27	22	1	31	22	1	31
South-West	22	0	28	22	0	26	22	0	26	22	0	22	22	0	22	22	0	22	22	0	19	22	0	21
Cameroon	277	7	347	277	7	341	277	7	339	277	7	313	277	7	378	277	7	395	277	7	419	277	7	443

Source: CAMPOST, authorized private operators

Table 3: Number of contact points of authorized private operators by region, from 2016 to 2023

	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	20	17	15	15	20	20	19	20
Centre	78	81	81	79	90	94	101	108
East	15	15	15	13	21	21	22	25
Far-North	12	12	11	11	23	23	24	25
Littoral	77	73	74	75	85	91	98	103
North	16	16	16	14	18	18	20	21
North-West	21	21	21	17	18	18	21	22
West	57	57	57	56	56	61	64	67
South	23	23	23	23	25	27	31	31
South-West	28	26	26	22	22	22	19	21
Cameroon	347	341	339	325	378	395	419	443

Source: authorized private operators

Table 4: Number of specialized establishments by type of service provided from 2016 to 2023

Type of service	2016	2017	2018	2019	2020	2021	2022	2023
Industrial platform for mail and parcels ¹	2	2	2	2	2	2	2	2
Aero postal centre ²	1	1	1	1	1	1	1	1
Disposal and Litigation Centre	1	1	1	1	1	1	1	1
Delivery Centre	2	2	2	2	2	2	2	2
CAVEAU Centre	1	1	1	1	1	1	1	1
Total	7	7	7	7	7	7	7	7

Source: CAMPOST

¹ Result of the merger of sorting and postal parcel centres

² Formerly called International Exchange Centre (CEI)

Table 5: Number of operational post offices from 2016 to 2023

Years	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	12	12	12	12	12	12	12	12
Centre	65	65	65	65	65	65	65	65
East	22	22	22	22	22	22	22	22
Far-North	23	23	23	23	23	23	23	23
Littoral	33	33	33	33	33	33	33	33
North	14	14	14	14	14	14	14	14
North-West	25	20	18	17	17	17	17	17
West	32	32	32	32	32	32	32	32
South	22	22	22	22	22	22	22	22
South-West	22	16	16	15	15	15	15	15
Cameroon	270	259	257	255	255	255	255	255

Source: CAMPOST

Table 6: Number of operational post offices with internet connection from 2016 to 2023

Years	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	13	13	13	13	13	13	13	13
Centre	...	...	...	...	...	...	...	...
East	6	6	6	5	5	4	4	5
Far-North	23	23	23	24	24	24	24	24
Littoral	...	...	...	...	...	...	...	...
North	...	...	...	...	...	...	...	...
North-West	24	24	24	24	24	24	24	24
West	30	30	30	30	30	31	31	31
South	20	20	20	20	20	19	18	18
South-West	22	22	22	13	13	13	13	13
Cameroon	///	///	///	///	///	///	///	///

Source: CAMPOST RD

Table 7: Number of operational post offices providing internet access points to the public from 2016 to 2023

Years	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	0	0	0	0	0	0	0	0
Centre	0	0	0	0	0	0	0	0
East	0	0	0	0	0	0	0	0
Far-North	0	0	0	0	0	0	0	0
Littoral	0	0	0	0	0	0	0	0
North	0	0	0	0	0	0	0	0
North-West	0	0	0	0	0	0	0	0
West	0	0	0	0	0	0	0	0
South	0	0	0	0	0	0	0	0
South-West	0	0	0	0	0	0	0	0
Cameroon	0	0	0	0	0	0	0	0

Source: CAMPOST

Table 8: Number of contact points of authorized private operators with an automated counter from 2016 to 2023

	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	18	15	13	13	15	15	13	13
Centre	63	64	64	61	65	65	67	71
East	15	15	15	13	18	18	19	19
Far-North	10	10	9	9	19	19	19	19
Littoral	67	62	62	63	66	70	72	76
North	15	15	15	13	16	16	16	16
North-West	18	18	18	14	14	14	14	14
West	40	40	39	37	36	37	38	38
South	20	20	20	20	21	21	21	21
South-West	24	22	22	18	16	16	12	13
Cameroon	290	281	277	261	286	291	291	300

Source: authorized private operators

Table 9: Number of contact points of authorized private operators with an internet connection from 2016 to 2023

	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	18	15	13	13	18	18	17	18
Centre	65	67	67	64	74	81	84	88
East	15	15	15	13	17	17	22	22
Far-North	10	10	9	9	13	13	19	19
Littoral	69	65	65	65	74	82	86	90
North	15	15	15	13	20	20	21	21
North-West	18	18	18	14	15	15	15	15
West	40	40	39	37	36	39	40	40
South	20	20	20	20	21	23	25	25
South-West	24	22	22	18	18	18	14	15
Cameroon	294	287	283	266	306	326	343	353

Source: authorized private operators

Table 10: Number of contact points of authorized private operators providing the public with an internet access point from 2016 to 2023

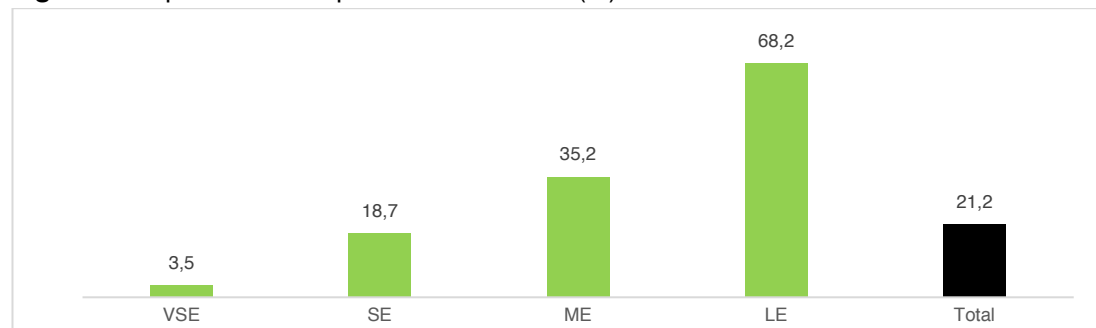
	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	0	0	0	0	0	0	0	0
Centre	3	4	4	4	4	4	8	8
East	0	0	0	0	0	0	0	0
Far-North	0	0	0	0	0	0	0	0
Littoral	2	3	3	3	3	3	7	6
North	0	0	0	0	0	0	0	0
North-West	0	0	0	0	0	0	2	2
West	0	0	0		0	0	0	0
South	0	0	0	0	0	0	2	2
South-West	0	0	0	0	0	0	0	0
Cameroon	5	7	7	7	7	7	19	18

Source: authorized private operators

Table 11: Number of inhabitants served by a post office from 2016 to 2020

Regions	2016	2017	2018	2019	2020
Adamawa	103,012	105,982	108,989	112,035	115,118
Centre	65,896	67,841	69,826	71,851	73,917
East	35,042	35,257	35,461	35,656	35,841
Far-North	157,286	161,032	164,817	168,640	172,501
Littoral	101,364	104,075	106,808	109,564	112,342
North	178,818	182,935	186,823	190,480	193,907
North-West	80,248	81,850	83,548	85,343	87,233
West	61,017	62,043	63,128	64,272	65,476
South	34,443	34,783	35,093	35,370	35,616
South-West	72,442	74,414	76,522	78,765	81,143
Cameroon	82,282	84,232	86,211	88,218	90,255

Source: CAMPOST, BUCREP

Figure 3: Proportion of enterprises with a PO box (%) in 2024

Source: 2024 MINPOSTEL survey

Table 12: Proportion of households with a post office box by region and area of residence (%)

	Yes	No	Total
Total	0.9	99.1	100.0
Area			
Urban	1.1	98.9	100.0
Rural	0.5	99.5	100.0
Region			
Adamawa	0.4	99.6	100.0
Centre	0.6	99.4	100.0
Douala	3.7	96.3	100.0
East	0.5	99.5	100.0
Far-North	0.9	99.1	100.0
Littoral	0.0	100.0	100.0
North	0.6	99.4	100.0
North-West	0.9	99.1	100.0
West	0.0	100.0	100.0
South	0.7	99.3	100.0
South-West	0.3	99.7	100.0
Yaounde	1.0	99.0	100.0

Source: NIS 2024 - household survey

Table 13: Proportion of enterprises with a post office box by type (%)

Type of enterprise	Yes	No	Do not know	Total
VSE	8.2	90.8	1.0	100.0
SE	37.2	52.9	9.9	100.0
ME	42.0	50.3	7.7	100.0
LE	71.5	24.3	4.1	100.0
Total	18.0	78.1	3.9	100.0

Source: NIS 2024 - enterprise survey

Table 14: Proportion of enterprises with a post office box by sector of activity (%)

Type of enterprise	Yes	No	Do not know	Total
Primary	16.3	81.2	2.5	100.0
Secondary	30.5	66.1	3.4	100.0
Tertiary	15.8	80.2	4.0	100.0
Total	18.0	78.1	3.9	100.0

Source: NIS 2024 - enterprise survey

1.1.2. Staff working in postal services

Table 15: Number of employees of the concessionary operator's postal services by type of contract and region of posting from 2016 to 2023

Type of contract	2016		2017		2018		2019		2020		2021		2022		2023	
	T	F	T	F	T	F	T	F	T	F	T	F	T	F	T	F
Permanent contract	1133	526	1076	502	1025	480	973	460	948	430	900	412	869	386	838	373
Fixed-term contract	55	29	27	14	15	10	12	7	15	6	5	1	0	0	1	0
Total	1188	555	1103	514	1040	490	985	460	963	436	905	413	869	386	839	373

Source: CAMPOST

Table 16: Number of postal service employees of authorized private operators by type of contract from 2016 to 2023

Type of contract	2016		2017		2018		2019		2020		2021		2022		2023	
	T	F	T	F	T	F	T	F	T	F	T	F	T	F	T	F
Permanent contract	319	84	349	91	387	94	424	90	748	192	950	182	1074	203	1035	226
Fixed-term contract	7	3	7	3	7	4	8	5	16	7	15	7	36	13	73	28
Total	326	87	356	94	394	98	432	95	764	199	965	189	1110	216	1108	254

Source: Authorized private operators

T=Total

F=Female

Table 17: Number of employees trained in postal service professions from 2016 to 2023 by authorized private operators

	2016		2017		2018		2019		2020		2021		2022		2023	
	T	F	T	F	T	F	T	F	T	F	T	F	T	F	T	F
Adamawa	3	0	1	0	1	0	2	0	2	0	17	0	17	0	15	0
Centre	18	5	17	7	19	6	9	1	14	2	72	4	71	5	76	8
East	0	0	0	0	0	0	1	0	3	1	7	0	6	0	6	0
Far-North	2	0	2	0	2	0	3	0	3	0	17	0	17	0	15	0
Littoral	28	12	29	11	30	10	36	12	42	16	154	23	199	23	186	25
North	2	0	2	0	2	0	2	0	2	0	16	0	16	0	16	0
North-West	0	0	0	0	0	0	0	0	0	0	2	0	2	0	3	0
West	19	2	20	4	20	4	21	4	21	3	26	3	27	4	27	4
South	0	0	0	0	0	0	0	0	0	0	2	0	4	0	4	0
South-West	2	1	2	1	2	1	2	1	3	1	6	2	5	2	5	2
Cameroon	167	20	153	23	147	21	149	18	170	23	319	32	364	34	353	39

Source: authorized private operators (T= Total, F= Female)

1.1.3. Collection and delivery

Table 18: Average number of postal items collected per working day from January 2024 to 30 May 2024 by place of collection

Regions	Place of collection	Average number
Adamawa	Home	0
	At the counter	7370
	Mailboxes	0
	Total	7370
Centre	Home	0
	At the counter	468
	Mailboxes	326
	Total	794
East	Home	...
	At the counter	...
	Mailboxes	...
	Total	...
Far-North	Home	...
	At the counter	...
	Mailboxes	...
	Total	...
Littoral	Home	...
	At the counter	...
	Mailboxes	...
	Total	...
North	Home	...
	At the counter	...
	Mailboxes	...
	Total	...
North-West	Home	...
	At the counter	...
	Mailboxes	...
	Total	...
West	Home	2700
	At the counter	5460
	Mailboxes	2018
	Total	10178
South	Home	85
	At the counter	145
	Mailboxes	...
	Total	///
South-West	Home	0
	At the counter	20
	Mailboxes	135
	Total	155

Source: CAMPOST RD

Table 19: Average number of letter collections per working day by authorized private operators in 2024

Regions	At home/outside the counter (home, office, other)	At the counter	Total
Adamawa	362	8126	1698
Centre	2250	17341	8221
East	150	5384	1734
Far-North	728	13293	5381
Littoral	3114	22999	11293
North	1100	9782	4982
North-West	-	130	130
West	1090	1062	2159
South	-	735	735
South-West	-	484	484
Cameroon	8794	79336	36817

Source: Authorized private operators

Table 20: Number of mailboxes of the concession operator by region from 2016 to 2023

	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	12	12	12	12	12	12	12	12
Centre	67	67	67	67	67	67	67	67
East	23	23	23	23	23	23	23	23
Far-North	25	25	25	25	25	25	25	25
Littoral	34	34	34	34	34	34	34	34
North	13	13	13	13	13	13	13	13
North-West	24	24	24	24	24	24	24	24
West	31	31	31	31	31	31	31	31
South	21	21	21	21	21	21	21	21
South-West	21	21	21	21	21	21	21	21
Cameroon	271	271	271	271	271	271	271	271

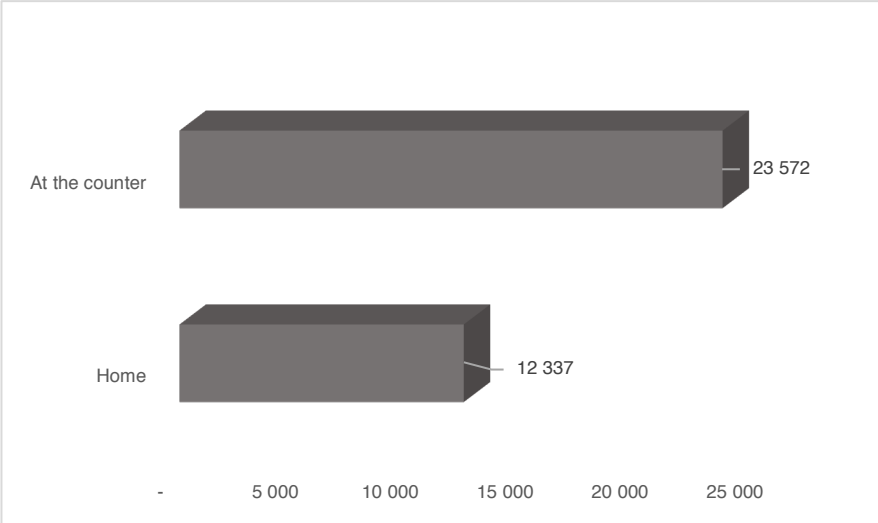
Source: CAMPOST

Table 21: Average number of postal items delivered per working day from January 2024 to 30 May 2024 by place of collection

Regions	Place of collection	Average number
Adamawa	Home	520
	At the counter	600
	Mailboxes	-
	Total	5850
Centre	Home	-
	At the counter	802
	Mailboxes	-
	Total	802
East	Home	...
	At the counter	...
	Mailboxes	...
	Total	...
Far-North	Home	...
	At the counter	...
	Mailboxes	...
	Total	...
Littoral	Home	...
	At the counter	...
	Mailboxes	...
	Total	...
North	Home	...
	At the counter	...
	Mailboxes	...
	Total	...
North-West	Home	...
	At the counter	...
	Mailboxes	...
	Total	...
West	Home	4038
	At the counter	4490
	Mailboxes	...
	Total	///
South	Home	280
	At the counter	135
	Mailboxes	...
	Total	///
South-West	Home	-
	At the counter	486
	Mailboxes	-
	Total	486

Source: CAMPOST RD

Figure 4: Average number of postal items delivered per working day by authorized private operators in 2024



Source: Authorized private operators (*data available)

Table 22: Average number of items delivered per working day from January 2024 to 30 May 2024 by Post Office category

Regions	Types of Post Offices	Home	Counter
Adamawa	Main collection office (1 st and 2 nd class)	4000	500
	Central office	1250	100
	Secondary office	...	...
	Community telecentre	...	...
	Total	///	///
Centre	Main collection office (1 st and 2 nd class)	...	561
	Central office	...	160
	Secondary office	...	81
	Community telecentre	...	-
	Total	...	802
East	Main collection office (1 st and 2 nd class)	...	...
	Central office	...	...
	Secondary office	...	...
	Community telecentre	...	...
	Total	...	...
Far-North	Main collection office (1 st and 2 nd class)	...	...
	Central office	...	...
	Secondary office	...	...
	Community telecentre	...	...

Regions	Types of Post Offices	Home	Counter
	Total	...	...
Littoral	Main collection office (1 st and 2 nd class)	...	...
	Central office	...	...
	Secondary office	...	...
	Community telecentre	...	...
	Total	...	...
North	Main collection office (1 st and 2 nd class)	...	...
	Central office	...	...
	Secondary office	...	...
	Community telecentre	...	...
	Total	...	...
North-West	Main collection office (1 st and 2 nd class)	...	...
	Central office	...	...
	Secondary office	...	...
	Community telecentre	...	...
	Total	...	...
West	Main collection office (1 st and 2 nd class)	1845	498
	Central office	1551	1223
	Secondary office	642	2769
	Community telecentre	-	-
	Total	4038	4490
South	Main collection office (1 st and 2 nd class)	110	80
	Central office	...	...
	Secondary office	170	55
	Community telecentre	...	...
	Total	///	///
South-West	Main collection office (1 st and 2 nd class)	368	368
	Central office	36	36
	Secondary office	...	82
	Community telecentre	...	...
	Total	///	///

Source: CAMPOST RD

Table 23: Number of post office boxes of the concession operator from 2016 to 2023

	2016		2017		2018		2019		2020		2021		2022		2023	
	Non-electronic leased	Non-electronic non-leased	Non-electronic leased	Non-electronic non-leased	Non-electronic leased	Non-electronic non-leased	Non-electronic leased	Non-electronic non-leased	Non-electronic leased	Non-electronic non-leased	Non-electronic leased	Non-electronic non-leased	Non-electronic leased	Non-electronic non-leased	Non-electronic leased	Non-electronic non-leased
Adamawa	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
Centre	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
East	472	2036	428	2080	373	2 135	376	2 135	368	2 140	648	1 860	579	1 932	656	1 852
Far-North	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
Littoral	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
North	2,636	419	2,595	460	2,695	360	2,628	427	2,705	804	2,394	661	2,394	661	2,372	683
North-West	1,212	2,773	1,315	2,670	1,381	2,604	1,441	2,544	1,143	2,842	1,673	2,631	1,743	2,519	1,791	2,194
West	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
South	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
South-West	574	4,661	1,341	3,895	493	4,742	493	4,981	466	4,769	463	4,772	544	4,691	442	4,793
Cameroon	///	///	///	///	///	///	///	///	///	///	///	///	///	///	///	///

Source: CAMPOST

Table 24: Number of operational post office boxes by region from 2016 to 2023

	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	1,806	1,806	1,806	1,806	1,806	1,806	1,806	1,806
Centre	28,803	28,803	28,803	28,803	28,803	28,803	28,803	28,803
East	2,573	2,573	2,573	2,573	2,573	2,573	2,573	2,573
Far-North	4,422	4,422	4,422	4,422	4,422	4,422	4,422	4,422
Littoral	20,021	20,021	20,021	20,021	20,021	20,021	20,021	20,021
North	3,055	3,055	3,055	3,055	3,055	3,055	3,055	3,055
North-West	3,985	3,985	3,985	3,985	3,985	3,985	3,985	3,985
West	6,684	6,684	6,684	6,684	6,684	6,684	6,684	6,684
South	5,490	5,490	5,490	5,490	5,490	5,490	5,490	5,490
South-West	5,235	5,235	5,235	5,235	5,235	5,235	5,235	5,235
Cameroon	82,074	82,074	82,074	82,074	82,074	82,074	82,074	82,074

Source: CAMPOST

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Table 25: Number of letter mail items by post item regulations and region from 2016 to 2023

		2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	Domestic	7302	6512	8552	7094	6522	11023	6550	8750
	International	1103	1605	1898	2034	1302	1605	1850	1305
	Total	8405	8117	10450	9128	7824	12628	8400	10055
Centre	Domestic	...	...	...	...	54600	71928	93705	77776
	International	...	...	...	...	35148	73716	79752	64221
	Total	...	...	...	...	89748	145644	173457	141997
East	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...

		2016	2017	2018	2019	2020	2021	2022	2023
	Total	...	...	...	...	...	...	...	...
Far-North	Domestic	11200	10250	11500	12540	13705	21555	15605	15701
	International	630	420	540	740	833	3356	1205	950
	Total	11830	10670	12040	13280	14538	24911	16810	16651
Littoral	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
North	Domestic	8382	6163	5144	5639	5988	7015	5906	2339
	International	713	524	426	388	66	48	25	56
	Total	9095	6687	5570	6027	6054	7063	5931	2395
North-West	Domestic	7572	8341	6537	15848	4191	6240	6942	7413
	International	35153	33342	16207	16012	11835	17833	16275	18345
	Total	42725	41683	22744	31860	16026	24073	23217	25758
West	Domestic	12981	12450	12340	12145	12945	13010	19025	19121
	International	1256	1256	1201	1197	1096	1102	3005	3058
	Total	14237	13706	13541	13342	14041	14112	22030	22179
South	Domestic	5283	4910	3818	3412	2216	3492	6218	5018
	International	1149	1205	996	1321	1412	1536	2360	2661
	Total	6432	6115	4814	4733	3628	5028	8578	7679
South-West	Domestic	20347	28336	20104	24107	33450	22108	22151	201503
	International	1035	2062	4466	3345	4546	8366	4365	8365
	Total	21382	30398	24570	27452	37996	30474	26516	209868

Source: CAMPOST RD

Table 26: Number of domestic letter mail items by type of mail and region from 2016 to 2023

		2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	official	3500	2853	2630	2800	3050	2855	2096	3612
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
Centre	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
East	official	157	201	189	197	209	231	141	129
	enterprise	201	264	193	182	204	248	401	452
	machine	...	...	...	...	...	...	...	...
Far-North	official	...	...	...	...	...	...	...	...
	enterprise	2889	2750	2540	3020	3924	2540	3556	3220
	machine	...	...	...	...	...	...	...	...
Littoral	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
North	official	3820	3184	2939	3657	2616	3308	3058	1733
	enterprise	...	...	...	...	...	...	...	...
	machine	4562	2979	2205	1982	3372	3707	2848	606
North-West	official	3323	3661	3187	2348	2625	1947	2384	2675
	enterprise	3685	4223	2015	7025	1012	3133	2113	3891
	machine	564	457	1335	6475	554	1160	2445	841
West	official	4055	4340	4089	2335	3263	3137	9025	9151
	enterprise	7901	6980	7050	8010	7801	7935	7950	8020
	machine	1025	1130	1201	1800	1881	1902	2050	1950
South	official	1350	2161	996	1961	954	1860	2682	2162
	enterprise	2602	1650	2018	1021	868	1121	2130	1830
	machine	1331	1099	804	431	394	511	1401	1026
South-West	official	2345	2442	3348	4445	4436	3368	3482	3822
	enterprise	103	210	304	108	124	168	172	188
	machine	1304	1448	1562	1238	1244	2440	1443	1448

Source: CAMPOST RD

Table 27: Number of undelivered letter mail items by post item regulations and by region from 2016 to 2023

		2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	Domestic	512	408	732	608	952	518	703	734
	International	42	46	58	78	62	49	102	192
	Total	554	454	790	686	1014	567	805	926
Centre	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
East	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
Far-North	Domestic	-	-	-	-	-	-	-	-
	International	-	-	-	-	-	-	-	-
	Total	-	-	-	-	-	-	-	-
Littoral	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
North	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
North-West	Domestic	1815	2011	1875	1513	835	1310	2412	1895
	International	16411	18291	10274	14221	7281	7941	6311	7423
	Total	18226	20302	12149	15734	8116	9251	8723	9318
West	Domestic	7	12	17	23	25	18	14	19
	International	9	14	16	8	13	11	12	21
	Total	16	26	33	31	38	29	26	40
South	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
South-West	Domestic	506	408	444	560	718	629	639	644
	International	128	132	143	129	124	134	135	146
	Total	634	540	587	689	842	763	774	790

Source: CAMPOST RD

Table 28: Number of undelivered domestic letter mail items by mail type and region from 2016 to 2023

		2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
Centre	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
East	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
Far-North	official	-	-	-	-	-	-	-	-
	enterprise	-	-	-	-	-	-	-	-
	machine	-	-	-	-	-	-	-	-
Littoral	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
North	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
North-West	official	21	35	47	15	22	14	10	16
	enterprise	1,153	1,565	1,108	684	495	682	1,416	1,167
	machine	642	411	720	814	318	614	986	711
West	official	2	5	7	10	9	8	7	9
	enterprise	5	7	10	13	16	10	7	10
	machine	-	-	-	-	-	-	-	-
South	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
South-West	official	80	76	84	95	92	84	88	90
	enterprise	48	53	68	73	69	38	84	96
	machine	103	108	106	234	134	168	178	184

Source: CAMPOST RD

Table 29: Number of undelivered international letter mail items by mail type and region from 2016 to 2023

		2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
Centre	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
East	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
Far-North	official	0	0	0	0	0	0	0	0
	enterprise	0	0	0	0	0	0	0	0
	machine	0	0	0	0	0	0	0	0
Littoral	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
North	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
North-West	official	1244	614	129	314	118	147	216	611
	enterprise	14151	17615	7526	10196	3122	3880	4201	2803
	machine	1016	62	2619	3711	4041	3914	1894	4009
West	official	3	4	7	3	3	3	3	10
	enterprise	3	10	8	4	10	6	9	11
	machine	3	0	1	1	0	2	0	0
South	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
South-West	official	103	118	146	138	140	122	124	130
	enterprise	60	78	68	63	49	52	57	77
	machine	20	10	12	18	40	61	62	68

Source: CAMPOST RD

Table 30: Number of lost letter mail items by post item regulations and by region from 2016 to 2023

		2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	Domestic	0	0	0	0	0	0	0	0
	International	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0
Centre	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
East	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
Far-North	Domestic	0	0	0	0	0	0	0	0
	International	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0
Littoral	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
North	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
North-West	Domestic	0	0	0	0	0	0	0	2
	International	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	2
West	Domestic	0	0	0	0	0	0	0	0
	International	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0
South	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
South-West	Domestic	28	63	12	14	16	8	4	3
	International	3	4	8	2	4	8	6	10
	Total	31	67	20	16	20	16	10	13

Source: CAMPOST RD

Table 31: Number of lost domestic letter mail items by type of mail and by region from 2016 to 2023

		2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	Official	0	0	0	0	0	0	0	0
	Enterprise	0	0	0	0	0	0	0	0
	Machine	0	0	0	0	0	0	0	0
Centre	Official	...	...	...	...	...	...	...	...
	Enterprise	...	...	...	...	...	...	...	...
	Machine	...	...	...	...	...	...	...	...
East	Official	...	...	...	...	...	...	...	...
	Enterprise	...	...	...	...	...	...	...	...
	Machine	...	...	...	...	...	...	...	...
Far-North	Official	0	0	0	0	0	0	0	0
	Enterprise	0	0	0	0	0	0	0	0
	Machine	0	0	0	0	0	0	0	0
Littoral	Official	...	...	...	...	...	...	...	...
	Enterprise	...	...	...	...	...	...	...	...
	Machine	...	...	...	...	...	...	...	...
North	Official	...	...	...	...	...	...	...	...
	Official	...	...	...	...	...	...	...	...
	Enterprise	...	...	...	...	...	...	...	...
North-West	Machine	0	0	0	0	0	0	0	2
	Official	0	0	0	0	0	0	0	0
	Enterprise	0	0	0	0	0	0	0	0
West	Machine	0	0	0	0	0	0	0	0
	Official	0	0	0	0	0	0	0	0
	Enterprise	0	0	0	0	0	0	0	0
South	Machine	...	...	...	...	...	...	...	...
	Official	...	...	...	...	...	...	...	...
	Enterprise	...	...	...	...	...	...	...	...
South-West	Machine	...	...	...	...	...	...	...	...
	Official	...	...	...	...	...	...	...	...
	Enterprise	...	...	...	...	...	...	...	...

Source: CAMPOST RD

- Registered shipments

Table 32: Number of registered letter mail items by post item regulations and by region from 2016 to 2023

		2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	Domestic	5,022	5,915	6,065	5,095	4,960	8,602	4,300	3,750
	International	898	946	1,512	1,630	998	1,205	1,650	998
	Total	5920	6861	7577	6725	5958	9807	5950	4748
Centre	Domestic	...	...	...	...	47,088	57,816	49,068	49,956
	International	...	...	...	...	4,344	3,720	8,364	6,684
	Total	...	...	...	...				
East	Domestic	114	107	209	224	211	241	341	502
	International	42	54	49	71	66	59	82	78
	Total	156	161	258	295	277	300	423	580
Far-North	Domestic	1,259	2,549	3,000	3,505	4,652	4,600	4,601	4,602
	International	118	220	230	116	116	120	110	114
	Total	1377	2769	3230	3621	4768	4720	4711	4716
Littoral	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
North	Domestic	2,788	2,050	1,708	1,722	1,563	1,288	4,973	5,579
	International	192	141	117	94	29	22	246	125
	Total	2980	2191	1825	1816	1592	1310	5219	5704
North-West	Domestic	2,013	2,241	1,981	3,291	2,670	2,094	3,201	4,018
	International	3,932	3,578	3,619	3,662	3,682	3,813	3,742	2,997
	Total	5945	5819	5600	6953	6352	5907	6943	7015

		2016	2017	2018	2019	2020	2021	2022	2023
West	Domestic	27,905	27,808	28,011	27,010	26,800	25,601	26,910	34,378
	International	5,088	5,075	5,040	4,980	4,902	4,075	5,740	3,345
	Total	32993	32883	33051	31990	31702	29676	32650	37723
South	Domestic	2,436	2,130	1,918	1,750	2,016	2,548	2,678	3,080
	International	843	918	1,021	746	856	947	1,013	1,168
	Total	3279	3048	2939	2496	2872	3495	3691	4248
South-West	Domestic	2,433	2,558	2,635	3,404	2,882	2,546	2,668	2,882
	International	3,144	3,445	3,665	3,884	3,224	3,674	3,584	3,634
	Total	5577	6003	6300	7288	6106	6220	6252	6516

Source: CAMPOST RD

Table 33: Number of undelivered registered letter mail items by post item regulations and by region from 2016 to 2023

		2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
Centre	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
East	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
Far-North	Domestic	0	0	0	0	0	0	0	0
	International	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0
Littoral	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
North	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
North-West	Domestic	460	390	561	320	194	211	161	103
	International	165	242	322	216	221	116	200	124
	Total	625	632	883	536	415	327	361	227
West	Domestic	2	4	2	8	7	5	3	5
	International	0	4	3	2	3	4	2	3
	Total	2	8	5	10	10	9	5	8
South	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
South-West	Domestic	29	33	42	38	36	39	42	48
	International	101	78	64	63	66	72	78	79
	Total	130	111	106	101	102	111	120	127

Source: CAMPOST RD

- Complaints relating to postal services, letter mail and registered shipments

Table 34: Number of complaints relating to postal service by type of regulations and by region from 2016 to 2023

		2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	Domestic	12	13	8	15	19	21	11	13
	International	21	15	16	11	8	6	15	14
	Total	33	28	24	26	27	27	26	27
Centre	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
East	Domestic	0	0	0	0	0	0	0	0
	International	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0
Far-North	Domestic	0	0	0	0	0	0	0	0
	International	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0
Littoral	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
North	Domestic	0	0	0	0	0	0	0	0
	International	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0
North-West	Domestic	0	0	0	0	0	0	0	0
	International	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0

		2016	2017	2018	2019	2020	2021	2022	2023
West	Domestic	0	0	0	0	0	0	0	0
	International	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0
South	Domestic	3	0	0	4	3	2	2	1
	International	6	5	6	4	2	2	2	1
	Total	9	5	6	8	5	4	4	2
South-West	Domestic	8	4	3	3	2	2	3	4
	International	4	3	2	4	2	2	3	3
	Total	12	7	5	7	4	4	6	7

Source: CAMPOST RD

Table 35: Number of complaints relating to the letter mail service by type of mail and by region from 2016 to 2023

		2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
Centre	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
East	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
Far-North	official	0	0	0	0	0	0	0	0
	enterprise	0	0	0	0	0	0	0	0
	machine	0	0	0	0	0	0	0	0
Littoral	official	...	...	...	...	...	...	...	...
	enterprise	...	...	...	...	...	...	...	...
	machine	...	...	...	...	...	...	...	...
North	official	...	...	0	0	0	0	0	0
	enterprise	...	...	3	1	5	6	4	3
	machine	...	...	0	0	0	0	0	0
North-West	official	0	0	0	0	0	0	0	0
	enterprise	0	0	0	0	0	0	0	0
	machine	0	0	0	0	0	0	0	0
West	official	0	0	0	0	0	0	0	0
	enterprise	0	0	0	0	0	0	0	0
	machine	0	0	0	0	0	0	0	0
South	official	0	0	0	0	0	0	0	0
	enterprise	1	1	2	2	1	1	2	1
	machine	...	...	...	...	...	...	...	...
South-West	official	0	0	0	0	0	0	0	0
	enterprise	0	0	0	0	0	0	0	0
	machine	0	0	0	0	0	0	0	0

Source: CAMPOST RD

Table 36: Number of complaints relating to the international letter mail service by region from 2016 to 2023

	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	21	15	16	11	8	6	15	14
Centre	0	0	0	0	0	0	0	0
East	0	0	0	0	0	0	0	0
Far-North	0	0	0	0	0	0	0	0
Littoral	...	...	...	...	...	...	...	...
North	0	0	0	0	0	0	0	0
North-West	0	0	0	0	0	0	0	0
West	0	0	0	0	0	0	0	0
South	6	5	6	4	2	2	2	1
South-West	10	16	12	13	8	7	6	4
Total	///	///	///	///	///	///	///	///

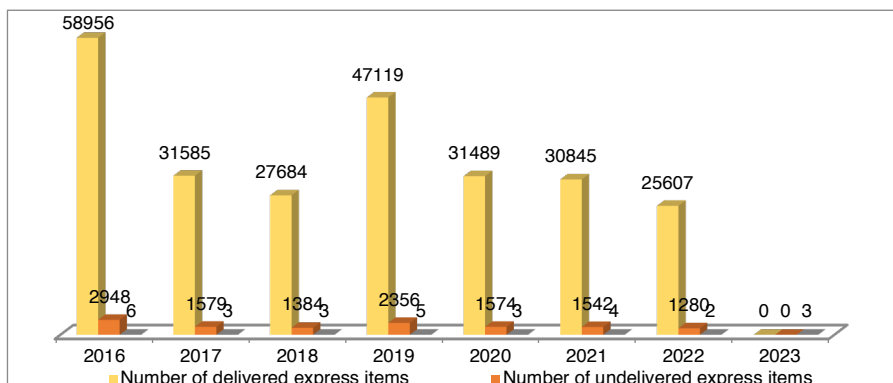
Source: CAMPOST RD

- **Express shipments**

Table 37: Number of express items collected by post item regulations from 2018 to 2022

Type of regulations	2018	2019	2020	2021	2022
Domestic	53412	53412	6869	63471	60898
International	15183	18066	18066	15612	14002
Total	68595	71478	24135	79083	74900

Source: CAMPOST

Figure 5: Number of delivered, undelivered and lost express items from 2016 to 2023

Source: CAMPOST

Table 38: Number of express items collected by post item regulations and by region from 2016 to 2023

		2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	Domestic	608	642	598	678	664	594	612	628
	International	120	125	142	98	112	178	164	128
	Total	728	767	740	776	776	772	776	756
Centre	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
East	Domestic	102	131	126	204	187	176	201	198
	International	54	61	52	47	62	53	59	67
	Total	156	192	178	251	249	229	260	265
Far-North	Domestic	555	420	500	550	530	636	710	887
	International	75	18	35	65	180	108	130	76
	Total	630	438	535	615	710	744	840	963
Littoral	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
North	Domestic	1466	1795	1926	2138	2436	2548	2419	2248
	International	81	63	71	67	69	72	57	58
	Total	1547	1858	1997	2205	2505	2620	2476	2306
North-West	Domestic	6411	8093	9314	5016	4025	3611	11033	9871
	International	889	581	416	216	208	301	312	271
	Total	7300	8674	9730	5232	4233	3912	11345	10142
West	Domestic	14511	14503	14401	14901	15017	15011	15033	15023
	International	4543	4544	4666	4701	4405	4401	4501	4985
	Total	19054	19047	19067	19602	19422	19412	19534	20008
South	Domestic	...	...	...	...	...	...	...	...
	International	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...
South-West	Domestic	45	56	59	72	73	74	71	77
	International	1133	1142	1141	1182	1176	1166	1156	1155
	Total	1178	1198	1200	1254	1249	1240	1227	1232

Source: CAMPOST RD

Table 39: Number of delivered, undelivered and lost express items by region from 2016 to 2023

		2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	Delivered	1,500	1,520	1,532	1,805	1,905	2,035	1,890	2,050
	Undelivered	22	11	18	14	24	9	29	31
	Lost	-	-	-	-	-	-	-	-
Centre	Delivered	...	...	...	...	96,522	90,021	72,919	88,294
	Undelivered	...	...	...	...	816	961	442	1,006
	Lost	...	...	...	...	29	123	39	64
East	Delivered	120	128	216	176	159	224	240	255
	Undelivered	...	...	...	...	...	...	...	...
	Lost	...	...	...	...	...	...	...	...
Far-North	Delivered	939	930	958	1,500	1,501	1,754	2,501	2,753
	Undelivered	-	-	-	-	-	-	-	-
	Lost	-	-	-	-	-	-	-	-
Littoral	Delivered	...	...	...	...	...	...	...	...
	Undelivered	...	...	...	...	...	...	...	...
	Lost	...	...	...	...	...	...	...	...
North	Delivered	1,523	1,708	2,206	2,963	2,689	2,987	3,021	2,679
	Undelivered	-	-	-	-	-	-	-	-
	Lost	-	-	-	-	-	-	-	-
North-West	Delivered	6,217	8,300	4,700	5,003	7,200	8,301	7,601	8,091
	Undelivered	10	3	4	6	8	4	9	2
	Lost	-	-	-	-	-	-	-	-
West	Delivered	...	...	...	...	74385	72538	66259	78818
	Undelivered	...	...	...	...	13	9	11	8
	Lost	...	...	...	...	-	-	-	-
South	Delivered	1,710	1,969	1,326	1,469	1,920	1,356	1,457	1,833
	Undelivered	35	41	60	86	102	99	64	88
	Lost	3	2	3	2	1	2	3	1
South-West	Delivered	1,155	1,155	1,155	1,135	1,136	1,188	1,183	1,184
	Undelivered	-	-	-	-	-	-	-	-
	Lost	-	-	-	-	-	-	-	-

Source: CAMPOST RD

Table 40: Number of undelivered express items by authorized private operators from 2016 to 2023

	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	2	...	...	10	6	...	...	160
Centre	19	7	16	26	10	3,133	11766	12,359
East	3	...	1	3	...	24	40	952
Far-North	...	...	1	2	...	2	...	93
Littoral	29	29	37	69	40	3,411	13458	12,898
North	3	...	...	12	...	...	2	1096
North-West	5	41	56	10	8	7	32	34
West	7	11	16	25	18	94	100	61
South	2	4	3	14	5	2608	10420	10313
South-West	1	31	35	20	...	2	19	11
Cameroon	///	///	///	///	///	///	///	37977

Source: Authorized private operators

- **Complaints relating to express shipment services**

Table 41: Number of express shipment complaints by region from 2016 to 2023

	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	12	8	9	14	12	8	14	11
Centre	...	...	...	...	787	838	403	942
East	0	0	0	0	0	0	0	0
Far-North	0	0	0	0	0	0	0	0
Littoral	...	...	...	...	...	...	...	...
North	0	0	1	1	0	4	1	2
North-West	0	0	0	0	0	0	0	0
West	0	0	0	0	1	2	1	2
South	2	6	5	4	4	2	6	9
South-West	3	4	1	2	2	1	4	3
Total	///	///	///	///	///	///	///	///

Source: CAMPOST RD

- Postal parcels

Table 42: Number of postal parcels collected, delivered, undelivered and lost by region from 2016 to 2023

		2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	Collected under the domestic regulations	11	6	9	14	22	18	9	24
	Collected under the international regulations	2	2	4	0	8	5	7	9
	Delivered	84	72	68	67	94	88	79	86
	Undelivered	2	0	0	4	3	5	2	3
	Lost	0	0	0	0	0	0	0	0
Centre	Collected under the domestic regulations	...	...	1023	1385	1009	1863	2312	1157
	Collected under the international regulations	...	...	2103	3102	2401	2709	2120	2286
	Delivered	...	...	1384	1320	695	867	1425	1115
	Undelivered	...	...	9	29	40	82	76	137
	Lost	...	...	76	104	38	56	56	28
East	Collected under the domestic letter mail items regulations	24	17	26	22	20	16	19	24
	Collected under the international regulations	15	9	11	18	10	12	9	8
	Delivered	32	41	38	51	40	21	33	46
	Undelivered	0	0	0	0	0	0	0	0
	Lost	0	0	0	0	0	0	0	0
Far-North	Collected under the domestic letter mail items regulations	120	111	140	130	145	156	154	230
	Collected under the international regulations	4	0	5	7	10	0	12	40
	Delivered	...	...	...	...	...	...	...	...
	Undelivered	0	0	0	0	0	0	0	0
	Lost	0	0	0	0	0	0	0	0
Littoral	Collected under the domestic letter mail items regulations	...	...	...	...	...	...	...	...
	Collected under the international regulations	...	...	...	...	...	...	...	...
	Delivered	...	...	...	...	...	...	...	...
	Undelivered	...	...	...	...	...	...	...	...
	Lost	...	...	...	...	...	...	...	...

		2016	2017	2018	2019	2020	2021	2022	2023
North	Collected under the domestic letter mail items regulations	...	...	...	...	...	...	...	...
	Collected under the international regulations	...	...	...	...	...	...	...	...
	Delivered	413	397	408	316	203	105	114	197
	Undelivered	0	0	0	0	0	0	0	0
	Lost	0	0	0	0	0	0	0	0
North-West	Collected under the domestic letter mail items regulations	...	...	...	...	...	0	0	0
	Collected under the international regulations	38	29	26	28	27	27	28	40
	Delivered	560	613	413	330	362	420	382	397
	Undelivered	15	21	16	11	12	14	11	16
	Lost	0	0	0	0	0	0	0	0
West	Collected under the domestic letter mail items regulations	0	0	0	0	39	43	48	40
	Collected under the international regulations	0	0	0	0	346	367	240	433
	Delivered	0	0	0	0	380	406	281	470
	Undelivered	0	0	0	0	5	4	7	3
	Lost	0	0	0	0	0	0	0	0
South	Collected under the domestic letter mail items regulations	12	13	22	11	15	9	8	10
	Collected under the international regulations	112	142	662	891	262	256	235	131
	Delivered	480	486	392	388	350	412	408	351
	Undelivered	12	12	18	10	9	14	12	15
	Lost	0	0	0	0	0	0	0	0
South-West	Collected under the domestic letter mail items regulations	80	89	93	96	99	94	88	99
	Collected under the international regulations	106	138	152	155	156	157	158	170
	Delivered	186	227	245	251	255	251	166	269
	Undelivered	186	227	245	251	255	251	166	269
	Lost	0	0	0	0	0	0	0	0

Source: CAMPOST RD

- **Postal parcel complaints**

Table 43: Number of postal parcel complaints by region from 2016 to 2023

	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	0	0	0	0	0	0	0	0
Centre	...	...	...	...	...	...	...	...
East	0	0	0	0	0	0	0	0
Far-North	0	0	0	0	0	0	0	0
Littoral	...	...	...	...	...	...	...	...
North	0	0	0	0	0	0	0	0
North-West	0	0	0	0	0	0	0	0
West	0	0	0	0	3	2	3	5
South	0	0	0	0	0	0	0	0
South-West	3	4	2	8	3	6	4	3
Cameroon	///	///	///	///	///	///	///	///

Source: CAMPOST RD

Table 44: Number of items lost by authorized private postal operators from 2016 to 2023

	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	3	3	3	4	4	2	3	4
Centre	7	8	12	8	56	58	75	56
East	2	1	2	0	1	0	2	0
Far-North	2	1		1	1	2	0	0
Littoral	5	2	5	2	27	30	32	39
North	3	0	0	2	35	9	47	71
North-West	0	0	0	0	1	0	5	11
West	1	2	3	1	9	13	2	4
South	2	1	2	1	2	1	1	1
South-West	0	1	0	0	0	1	2	4
Cameroon	25	19	27	19	136	116	169	190

Source: Authorized private operators

Table 45: Number of complaints to authorized private postal operators from 2016 to 2023

	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	0	...	1	...	1	2	...	42
Centre	22	29	27	82	119	99	75	189
East	1	...	...	...	1	...	...	0
Far-North	1	...	...	...	1	1	...	27
Littoral	25	23	23	147	160	48	49	125
North	2	...	...	1	2	2	10	59
North-West	...	...	...	...	...	...	5	28
West	3	4	27	4	4	9	9	17
South	10	11	8	19	19	16	14	24
South-West	...	...	...	...	...	...	1	17
Total	///	///	///	///	///	///	///	3922

Source: Authorized private operators

1.1.4. Postal financial services

- Orders

Table 46: Number and amounts (in thousand CFA francs) of domestic orders issued and paid domestically by region from 2017 to 2023

		2017	2018	2019	2020	2021	2022	2023
Adamawa	Number issued	2983	1009	2357	809	1413	830	855
	Amount issued	837390	677001	1074381	1198066	1044277	1963638	2278507
	Number paid	2616	813	674	538	399	775	873
	Amount paid	1143967	475182	860226	943291	783781	1629944	1819298
Centre	Number issued	4810	4624	14510	4378	14002	3983	3928
	Amount issued	2314713	3053923	1588873	834509	991194	337941	466665
	Number paid	4579	4027	14001	3971	13959	3934	3924
East	Number issued	...	...	...	...	...	...	...
	Amount issued	2514737	104652	610816	424851	451093	439705	878549
	Number paid	...	...	...	...	...	...	...
	Amount paid	454784	82588	555316	478196	345328	387534	446242
Far-North	Number issued	5885	...	...	...	...	...	...
	Amount issued	1012539	469658	393263	374388	825899	528683	503425
	Number paid	10779	...	...	...	...	...	...
	Amount paid	1066026	440774	283583	260136	676500	429810	...
Littoral	Number issued	...	...	...	...	...	...	...
	Amount issued	...	...	...	...	...	...	...
	Number paid	...	...	...	...	...	...	...
	Amount paid	...	...	...	...	...	...	...

		2017	2018	2019	2020	2021	2022	2023
North	Number issued	250	736	730	720	700	660	620
	Amount issued	2082146	2038373	2067120	2002941	1286488	1343737	1600478
	Number paid	712	693	690	670	650	600	580
	Amount paid	1013871	265566	2024048	275395	1213871	1101218	14134005
North-West	Number issued	876	304	702	236	554	237	132
	Amount issued	21191	8309	16293	7164	14150	9594	6292
	Number paid	221	253	206	214	168	204	106
	Amount paid	6654	6755	5692	6051	5237	6732	3714
West	Number issued	...	...	...	...	957	409	344
	Amount issued	...	...	...	...	142183	60769	51091
	Number paid	...	...	...	...	552	887	948
	Amount paid	...	...	...	...	168509	270827	289318
South	Number issued							
	Amount issued	255416	96551	69478	32332	42323	31383	37733
	Number paid	7008	408	418	283	267	288	18
	Amount paid	512364	125036	55638	22574	17612	20505	504
South-West	Number issued	102	510	222	650	708	635	504
	Amount issued	81605	66713	100381	215316	15032	100345	200316
	Number paid	7415	6505	3515	1632	1783	5432	6352
	Amount paid	503206	1301366	33032	54061	36303	30365	34315

Source: CAMPOST RD

Table 47: Number and amounts (in thousand CFA francs) of orders issued internationally; including International Orders and paid internationally by region from 2017 to 2023

		2017	2018	2019	2020	2021	2022	2023
Adamawa	Number of orders issued	52	16	180	202	117	46	1
	Amount of orders issued	19758	7339	83901	138031	57798	34156	100
	Number of international orders issued	43	16	173	191	116	112	1
	Amount of international orders issued	18835	7339	83477	133744	57648	34156	100
Centre	Number of orders issued	29	33	280	130	270	129	34
	Amount of orders issued	482578	293419	759654	53700	1194385	197496	88285
	Number of international orders issued	25	30	250	...	250	4	34
	Amount of international orders issued	477122	699470	714868	...	580428	309976	...
East	Number of orders issued	...	...	...	...	...	...	...
	Amount of orders issued	9811	1016	187645	178753	336517	640661	886849
	Number of international orders issued	...	...	...	...	...	...	...
	Amount of international orders issued	9811	970	2550	78429	212091	541648	808299
Far-North	Number of orders issued	18	7	...	...	...	...	...
	Amount of orders issued	1931	580	22062	141154	18800	11246	21836
	Number of international orders issued	8	2	...	...	...	...	...
	Amount of international orders issued	1272	134	21905	141154	18800	11246	21836
Littoral	Number of orders issued	...	...	...	...	...	...	...
	Amount of orders issued	...	...	...	...	...	...	...
	Number of international orders issued	...	...	...	...	...	...	...
	Amount of international orders issued	...	...	...	...	...	...	...
North	Number of orders issued	130	180	170	160	150	100	90
	Amount of orders issued	8350	8460	96820	131923	47700	113092	126635
	Number of international orders issued	17	18	194	264	96	227	254
	Amount of international orders issued	835	846	96820	131923	47700	113092	126635
North-West	Number of orders issued	14	25	2	-	-	-	-
	Amount of orders issued	4670	9096	300	-	-	-	-

		2017	2018	2019	2020	2021	2022	2023
	Number of international orders issued	14	25	2	-	-	-	-
	Amount of international orders issued	4670	9096	300	-	-	-	-
West	Number of orders issued	...	...	...	...	135	104	105
	Amount of orders issued	...	...	...	...	34376	26504	26727
	Number of international orders issued	...	...	...	...	7	6	-
	Amount of international orders issued	...	...	...	...	1723	35	-
South	Number of orders issued	36	40	88	72	58	47	12
	Amount of orders issued	6682	1014	4661	1134	1413	1047	43422
	Number of international orders issued	37	40	18	39	58	47	12
	Amount of international orders issued	6792	1214	4586	1134	1425	2243	-
South-West	Number of orders issued	15431	15638	18345	10442	5336	10342	1136
	Amount of orders issued	...	...	...	...	...	...	...
	Number of international orders issued	28	35	-	-	-	-	-
	Amount of international orders issued	...	...	...	...	...	...	...

Source: CAMPOST RD

Table 48: Number and amounts (in thousand CFA francs) of orders paid by post item regulations and region from 2017 to 2023

		2017	2018	2019	2020	2021	2022	2023
Adamawa	<i>Domestic</i>							
	Number	2616	1009	674	538	1413	775	873
	Amount	1143967	677001	860226	943291	1044277	34156	1819298
	<i>International</i>	...	...	...	...	...	...	...
	Number	192	95	167	44	23	74	-
Centre	Amount	54201	13069	20833	8023763	4898	66402	-
	<i>Domestic</i>							
	Number	4579	4027	14001	3971	3959	3934	3924
	Amount	2127391	3135575	2019667	951145	1157734	626093	697074
	<i>International</i>	...	...	...	...	...	...	...
East	Number	29	33	280	130	270	...	34
	Amount	724912	699470	668596	351081	429292	...	7761
	<i>Domestic</i>	...	...	...	...	...	...	...
	Number	...	...	...	...	...	...	...
	Amount	2503117	82569	555316	478196	345378	387534	446242
Far-North	<i>International</i>	...	...	...	...	...	...	...
	Number	...	...	...	...	...	...	...
	Amount	110732	9497	159396	77463	36876	28768	886849
	<i>Domestic</i>							
	Number	10779	2396	...	...	...	...	...
Littoral	Amount	1066026	440774	283583	260136	676500	429610	948817
	<i>International</i>							
	Number	18	60	...	...	...	...	...
	Amount	1931	10562	9958	15479	17101	22137	3042
	<i>Domestic</i>	...	...	...	...	...	...	...
Littoral	Number	...	...	...	...	...	...	...
	Amount	...	...	...	...	...	...	...
	<i>International</i>	...	...	...	...	...	...	...
	Number	...	...	...	...	...	...	...
	Amount	...	...	...	...	...	...	...

		2017	2018	2019	2020	2021	2022	2023
North	<i>Domestic</i>							
	Number	712	693	690	670	650	600	580
	Amount	1013871	265566	2024048	275395	1213871	1101218	1434003
	<i>International</i>	...	...	...	...	...	...	...
	Number	20	26	26	30	50	20	40
	Amount	10554	12445	12979	18727	89019	10846	7204
North-West	<i>Domestic</i>							
	Number	221	253	206	214	168	204	106
	Amount	6654	6755	5692	6051	5237	6732	3714
	<i>International</i>	...	...	...	...	...	...	...
	Number	40	22	31	-	1	-	-
	Amount	21484	7981	3831	-	40	-	-
West	<i>Domestic</i>	...	...	...	...	...	...	...
	Number	...	...	...	...	547	880	948
	Amount	...	...	...	...	168509	270827	291575
	<i>International</i>							
	Number	...	...	...	...	911	480	642
	Amount	...	...	...	...	150026	79085	105618
South	<i>Domestic</i>	...	...	...	...	...	...	...
	Number	3322	874	239	221	185	239	269
	Amount	512364	125036	64309	34882	33602	32344	41162
	<i>International</i>	...	...	...	...	...	...	...
	Number	938	727	1088	75	127	1088	28
	Amount	142221	103300	152768	54278	26712	17983	9577
South-West	<i>Domestic</i>	...	...	...	...	...	...	...
	Number	2236	1802	1445	2334	1864	1756	1816
	Amount	30415	30365	10303	12405	30336	36425	13415
	<i>International</i>	...	...	...	...	...	...	...
	Number	503	602	515	413	502	303	416
	Amount	...	...	...	...	...	...	...

Source: CAMPOST RD

- Postal cheque operations

Table 49: Number and amounts (in thousand CFA francs) of postal cheque deposit and payment operations by region from 2017 to 2023

		2017	2018	2019	2020	2021	2022	2023
Adamawa	<i>Deposit</i>							
	Number	5825	1890	1126	865	930	888	1025
	Amount	678413	395524	291894	5489	262885	256443	353074
	<i>Payment</i>	...	...	...	...	...	...	...
	Number	6576	6591	6492	6607	6099	6071	6547
Centre	Amount	1106354	1043004	1043107	106974	965219	881387	1008372
	<i>Deposit</i>							
	Number	21850	22063	22364	22744	23246	23916	24816
	Amount	6592992	6820721	5759902	4465350	4078887	4755654	7341097
	<i>Payment</i>							
East	Number	53595	53715	53845	53945	54044	54294	55144
	Amount	1695762	16261791	15377950	15210581	10797617	144640037	16905813
	<i>Deposit</i>	...	...	...	...	...	...	...
	Number	...	...	...	...	...	...	...
	Amount	1299790	203522	241523	234482	228479	3121417	2986456
Far-North	<i>Payment</i>							
	Number	...	...	...	...	...	...	...
	Amount	2316715	1456524	1823797	1920014	2178749	1806683	1216003
	<i>Deposit</i>							
	Number	7552	3339	654	265	575	1475	1097
Littoral	Amount	221917	187293	120072	114468	135389	176917	305522
	<i>Payment</i>	...	...	...	...	...	...	...
	Number	3244	2723	2939	3021	3351	3224	3114
	Amount	512321	551939	511939	548797	635225	616766	663791
	<i>Deposit</i>	...	...	...	...	...	...	...
	Number	...	...	...	...	...	...	...
	Amount	...	...	...	...	...	...	...
	<i>Payment</i>							
	Number	...	...	...	...	...	...	...

		2017	2018	2019	2020	2021	2022	2023
	Amount	...	...	...	...	...	...	...
North	<i>Deposit</i>							
	Number	5108	3325	2475	4226	1829	1279	260
	Amount	659413	312197	138643	325866	208498	250467	173206
	<i>Payment</i>							
	Number	2728	2663	2531	2475	2319	2291	2146
North-West	Amount	1256921	429287	441974	477239	566041	470807	548102
	<i>Deposit</i>							
	Number	987	593	153	138	117	326	234
	Amount	557346	201520	31194	33659	26456	878473	9
	<i>Payment</i>	...	...	...	...	...	...	...
West	Number	11505	9474	7166	7628	7195	8499	...
	Amount	1822265	1614299	1094654	1110243	987076	1416741	1732255
	<i>Deposit</i>							
	Number	...	...	...	...	1155	1247	1064
	Amount	...	...	...	...	306299	307604	312405
South	<i>Payment</i>	...	...	...	...	...	...	...
	Number	...	...	...	...	51622	51617	51627
	Amount	...	...	...	...	9823240	9186600	9883556
	<i>Deposit</i>							
	Number	13510	13251	14162	15002	16080	17010	18124
South-West	Amount	8503968	8697985	7053301	1074125	872088	880358	1087873
	<i>Payment</i>	...	...	...	...	...	...	...
	Number	12340	13150	12301	13010	14043	15002	15210
	Amount	2717458	1871812	1567019	1423438	1486915	1405283	1608451
	<i>Deposit</i>	...	...	...	...	...	...	...
South-West	Number	...	...	...	...	...	...	...
	Amount	...	...	...	...	...	...	...
	<i>Payment</i>	...	...	...	...	...	...	...
	Number	6235	8435	6235	5234	10302	8000	9345
	Amount	132039	136235	149345	125634	118213	136231	128316

Source: CAMPOST RD

- Postal cheque and savings accounts

Table 50: Number of open, closed and dormant postal cheque and savings accounts by region from 2016 to 2023

		2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	<i>Postal cheque accounts</i>								
	Open	...	...	...	...	...	...	...	...
	Closed	...	...	...	...	...	...	...	...
	<i>Savings accounts</i>								
	Open	...	67	56	315	68	54	114	66
	Closed	...	...	...	...	...	...	...	...
Centre	Dormant	...	...	...	...	...	...	...	...
	<i>Postal cheque accounts</i>								
	Open	...	...	...	...	...	...	...	...
	Closed	...	...	...	...	...	...	...	...
	<i>Savings accounts</i>								
	Open	...	125	130	134	137	140	155	170
East	Closed	...	...	...	...	...	...	...	...
	Dormant	...	...	...	...	...	...	...	...
	<i>Postal cheque accounts</i>								
	Open	...	...	...	...	...	...	...	...
	Closed	...	...	...	...	...	...	...	...
	<i>Savings accounts</i>								
Far-North	Open	...	...	...	...	...	...	...	...
	Closed	...	...	...	...	...	...	...	...
	<i>Savings accounts</i>								
	Open	...	...	...	...	...	...	...	...
	Closed	...	...	...	...	...	...	...	...

		2016	2017	2018	2019	2020	2021	2022	2023
	Closed	...	...	...	...	...	...	...	...
	Dormant	...	...	...	...	...	...	...	...
Littoral	<i>Postal cheque accounts</i>								
	Open	...	...	...	...	...	...	...	...
	Closed	...	...	...	...	...	...	...	...
	<i>Savings accounts</i>								
	Open	...	...	...	...	...	...	...	...
	Closed	...	...	...	...	...	...	...	...
	Dormant	...	...	...	...	...	...	...	...
North	<i>Postal cheque accounts</i>								
	Open	110	85	90	140	130	144	85	115
	Closed	5	3	8	6	7	10	8	2
	<i>Savings accounts</i>								
	Open	120	95	78	138	90	57	62	58
	Closed	4	8	7	3	9	2	7	5
	Dormant	363	286	422	389	525	416	208	199
North-West	<i>Postal cheque accounts</i>								
	Open	7	815	261	53	45	237	1053	622
	Closed	0	0	0	0	0	0	0	0
	<i>Savings accounts</i>								
	Open	24	82	54	26	16	16	21	22
	Closed	0	0	1	2	0	0	0	5
	Dormant	...	...	...	...	...	...	...	...
West	<i>Postal cheque accounts</i>								
	Open	...	...	...	...	...	632	625	639
	Closed	...	...	...	...	...	...	...	...
	<i>Savings accounts</i>								
	Open	...	...	...	...	...	170	133	208
	Closed	...	...	...	...	...	...	...	...
	Dormant	...	...	...	...	...	...	...	...

		2016	2017	2018	2019	2020	2021	2022	2023
South	<i>Postal cheque accounts</i>								
	Open	106	216	75	86	98	130	190	206
	Closed	...	...	...	...	...	...	...	...
	<i>Savings accounts</i>								
	Open	157	304	114	78	65	94	113	195
	Closed	...	...	...	...	...	...	...	...
	Dormant	...	...	...	...	...	...	...	...
South-West	<i>Postal cheque accounts</i>								
	Open	46	35	28	44	53	58	63	110
	Closed	...	...	...	...	...	...	...	...
	<i>Savings accounts</i>								
	Open	20	33	25	22	11	10	18	23
	Closed	...	...	...	...	...	...	...	...
	Dormant	...	...	...	...	...	...	...	...

Source: CAMPOST RD

- Deposits and withdrawals from savings accounts

Table 51: Amount of deposits, payments and withdrawals from savings accounts and assets at the end of the year (in thousand CFA francs) from 2016 to 2023 by region

		2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	Deposit	...	1.5	1.4	1.2	1.2	1.2	1.4	1.5
	Payment	...	2.2	1.7	1.3	1.4	1.6	1.6	1.9
	Assets	...	...	...	...	...	...	...	...
Centre	Deposit	...	3413058	3659856	2947409	4465350	2402698	2794928	3153871
	Payment	...	3960289	4230165	3455632	3559100	2745858	3022409	3173590
	Assets	...	...	...	...	...	...	...	...
East	Deposit	1189148	1022403	66462629	699551	512539	851115	9585188	880071
	Payment	1254430	1125649	782888	757211	794925	769798	834858	991034

	Assets	...	...	...	...	...	...	...	...
Far-North	Deposit	301576	252747	216234	226192	164212	233487	220949	223
	Payment	346955	298392	252148	236633	174997	235563	191880	240978
	Assets	...	...	...	...	...	...	...	...
Littoral	Deposit	...	...	...	...	...	...	1177750	2211831
	Payment	...	...	...	...	...	...	1261942	1451343
	Assets	...	...	...	...	...	...	0	0
North	Deposit	143528	120666	132417	11555	156994	206005	134091	141110
	Payment	...	...	...	...	...	...	...	...
	Assets	709558	168460	107350	145621	187020	177673	125611	123392
North-West	Deposit	903528	580365	407390	154157	125773	111887	137454	148667
	Payment	...	...	...	...	...	...	...	...
	Assets	824303	404663	279114	98197	76208	83995	158720	110252
West	Deposit	...	...	...	...	...	1631368	1622779	1602847
	Payment	...	...	...	...	...	682723	4729609	4635837
	Assets	...	...	...	...	...	1615231	1579668	1459134
South	Deposit	425216	545849	523494	591964	536152	542671	529375	531763
	Payment	...	...	...	...	...	...	...	...
	Assets	359790	538415	530289	553805	529386	540663	542388	583698
South-West	Deposit	...	...	...	...	...	...	...	...
	Payment	...	...	...	...	...	...	...	...
	Assets	...	...	...	...	...	...	...	...

Source: CAMPOST RD

- **Fund transfers**

International integrators transfers

Table 52: Number and amount (in thousand CFA francs) of fund transfers by international integrators from 2021 to 2023

Integrator type	2021		2022		2023	
	Number of transfers	Amounts of transfers	Number of transfers	Amounts of transfers	Number of transfers	Amounts of transfers
WESTERN UNION	9743	1744731	2798	352081	35616830	473592
MONEY GRAM	5959	1475073	154445	618819	1273	397743
RIA	5408	883180	3450	452280	2166	463979
Express EXCHANGE	...	...	...	...	...	...
SQUARES UNION	...	...	...	...	...	...
WARI	...	...	...	...	...	...
WORLD REMIT	1634	225023	697	156907	417	128385
SIGUE	1	512	...	...	...	...
CASH EXPRESS	27	13772	20	1244	20	7751
MONEY TRANS	96	21926	24	6200	9	3
PAY TOP	28	3245	9	2355	1	4179
PAY CASH	...	...	2	2110	12	1752
Total	///	///	///	///	///	///

Source: CAMPOST

Table 53: Number and amount (in thousand CFA francs) of payments made by international integrators from 2021 to 2023

	2021		2022		2023	
Integrator type	Number of payments made	Amount of payments made	Number of payments made	Amount of payments made	Number of payments made	Amount of payments made
WESTERN UNION	9743	902734	2798	309301	35616830	271478
MONEY GRAM	5959	542113	154445	259014	1273	168808
RIA	5408	507299	3450	340233	2166	172067
Express EXCHANGE	...	...	...	...	...	...
SQUARES UNION	...	...	...	...	...	...
WARI	...	...	...	...	...	...
WORLD REMIT	1634	225023	697	156907	417	128385
SIGUE	1	51	...	...	...	...
CASH EXPRESS	27	3163	20	1307	20	783
MONEY TRANS	96	21926	24	2355	9	1751
PAY TOP	28	3245	9	6200	1	3
PAY CASH	...	...	2	2110	12	4179
Total	///	///	///	///	///	///

Source: CAMPOST

Table 54: Number and amount of fund transfers (in thousand CFA francs) by international integrators from 2016 to 2023

		2016		2017		2018		2019		2020		2021		2022		2023	
		Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount
Adamawa	Western union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Gram	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Ria	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Express Exchange	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Squares Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	4	694	0	0	0	0	0	0	0	0	0	0	0	0
	Sigue	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Total		0		0		0		0		0		0		0		0
Centre	Western union	1530	...	1557	83	1599	7590	1591	814954	1634	547982	1629	572131	1674	166716	1728	369568
	Money Gram	...	...	...	...	...	...	...	...	...	...	...	...	...	...	180	169466
	Ria	...	...	...	...	...	...	...	...	1906	541471	...	...	...	...	1980	213284
	Express Exchange	...	...	...	...	...	...	...	...	132	797346	...	...	...	...	42	8484
	Squares Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Sigue	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...

		2016		2017		2018		2019		2020		2021		2022		2023	
		Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
East	Western Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Gram	...	...	...	...	...	...	...	6476	...	66335	...	101958	...	78985	...	18762
	Ria	...	...	...	...	...	...	...	143495	...	44128	...	22469	...	20028	...	8300
	Express Exchange	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Squares Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Sigue	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
Far-North	Western Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Gram	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Ria	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Express Exchange	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Squares Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Sigue	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...

		2016		2017		2018		2019		2020		2021		2022		2023	
		Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount
Littoral	Western Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Gram	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Ria	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Express Exchange	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Squares Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	10	855
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Signe	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
North	Western Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Gram	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Ria	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Express Exchange	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Squares Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Signe	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
South	Western Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...

		2016		2017		2018		2019		2020		2021		2022		2023	
		Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount
	Money Gram	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Ria	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Express Exchange	0	0	0	0	0	0	0	0	0	0	0	0	0	0	335	...
	Squares Union	38	...	118	...	81	...	130	...	47	...	38	...	25	...	12	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Sigue	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
West	Western Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Gram	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Ria	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Express Exchange	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Squares Union	38	2844	118	80189	81	54898	130	110270	47	19599	38	4645	25	1173	12	509
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Sigue	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
South	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Western Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Gram	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...

		2016		2017		2018		2019		2020		2021		2022		2023	
		Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount
	Ria	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Express Exchange	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Squares Union	28	50555	33	103455	36	117363	42	134415	...	134186	...	233142	...	...	...	...
	Wari	103	1500566	101	600618	104	5236	108	38415	75	45417	86	416315	...	...	...	...
	World Remit	140	1316	152	6356	163	1366	144	4462	172	2345	186	5000	...	...	...	...
	Sigue	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	344	...	316	...	218	...	235	...	266	...	267	...	...	...	...	...
	Pay Cash	18	3646	12	25300	13	17566	14	13316	15	45517	12	5556	...	...	...	...
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
South-West	Western Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Gram	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Ria	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Express Exchange	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Squares Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Sigue	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...

Source: CAMPOST RD

Table 55: Number and amount of payments made (in thousand CFA francs) by international integrators from 2016 to 2023

		2016		2017		2018		2019		2020		2021		2022		2023	
		Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount
Adamawa	Western union	...	...	79	1780	22	2583	1	40	0	0	0	0	0	0	0	0
	Money Gram	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Ria	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Express Exchange	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Squares Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	10	4615	14	1417	8	599	0	1981	0	236	0	0	0	0
	Signe	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Total	0		0		0		0		0		0		0	0	0	0
Centre	Western union	...	...	1722	542920	1725	609381	1733	745173	1745	614666	1760	520641	1777	236104	1781	321638
	Money Gram	...	...	...	...	...	...	...	...	...	...	...	...	...	...	922	130740
	Ria	...	...	...	...	...	...	...	...	1816	916519	...	...	1827	487061	903	128161
	Express Exchange	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Squares Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Signe	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...

		2016		2017		2018		2019		2020		2021		2022		2023	
		Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount
East	Western Union	...	53358	...	52914	...	...	...	137170	...	42444	...	23744	...	1438	...	5543
	Money Gram	...	...	...	...	...	...	...	4012	...	9462	...	8002	...	4371	...	1028
	Ria	...	...	...	...	...	...	...	11975	...	5625	...	2128	...	2761	...	4225
	Express Exchange	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Squares Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	...	...	...	...	...	484	...	...	...	1566	...	61	...	...
	Signe	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
Far-North	Western Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Gram	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Ria	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Express Exchange	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Squares Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Signe	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...

		2016		2017		2018		2019		2020		2021		2022		2023	
		Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount
Littoral	Western Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Gram	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Ria	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Express Exchange	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Squares Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Sigue	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
North	Western Union	...	...	...	...	3	372	7	7849	6	655	...	...	5	542	4	431
	Money Gram	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Ria	...	...	...	...	47	23750	6	1626	5	2574	3	1752	4	375	2	799
	Express Exchange	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Squares Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Sigue	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	4	...	6	...	3	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...

		2016		2017		2018		2019		2020		2021		2022		2023	
		Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount
North-West	Western Union	...	...	93	9792	12	9522	...	...	4	719	0	...	0	0	0	0
	Money Gram	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Ria	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Express Exchange	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Squares Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Signe	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
West	Western Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Gram	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Ria	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Express Exchange	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Squares Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Signe	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	642	...
S	Western Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...

		2016		2017		2018		2019		2020		2021		2022		2023	
		Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount	Number	Amount
	Money Gram	...		...		...		...		...		...		...		...	
	Ria	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Express Exchange	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Squares Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Sigue	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
South-West	Western Union	118	...	130	...	155	...	318	...	412	...	516	...	...	...	...	...
	Money Gram	308	...	416	...	413	...	516	...	316	...	218	...	219	...	...	...
	Ria	221	...	331	...	346	...	313	...	366	...	218	...	22	...	...	...
	Express Exchange	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Squares Union	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Wari	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	World Remit	33	...	55	...	62	...	64	...	66	...	67	...	68	...	...	...
	Sigue	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Cash Express	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Money Trans	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Top	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Pay Cash	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...

Source: CAMPOST RD

Table 56: Amounts in (million CFA francs) of remittances from authorized private operators (EMI MONEY and Express Exchange) and selected banks* from 2020 to 2022

Product/service	2020	2021	2022
Western Union	72070	81736	98242
MoneyGram	411800	117794	178449
Ria	32707	24960	51447
JUBA Express	45	138	1698
Small World	881	616	28
Money Exchange	...	...	...
Money Trans	...	...	...
Flash Transfert	207	101	24
Express Union International	771	1848	741
Total	///	///	///

* The banks concerned here are CBC, NFC, Afriland First Bank, CCA and Banque Atlantique

Source: MINFI/DGTCMF

Table 57: Amounts (in million CFA francs) of withdrawals of funds from authorized private operators and selected banks* from 2020 to 2022

Product/service	2020	2021	2022
Western Union	108733	104448	156699
MoneyGram	485639	411179	249326
Ria	160767	45588	125923
JUBA Express	32	55	218
Small World	5980	3406	1977
Money Exchange	2794	820	301
Money Trans	6991	11735	1167
Flash Transfert	340	0	16
Express Union International	3325	3889	5804
Total	774601	581121	541431

* The banks concerned here are CBC, NFC, Afriland First Bank, CCA and Banque Atlantique

Source: MINFI/DGTCMF

1.1.5. Online service (e-services)

Table 58: Number of internet access points by region from 2016 to 2023

Years	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	4	4	...	4	4	4	11	11
Centre	35	32	...	36	31	27	56	56
East	6	6	...	7	6	7	19	19
Far-North	10	10	...	10	10	8	24	24
Littoral	22	20	...	21	23	21	30	30
North	6	6	...	6	6	5	9	9
North-West	5	5	...	5	4		21	21
West	18	19	...	17	16	13	27	27
South	10	8	...	10	8	8	19	19
South-West	7	7	...	6	6	6	19	19
Cameroon	123	117	...	122	114	99	235	235

Source: CAMPOST

Table 59: Number of computerized post offices and contact points of private operators from 2016 to 2023

Type of operator	2016	2017	2018	2019	2020	2021	2022	2023
CAMPOST	135	135	135	126	126	127	127	127
Authorized private operators	-	-	-	258	277	298	307	319

Source: CAMPOST, authorized private operators

1.1.6. Investment in postal activity

Table 60: Amount (in million CFA francs) of investments by private operators in postal activity

Nature of investment	2016	2017	2018	2019	2020	2021	2022	2023
Buildings	6.50	8.50	25.30	3.50	31.57	41.34	9.14	86.14
Logistics and equipment	84.98	26.28	39.42	23.26	515.15	303.46	170.43	477.51
Software	14.35	39.35	12.95	12.35	20.84	22.40	16.33	18.85
R&D	-	-	-	-	0.00	-	230.0	-
HR development	0.40	0.40	0.80	0.40	5.62	1.10	0.90	0.97

Source: Authorized private operators

Table 61: Amount (in million CFA francs) of CAMPOST investments

Nature of investment	2016	2017	2018	2019	2020	2021	2022	2023
Buildings	39.41	...	...	...	...	...	...	...
Logistics and equipment	132.16	6.09	3.88	14.66	321.44	1181.03	41.78	...
Software	...	...	...	3.90	6.57	414.68	28.50	...
R&D	...	...	...	...	...	...	...	...
HR development	...	22.79	16.01	40.04	3.46	127.09	31.15	51.32

Source: CAMPOST

1.2. Postal services demand

Table 62: Proportion (%) of enterprises having used a non-financial postal service in the six months preceding the survey, by type of enterprise

Type of enterprise	Express shipments	Ordinary shipments	Registered shipments	Postal parcel postage	Online services
VSE	10.4	16.7	.9	5.0	1.3
SE	18.5	21.7	4.9	9.2	12.5
ME	26.6	18.1	7.4	10.6	3.6
LE	50.8	42.4	15.1	24.5	14.5
Total	14.5	18.7	2.8	6.9	5.3

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 63: proportion (%) of enterprises having used a non-financial postal service in the six months preceding the survey, by sector of activity

Type of enterprise	Express shipments	Ordinary shipments	Registered shipments	Postal parcel postage	Online services
Primary	12.7	34.8	6.3	10.7	1.7
Secondary	12.8	17.0	4.5	6.8	2.1
Tertiary	14.7	18.7	2.5	6.9	5.7
Total	14.5	18.7	2.8	6.9	5.3

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 64: Proportion (%) of enterprises having used a non-financial postal service in the six months preceding the survey, by operator category

Category / type of operator	Express shipments	Ordinary shipments	Registered shipments	Postal parcel shipments	Online services
CAMPOST	8.4	2.3	5.0	4.6	5.8
Authorized private operator	66.1	67.0	79.8	52.1	66.9
Non-authorized private operator	25.5	30.6	15.3	43.3	27.3
Total	100.0	100.0	100.0	100.0	100.0

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 65: Proportion (%) of enterprises having used a financial postal service in the six months preceding the survey, by type of enterprise

Type of enterprise	Postal money transfer or money order service	Postal cheque service	Postal savings bank service
VSE	5.8	.3	2.0
SE	3.0	1.5	4.5
ME	7.0	5.0	5.9
LE	8.4	5.1	5.4
Total	5.0	1.1	3.1

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 66: Percentage of enterprises having used a financial postal service in the six months preceding the survey, by sector of activity (%)

Type of enterprise	Postal money transfer or money order service	Postal cheque service	Postal savings bank service
Primary	11.3	8.8	1.8
Secondary	15.3	1.0	3.7
Tertiary	3.7	1.0	3.0
Total	5.0	1.1	3.1

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 67: Proportion of enterprises (%) by their main suppliers of postal services during the last three months preceding the survey, by type of enterprise

Type of enterprise	CAMPOST	DHL	ESICO	MTA	SOLEX	UPS	Others
VSE	2.6	-	0.2	0.9	-	-	8.8
SE	23.9	10.2	4.9	0.9	3.8	2.0	7.6
ME	17.4	15.4	2.3	3.6	6.2	3.8	8.9
LE	32.3	39.2	21.6	9.9	17.2	11.0	6.9
Total	10.9	4.7	2.1	1.1	1.8	1.0	8.4

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 68: Proportion of enterprises (%) by their main suppliers of postal services during the last three months preceding the survey, by sector of activity

Sector of activity	CAMPOST	DHL	ESICO	MTA	SOLEX	UPS	Others
Primary	6.4	1.4	-	-	1.7	-	9.4
Secondary	16.1	4.7	1.1	1.0	1.7	1.6	5.7
Tertiary	10.4	4.8	2.3	1.2	1.8	1.0	8.7
Total	10.9	4.7	2.1	1.1	1.8	1.0	8.4

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 69: Distribution (%) of enterprises by the level of satisfaction with the services provided by the main suppliers

	Very satisfied	Satisfied	Indifferent	Dissatisfied	Very dissatisfied	Total
CAMPOST	38.3	38.2	6.4	14.7	2.4	100.0
DHL	64.3	31.4	2.1	0.3	2.0	100.0
ESICO	67.5	25.0	7.5	-	-	100.0
MTA	6.5	90.3	2.6	0.6	-	100.0
SOLEX	64.8	25.3	8.2	1.2	0.4	100.0
UPS	22.9	76.7	0.4	-	-	100.0
Others	11.2	64.7	17.6	6.3	0.2	100.0

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 70: Proportion (%) of enterprises having faced inconveniences in using postal services by main suppliers and type of enterprise

	VSE	SE	ME	LE	Total
CAMPOST	1.3	12.8	5.3	4.5	5
DHL	-	1.7	3.1	4.5	0.8
ESICO	0.1	0.2	0.7	4	0.2
MTA	-	0.3	0.4	0.4	0.2
SOLEX	-	1.6	1.1	3.1	0.6
UPS	-	-	1.6	1.8	0.1
Others	2.2	4.4	3.9	2.9	2.9

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 71: Proportion (%) of enterprises having faced inconveniences in using postal services by main suppliers and sector of activity

	Primary	Secondary	Tertiary	Total
CAMPOST	1.5	7.9	4.6	5.0
DHL	0.1	1	0.8	0.8
ESICO	-	0.3	0.2	0.2
MTA	-	0.3	0.1	0.2
SOLEX	-	0.6	0.6	0.6
UPS	-	0.1	0.1	0.1
Others	5.6	3	2.9	2.9

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 72: Proportion (%) of enterprises that have already filed a complaint with a postal operator in the event of inconvenience in the use of postal services by type of enterprise and by type of postal service

	VSE	SE	ME	LE	Total
Financial postal	0.2	-	0.6	4	0.2
Non-financial postal	0.1	9	1.5	7	0.1

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 73: Proportion (%) of enterprises that have already filed a complaint with a postal operator in the event of inconvenience in the use of postal services by sector of activity and by type of postal service

	Primary	Secondary	Tertiary	Total
Financial postal	-	0.5	0.1	0.2
Non-financial postal	2.5	0.7	3.5	3.2

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 74: Distribution (%) of enterprises by their level of satisfaction with the handling of their complaint to the operator in the event of inconvenience by type of enterprise and by type of postal service

	VSE	SE	ME	LE	Total
Financial postal	100.0	100.0	100.0	100.0	100.0
Very satisfied	-	-	32.5	12.4	9.0
Satisfied	-	100.0	-	11.1	7.3
Indifferent	-	-	-	39.8	7.7
Dissatisfied	7.5	-	30.5	36.7	17.5
Very dissatisfied	92.5	-	37.0	-	58.5
Non-financial postal	100.0	100.0	100.0	100.0	100.0
Very satisfied	-	-	39.1	-	1.2
Satisfied	-	49.5	27.2	12.0	47.3
Indifferent	100.0	47.3	-	42.0	46.8
Dissatisfied	-	1.5	33.7	46.0	3.3
Very dissatisfied	-	1.6	-	-	1.5

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 75: Distribution (%) of enterprises by their level of satisfaction with the processing of their complaint to the operator in the event of inconvenience by sector of activity and by type of postal service

	Primary	Secondary	Tertiary	Total
Financial postal	///	100.0	100.0	100.0
Very satisfied	///	23.9	3.7	9.7
Satisfied	///	26.4	-	7.9
Indifferent	///	-	11.9	8.3
Dissatisfied	///	22.5	6.3	11.1
Very dissatisfied	///	27.2	78.2	63.0
Non-financial postal	100.0	100.0	100.0	100.0
Very satisfied	-	-	14.6	10.3
Satisfied	-	5.2	42.4	31.1
Indifferent	-	79.7	26.1	35.0
Dissatisfied	100.0	15.1	16.9	23.6
Very dissatisfied	-	-	-	-

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 76: Frequency of use of postal services by enterprises by type of service

Type of postal service	Once a month	Twice a month	Three times a month	Once every two months	Once every three months	Rarely (once or twice in six months)	Total
Postal financial services							
Express shipments	47.9	9.5	7.4	4.7	6.5	23.9	100.0
Ordinary shipments	27.9	11.1	11.5	10.1	3.2	36.2	100.0
Registered shipments	36.7	10.8	11.1	7.0	4.6	29.9	100.0
Postal parcel shipments	28.4	10.8	26.2	4.5	8.2	21.9	100.0
Online service	36.6	3.2	15.7	6.6	1.3	36.6	100.0
Non-postal financial services	At least once a month						
Postal money transfer or money order service	38.2			42.1	3.6	16.2	100.0
Postal cheque service	59.8			24.3	5.2	10.7	100.0
Postal savings bank service	44.6			38.9	0.8	15.7	100.0

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 77: Percentage (%) of the population (15 years or more) having used a non-financial postal service in the 6 months preceding the survey

	Express shipments	Ordinary shipments	Registered shipments	Postal parcel shipments	Online service	At least one of the services
Area of residence						
Urban	5.4	7.8	0.6	4.9	1.1	16.9
Rural	1.2	4.8	0.2	2.1	0.2	8.2
Regions						
Adamawa	0.3	9.8	0.2	0.3	0.0	10.1
Centre	0.4	9.8	0.0	4.1	0.0	14.2
Douala	16.2	5.1	0.6	11.4	1.4	27.0
East	12.7	14.3	1.2	1.5	0.4	26.6
Far-North	.9	1.6	0.0	1.4	0.0	3.6
Littoral	2.8	1.8	0.5	3.7	0.6	9.3
North	0.3	7.3	0.0	1.6	0.7	8.7
North-West	1.7	2.7	1.0	5.0	1.4	10.3
West	6.1	11.1	0.4	0.0	0.4	16.0
South	1.2	1.4	0.3	0.8	0.9	4.1
South-West	2.8	3.0	0.0	6.6	0.1	12.5
Yaounde	6.2	14.6	1.4	4.9	2.5	24.8
Total	3.7	6.5	0.4	3.7	0.7	13.3

Source: NIS 2024 - MINPOSTEL household survey

Table 78: Percentage (%) of the population (15 years or more) having used a financial postal service in the 6 months preceding the survey

	Postal money transfer service	Postal cheque service	Postal savings bank service	Currency exchange service	At least one of the services
Area of residence					
Urban	5.1	0.7	1.8	2.6	7.6
Rural	1.4	0.1	1.1	0.8	3.0
Region					
Adamawa	2.8	0.2	0.4	0.3	3.1
Centre	0.2	0.0	2.1	0.2	2.4
Douala	4.9	0.8	1.9	2.9	7.9
East	4.3	0.5	0.7	2.2	6.7
Far-North	.4	0.3	1.9	0.2	2.1
Littoral	1.0	0.0	0.0	1.8	2.8
North	2.2	0.0	0.0	0.0	2.2
North-West	9.9	0.7	3.0	3.7	13.5
West	0.5	0.0	0.1	2.3	2.9
South	.6	0.2	0.2	2.2	2.9
South-West	14.6	0.7	0.7	5.5	16.1
Yaounde	3.6	2.0	4.5	3.0	8.0
Total	3.6	0.5	1.5	1.8	5.7

Source: NIS 2024 - MINPOSTEL household survey

Table 79: Distribution (%) of the population (15 years and more) having benefited from postal mail services by collection or delivery method

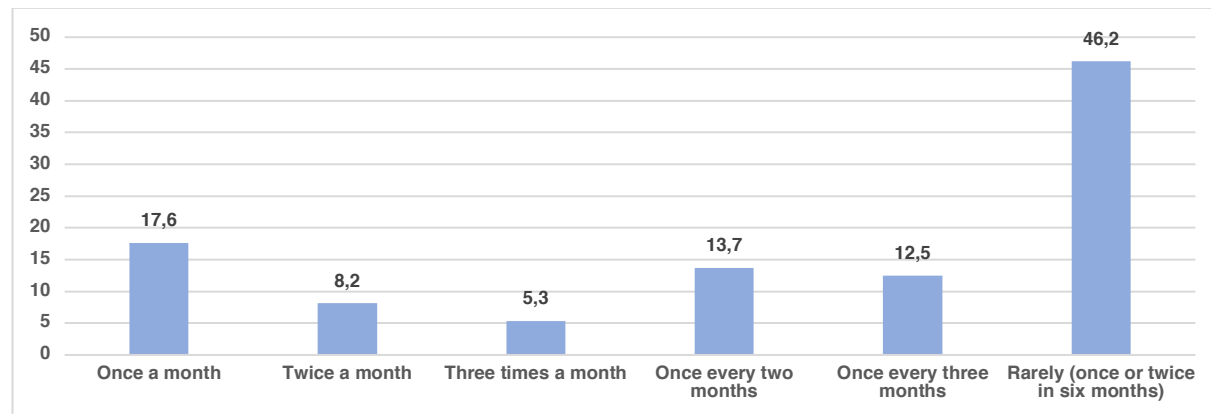
	Home	Contact point (post office, counter)	Mailboxes	Total
Area of residence				
Urban	7.4	92.4	0.1	100.0
Rural	26.9	73.1	-	100.0
Total	12.3	87.6	0.1	100.0
Region				
Adamawa	4.7	95.3	-	100.0
Centre	29.5	70.5	-	100.0
Douala	6.2	93.8	-	100.0
East	34.8	65.2	-	100.0
Far-North	-	100.0	-	100.0
Littoral	11.4	88.6	-	100.0
North	2.2	97.8	-	100.0
North-West	-	100.0	-	100.0
West	9.3	90.7	-	100.0
South		100.0	-	100.0
South-West	32.3	67.7	-	100.0
Yaounde	9.0	90.4	0.5	100.0
Total	12.3	87.6	0.1	100.0

Source: NIS 2024 - MINPOSTEL household survey

Table 80: Distribution (%) of the population (15 years and more) by frequency of use of postal financial services by type of services

Type of postal service	At least once a month	Once every two months	Once every three months	Rarely (once or twice in six months)	Total
Postal money transfer service	43.9	21.5	11.7	23.0	100.0
Postal cheque service	46.7	20.9	8.6	23.8	100.0
Savings bank service	35.7	19.4	18.1	26.8	100.0
Currency exchange service	25.2	13.0	15.8	46.0	100.0

Source: NIS 2024 - household survey

Figure 6: Distribution (%) of the population (15 years and more) by frequency of use of non-financial postal services by type of services

Source: NIS 2024 - MINPOSTEL household survey

Table 81: Percentage (%) of population (15 years or more) having experienced inconveniences when using non-financial postal services by area of residence (%)

	Non-financial postal services	Number
Total	9.5	1344
Urban	10.3	1185
Rural	7.1	159

Source: NIS 2024 - MINPOSTEL household survey

Table 82: Distribution (%) of the population aged 15 years or more by nature of the inconvenience suffered and by area of residence

	<i>Undelivered mail/parcel</i>	<i>Lost mail/parcel</i>	<i>Unresolved complaint</i>	<i>Damaged parcel</i>	<i>Unsatisfactory service from the post office manager/contact point</i>	<i>Others (please specify)</i>	<i>Total</i>
Urban	15.2	26.6	6.5	15.7	4.3	31.7	100.0
Rural	-	28.8	-	42.5	-	28.8	100.0
Total	12.3	27.0	5.3	20.7	3.5	31.2	100.0

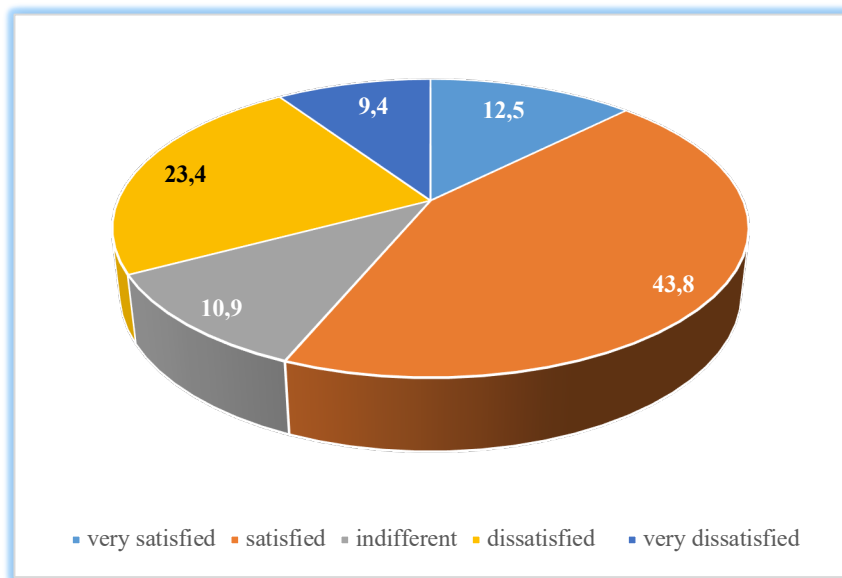
Source: NIS 2024 - MINPOSTEL household survey

Table 83: Proportion (%) of the population (15 years or more) having already filed a claim or complaint following an inconvenience with a postal service, by area of residence

	Yes	No	Total
Urban	50.1	49.9	100.0
Rural	7.2	92.8	100.0
Total	42.0	58.0	100.0

Source: NIS 2024 - MINPOSTEL household survey

Figure 7: Distribution (%) of the population (15 years or more) by level of satisfaction following the handling of the complaint made to a postal service, by area of residence



Source: NIS 2024 - MINPOSTEL household survey

Table 84: Distribution (%) of enterprises having benefited from postal mail services by method of collection or delivery (%)

		In the enterprise (Home)	Point of contact (Post office, Operator counter)	Mailbox	Total
Type of enterprise	VSE	16.0	84.0	0	100.0
	SE	29.9	66.4	3.6	100.0
	ME	39.5	60.0	0.5	100.0
	LE	55.7	35.3	9.0	100.0
Sector of activity	Primary	8.2	91.8	0	100.0
	Secondary	37.5	62.1	0.4	100.0
	Tertiary	22.9	75.2	1.8	100.0
Total		24.2	74.1	1.7	100.0

Source: NIS 2024 - MINPOSTEL enterprise survey



Chapter II: Development of the national digital ecosystem

2.1. Electronic communications infrastructure

2.1.1. Submarine cables and optical fiber

Table 85: Linear (km) of optical fiber laid

Regions	2000	2005	2010	2015	2020	2024
Adamawa	0	145.7	146	595	1577.81	1577.81
Centre	0	317.7	640	1213	1655.62	1655.62
East	0	171.5	175	791	1069.05	1069.05
Far-North	0	0	0	498	872.6	872.6
Littoral	0	0	270	425	760.8	760.8
North	0	116.2	117	368	984.97	984.97
North-West	0	0	0	98	312.38	312.38
West	0	0	0	365	469.25	469.25
South	0	167	210	625	829.62	829.62
South-West	0	0	345	186	462.29	462.29
Total	0	918.1	1903	5164	8994.46	8994.46

Source: CAMTEL

Table 86: Situation of backbone coverage in 2024 by region

Region	Number of sub-divisions	Number of sub-divisions served		Service rate (%)	
		PoP	Optical fiber passage	PoP	Optical fiber passage
Adamawa	21	8	16	38.1	76.2
Centre	70	26	43	37.1	61.4
East	33	8	18	24.2	54.5
Far-North	47	8	23	17.0	48.9
Littoral	34	14	23	41.2	67.6
North	21	11	18	52.4	85.7
North-West	34	5	22	14.7	64.7
West	40	6	22	15.0	55.0
South	29	11	20	37.9	69.0
South-West	31	7	16	22.6	51.6
Cameroon	360	104	221	28.9	61.4

Source: CAMTEL

Table 87: Situation in 2024 of urban optical loops built and in operation

Cities	Linear (km)			Active equipment	Number of strands/	Year of construction
	Underground (km)	Aerial (km)	Total			
Douala	50.0874	0	50.0874	3	96	2012
Yaounde	67.681	0	67.681	4	96	2014
Maroua	36.435	0	36.435	4	96	2015
Limbe	35.542	0	35.542	3	96	2015
Ebolowa	11.993	0	11.993	2	96	2017
Bafoussam	16.367	0	16.367	2	96	2017
Bamenda	26.156	0	26.156	3	96	2017
Bertoua	13.495	0	13.495	2	96	2017
Garoua	17.396	0	17.396	3	96	2017
Ngaoundere	25.194	0	25.194	3	96	2019
Total	300.298	0	300.2982	30		

Source: CAMTEL

Table 88: Situation of local collection loops in Yaounde and Douala

City	Linear (km)	Optical fiber capacity (number of strands)	Year of commissioning
Yaounde Centre	38.5	96	2014/2015
Yaounde Biyem Assi	35.9	96	2014/2015
Yaounde Jamot	39.4	96	2014/2015
Yaounde Nkolbisson	7.861	96	2014/2015
Yaounde Nkomo	42.63	96	2014/2015
Douala Akwa Centre	27.262	96	2014/2015
Douala Bassa	42.62	96	2014/2015
Douala Akwa Nord	27.223	96	2014/2015
Douala Bepanda	22.468	96	2014/2015
Douala Bonaberi	26.274	96	2014/2015
Total	270.738		

Source: CAMTEL

Table 89: Situation of local collection loops in other cities

City	Linear (km)	Optical fiber capacity (number of strands)	Commissioning
Bafoussam	13.68	96	2014/2015
Buea	27.1	96	2014/2015
Garoua	20.883	96	2014/2015
Sangmelima	4.43	96	2014/2015
Limbe	19.536	96	2014/2015
Bamenda	13.054	96	2014/2015
Kribi	14.147	96	2014/2015
Maroua	13.65	96	2014/2015
Ngaoundere	10.73	96	2014/2015
Meyomessala	5.476	96	2014/2015
Tiko	7.002	96	2014/2015
Edea	1.983	24	2014/2015
Nkongsamba	3.008	96	2014/2015
Total	154.679		

Source: MINPOSTEL

Table 90: Distribution of submarine cable landing points by location and capacity

Name	Location	Date of commissioning	Total capacity Gb/s	Activated capacity Gb/s	Occupancy rate (as a %)
SAT-3	DOUALA	2002	103.471	30.200	29.186%
WACS	BATOKE	2014	171.485	20	11.66%
NCSCS	KRIBI	2016	100	42.743	42.743%
SAIL	KRIBI	2018	1400	60.277	4.306%

Source: CAMTEL

Table 91: Digital equipment of the wired network in 2024

Equipment	Number	Location
Old generation digital equipment (TDM)		
Digital centres	7	Douala and Yaounde IMS Douala and Yaounde CTNI Jamot (Yde) NGN Dla and Yde EWSD
Remote Subscriber Connection Units (RSCU)	0	0
National Transit Centres (NTC)	2	1 in Yaounde and 1 in Douala
International Transit Centres (ITC)	2	1 in Yaounde and 1 in Douala
Next-generation digital equipment		
Logical switches (Soft Switch)	7	Yaounde: 5 Douala: 2
Media Gateways	4	Yaounde Douala Kribi Limbe
Multi-Service Access Nodes (MSAN)	265	Adamawa: 8 Centre: 86 East: 7 Far-North: 11 Littoral: 79 North: 11 North-West: 6 West: 18 South: 19 South-West: 21

Source: CAMTEL

Table 92: Situation of transport and distribution equipment in 2024

Equipment	Number/capacity	Number of localities served
Wired network	Capacity: FDT91632	FAT 78/FAT 7680
Public phones	Number: 0	0
ADSL access	There is no more equipment dedicated to ADSL	There is no more equipment dedicated to ADSL

Source: CAMTEL

Table 93: International bandwidth capacities in 2021

Medium type	STRAP CAPACITY		CAPACITY DEVELOPMENT AND OPERATION			
			*Available capacity	**Activated capacity	***Remaining capacity	Occupancy rate
Submarine cables	SAT	DOUALA-SESIMBRA 600 Gb/s (4*λ at 100Gb/s + 4*λ at 50Gbps (400Gb/s + 200Gb/s))	103.471 Gb/s (178,143,226 MIU*KM)	30.200 Gb/s (28,346,344 MIU*KM)	73.271 Gb/s (149,796,882 MIU*KM)	29.19%
	WACS	LIMBE-SEXIAL 280 Gb/s, Expandable at 14,5 Tb/s ((1+1) * λ at 40Gb/s + (1+1) * λ at 100Gb/s = 280,000Mb/s & (1+1) * λ at 40Gbps + (1+1) * λ at 100Gb/s= 280,000 Mb/s)	171,485 Gb/s (9,167,469 MAU*KM)	20 Gb/s (1,069,184 MAU*KM)	151,485 Gb/s (8,098,285 MIU*KM)	11.66%
	NCSCS	KRIBI-LAGOS 100 Gb/s, Expandable at 1,6 Tb/s (1* λ at 40Gb/s (equipped with 4* λ at 10Gb/s & 1*100Gbps Upg)	100 Gb/s	42.743 Gb/s	57.257 Gb/s	42.743%
	SAIL	KRIBI-FORTALEZA 1.4 Tb/s, Expandable to 32Tb/s, including: PF3: 700 Gb/s (7*λ at 100 Gb/s) PF4: 700 Gb/s (7*λ at 100 Gb/s)	PF3: 700 Gb/s PF4: 700 Gb/s	PF3: 30 Gb/s PF4: 30.277 Gb/s	PF3: 670 Gb/s PF4: 666.723 Gb/s	PF3: 4.286% PF4: 4.754%

*Available capacity: total installed capacity, depending on CAMTEL investment)

Activated capacity: Flow or bandwidth used; *Remaining capacity (Estimated flow or bandwidth remaining)

Source: CAMTEL

Table 94: Number of base stations by operator, by region and by technology

Regions	CAMTEL				MTN				ORANGE				NEXTTEL
	2G	3G	4G	Total	2G	3G	4G	Total	2G	3G	4G	Total	
Adamawa	10	11	8	29	195	146	142	483	150	132	69	351	...
Centre	77	92	145	314	634	598	583	1815	546	590	548	1684	...
East	8	11	8	27	172	127	114	413	188	98	65	351	...
Far-North	10	10	13	33	235	193	165	593	238	197	151	586	...
Littoral	55	65	128	248	478	494	468	1440	399	504	485	1388	...
North	10	15	10	35	210	132	115	457	192	139	118	449	...
North-West	9	12	10	31	153	151	143	447	138	133	72	343	...
West	24	28	22	74	219	203	179	601	215	222	186	623	...
South	19	22	22	63	143	133	120	396	137	130	119	386	...
South-West	16	18	25	59	231	225	216	672	172	165	131	468	...
Total	238	284	391	913	2670	2402	2245	7317	2375	2310	1944	6629	...

Source: CAMTEL, MTN, ORANGE, NEXTTEL

Table 95: Number of Data Centres per operator from 2000 to 2024

	CAMTEL	MTN	ORANGE	NEXTTEL	CAMPOST
2000	0	1	0	...	...
2005	0	1	0	...	...
2010	0	2	1	...	...
2015	0	2	1	...	...
2020	1	2	2	...	...
2024	1	2	3	...	...

Source: ART, MTN, ORANGE

2.1.2. Satellite transport infrastructure

Table 96: CAMTEL earth stations

Station	Connection(s)	Orbital position	Station	Connection(s)	Orbital position
ZAM	RMS-ZAM	325,5°E	GRA	GRA-ZAM 30N001	325,5°E
DLA	LDN-ZAM 16N001	325,5°E		GRA-ZAM 30N001	325,5°E
	DOUALA-PRETRI 2N001	335,5°E		GRA-ZAM 30N002	325,5°E
	DLA-GDL	335,5°E		GRA-ZAM 30N002	325,5°E
	CAMERN-C AN36/AN47	359°E		GRA-ZAM 30N003	325,5°E
	CAMERN-AN34	359°E		GRA-ZAM 30N003	325,5°E
	CAMERN-AN35	359°E			
	CAMERN-AN33	359°E			

Source: CAMTEL

Table 97: Services operated on INTELSAT

Satellite	Band	Service use	Frequency	Orbital position
Intelsat 904	Band C	Not used	14 MHZ	60°E
Intelsat 907	Ku band	VSAT CAMTEL HUB	18 MHZ	332,5°E
Intelsat 904	Band C	Occasional TV	10 MHZ	60°E

Source: CAMTEL

2.2. Electronic communications service and product offer

2.2.1. Telephone service offer (fixed and mobile)

Fixed telephony

Table 98: Number of connected fixed telephone lines by region of 2016 to 2023

Regions	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	1244	1145	1075	1070	1088	1071	679	1031
Centre	27891	26946	22755	25366	30129	27230	26143	28911
East	984	1089	1082	991	1058	991	898	1134
Far-North	1840	1745	1775	1753	1805	1753	1369	1608
Littoral	20631	14452	15795	18361	26677	21277	21916	21846
North	1533	1502	1511	1556	1779	1556	1402	1619
North-West	1600	1473	1442	1372	1328	1372	1032	1236
West	3749	3439	3232	3070	3449	3091	2376	2537
South	3147	2958	2955	3192	3424	3367	2550	2622
South-West	3142	3068	2814	2466	3106	2524	2202	3083
Total	65761	57817	54436	59197	73843	64232	60567	65627

Source: CAMTEL

Mobile telephony

Table 99: Proportion (%) of localities covered by the MTN cellular mobile network, by region, from 2016 to 2022

Region	2016	2017	2018	2019	2020	2021	2022
Adamawa	90.27	91.62	92.97	94.32	95.67	97.02	97.82
Centre	98.24	98.38	98.52	98.65	98.79	98.92	98.99
East	81.97	83.16	84.35	85.54	86.73	87.92	88.33
Far-North	98.04	98.29	98.54	98.79	99.04	99.29	99.45
Littoral	99.76	99.77	99.77	99.78	99.79	99.80	99.80
North	88.54	90.06	91.59	93.11	94.63	96.16	98.95
North-West	98.23	98.29	98.34	98.40	98.46	98.51	98.51
West	99.66	99.71	99.76	99.81	99.86	99.91	99.93
South	92.65	93.21	93.78	94.34	94.90	95.47	95.72
South-West	95.36	95.48	95.61	95.74	95.87	95.99	96.00
Cameroon	96.04	96.48	96.92	97.36	97.80	98.24	98.44

Source: MTN

Table 100: Proportion (%) of localities covered by the ORANGE cellular mobile network, by region, from 2021 to 2023

Region	2021	2022	2023
Adamawa	82.99	83.08	83.25
Centre	61.39	61.66	61.99
East	42.78	43.00	43.23
Far-North	80.90	81.04	81.23
Littoral	83.29	83.29	84.02
North	77.93	77.97	77.97
North-West	76.46	76.46	76.53
West	92.00	92.08	95.55
South	43.71	43.98	44.33
South-West	65.03	65.03	66.18
Cameroon	70.65	70.76	71.43

Source: ORANGE

Table 101: Proportion (%) of localities covered by the CAMTEL cellular mobile network, by region, from 2017 to 2023

Region	2017	2018	2019	2020	2021	2022	2023
Adamawa	14.29	28.57	28.57	33.33	33.33	33.33	33.33
Centre	40.00	40.00	41.43	42.86	42.86	47.14	54.29
East	21.21	21.21	24.24	27.27	27.27	27.27	30.30
Far-North	8.51	14.89	14.89	21.28	21.28	21.28	21.28
Littoral	23.53	29.41	32.35	38.24	50.00	50.00	50.00
North	28.57	38.10	38.10	42.86	42.86	42.86	47.62
North-West	14.71	17.65	17.65	20.59	23.53	23.53	23.53
West	35.00	45.00	45.00	45.00	45.00	45.00	45.00
South	24.14	37.93	41.38	41.38	41.38	48.28	48.28
South-West	16.13	16.13	16.13	22.58	22.58	29.03	29.03
Cameroon	24.17	29.44	30.56	33.89	35.28	37.22	39.17

Source: CAMTEL

Table 102: Share (%) of territory covered by the MTN cellular mobile network, by region

	2016	2017	2018	2019	2020	2021	2022
Adamawa	78.37	80.71	83.04	85.38	87.72	90.05	91.45
Centre	76.26	77.58	78.91	80.23	81.55	82.88	83.50
East	45.43	47.20	48.98	50.75	52.52	54.29	54.90
Far-North	94.86	95.57	96.27	96.97	97.68	98.38	98.82
Littoral	94.15	94.21	94.27	94.32	94.38	94.43	94.46
North	56.40	60.59	64.77	68.96	73.15	77.34	85.00
North-West	89.75	90.06	90.37	90.69	91.00	91.31	91.32
West	98.61	98.81	99.01	99.22	99.42	99.63	99.74
South	77.49	78.26	79.03	79.80	80.58	81.35	81.70
South-West	81.14	81.48	81.81	82.15	82.48	82.82	82.85
Cameroon	70.18	72.02	73.86	75.71	77.55	79.39	80.25

Source: MTN

Table 103: Share (%) of territory covered by the ORANGE cellular mobile network, by region

	2021	2022	2023
Adamawa	84	85	85
Centre	55	56	57
East	50	51	51
Far-North	80	81	81
Littoral	67	68	69
North	76	77	78
North-West	77	78	78
West	96	96	96
South	50	50	51
South-West	66	67	67
Cameroon	70	71	72

Source: ORANGE

Table 104: Share (%) of territory covered by the CAMTEL cellular mobile network, by network generation from 2017 to 2024

Network	2017	2018	2019	2020	2021	2022	2023
2G/3G	11	12	13	12	13	12	12
3G	4	4	4	4	4	4	3
3G/4G	5	4	4	5	6	6	27
4G	29	32	32	34	34	35	37

Source: CAMTEL

Table 96: Share (%) of territory covered by at least the Orange 3G or 4G mobile network, by region from 2022 to 2023

	2022	2023
Adamawa	85	85
Centre	53	54
East	19	20
Far-North	80	80
Littoral	66	67
North	77	77
North-West	30	36
West	96	96
South	21	23
South-West	28	30
Cameroon	60	62

Source: ORANGE

2.2.2. Internet offer

Table 97: Number of public internet access points (PWLAN)

Regions	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	0	0	0	0	0	0	0	0
Centre	0	0	0	0	0	0	0	2
East	0	0	0	0	0	0	0	0
Far-North	0	0	0	0	0	0	0	0
Littoral	0	0	0	0	0	0	0	2
North	0	0	0	0	0	0	0	1
North-West	0	0	0	0	0	0	0	0
West	0	0	0	0	0	0	0	1
South	0	0	0	0	0	0	0	0
South-West	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	6

Source: CAMTEL

Table 98: Number of sub-divisions served by public internet access points (PWLAN)

Regions	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	0	0	0	0	0	0	0	0
Centre	0	0	0	0	0	0	0	2
East	0	0	0	0	0	0	0	0
Far-North	0	0	0	0	0	0	0	0
Littoral	0	0	0	0	0	0	0	2
North	0	0	0	0	0	0	0	1
North-West	0	0	0	0	0	0	0	0
West	0	0	0	0	0	0	0	1
South	0	0	0	0	0	0	0	0
South-West	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	6

Source: CAMTEL

Table 99: National internet bandwidth (in Mbit/s) from 2017 to 2023

	2017	2018	2019	2020	2021	2022	2023
CAMTEL	...	...	...	...	...	...	35
MTN	...	...	...	...	...	51200	92160
ORANGE	13000	13000	17000	20500	35500	45000	75000
NEXTTEL	...	...	...	...	...	...	...
Cameroon	///	///	///	///	///	///	///

Source: CAMTEL, MTN, ORANGE, NEXTTEL

2.2.3. Price offers

Phone

Table 100: Fixed telephone service installation costs from 2016 to 2023 (CFA francs)

	2016	2017	2018	2019	2020	2021	2022	2023
Residential	35775	35775	35500	35500	35500	35500	35500	35500
Professional	89438	89438	89000	89000	89000	89000	89000	89000

Source: CAMTEL

Table 101: Monthly fixed-line telephone subscription costs, from 2016 to 2024 (CFA francs)

	2016	2017	2018	2019	2020	2021	2022	2023	2024
Residential	3578	3578	3578	3578	3578	3578	3578	3578	3578
Professional	3578	3578	3578	3578	3578	3578	3578	3578	3578

Source: CAMTEL

Table 102: Average price (CFA francs) of a fixed local call per minute, by destination and period, from 2016 to 2023

Destination	Period	2016	2017	2018	2019	2020	2021	2022	2023
Fixed	Peak hours	70	70	70	70	70	70	70	70
	Off-peak hours	70	70	70	70	70	70	70	70
Mobile CAMTEL	Peak hours	85	85	85	85	85	85	85	85
	Off-peak hours	85	85	85	85	85	85	85	85
Other mobile	Peak hours	85	85	85	85	85	85	85	85
	Off-peak hours	85	85	85	85	85	85	85	85

Source: CAMTEL, ART

Table 103: Connection fees (SIM) to a mobile telephone network from 2016 to 2023 by operator (CFA francs)

	2016	2017	2018	2019	2020	2021	2022	2023
CAMTEL	...	...	...	...	...	...	...	...
MTN	100	100	100	100	100	100	100	250
ORANGE	100	100	100	100	100	100	100	250
NEXTTEL	...	...	...	...	...	...	...	...

Source: CAMTEL, MTN, ORANGE, NEXTTEL

Table 104: Price (CFA francs) of a one-minute local call in MTN cellular mobile service from 2018 to 2023, by destination network

Destination	Period	2018	2019	2020	2021	2022	2023
MTN	Peak hours	61.2	61.2	61.2	61.2	61.2	61.2
	Off-peak hours	61.2	61.2	61.2	61.2	61.2	61.2
Other mobile network	Peak hours	91.8	91.8	91.8	91.8	91.8	91.8
	Off-peak hours	91.8	91.8	91.8	91.8	91.8	91.8
Fixed	Peak hours	...	...	...	...	...	...
	Off-peak hours	...	...	...	...	...	...

Source: ART

Table 105: Price (CFA francs) of a one-minute local call in ORANGE cellular mobile service from 2018 to 2022, by destination network

Destination	Period	2018	2019	2020	2021	2022
ORANGE	Peak hours	61.2	61.2	61.2	61.2	61.2
	Off-peak hours	61.2	61.2	61.2	61.2	61.2
Other mobile network	Peak hours	91.8	91.8	91.8	91.8	91.8
	Off-peak hours	91.8	91.8	91.8	91.8	91.8
Fixed	Peak hours	...	...	...	...	...
	Off-peak hours	...	...	...	...	...

Source: ART

Table 106: Price (CFA francs) of a one-minute local call in NEXTTEL cellular mobile service from 2018 to 2023, by destination network

Destination	Period	2018	2019	2020	2021	2022
NEXTTEL	Peak hours	54	54	54	54	54
	Off-peak hours	54	54	54	54	54
Other mobile network	Peak hours	66	66	66	66	66
	Off-peak hours	66	66	66	66	66
Fixed	Peak hours	...	...	...	...	...
	Off-peak hours	...	...	...	...	...

Source: ART

Table 107: Price (CFA francs) of a one-minute local call in CAMTEL cellular mobile service from 2020 to 2023, by destination network

Destination	Period	2020	2022	2023
Mobile CAMTEL	Peak hours	60	60	60
	Off-peak hours	60	60	60
Other mobile network	Peak hours	60	60	60
	Off-peak hours	60	60	60

Source: ART

Table 108: Price (CFA francs) of an SMS in the prepaid cellular mobile service, by operator from 2016 to 2023

Origin	Destination	2016	2017	2018	2019	2020	2021	2022	2023
CAMTEL	CAMTEL	...	...	...	...	...	15	15	15
	Other network	...	...	...	...	...	25	25	25
MTN	MTN	...	...	30.63	30.63	30.63	30.63	30.63	30.63
	Other network	...	...	51.05	51.05	51.05	51.05	51.05	51.05
ORANGE	ORANGE	51	51	51	51	51	51	51	51
	Other network	51	51	51	51	51	51	51	51
NEXTTEL	NEXTTEL	...	...	25	25	25	25	25	25
	Other network	...	...	35	35	35	35	35	25

Source: ART, ORANGE

Table 109: Fixed network broadband connection and monthly subscription costs, 2016 to 2023 (CFA francs)

	2016	2017	2018	2019	2020	2021	2022	2023
Connection fees	149063	149063	149063	149063	149063	50000	50000	50000
Monthly subscription fees	0	0	0	0	0	0	0	0

Source: CAMTEL

2.2.4. Quality of services provided

Table 110: Proportion of complaints recorded for inaccurate billing that were recorded during the 7 days preceding the survey in 2024

		CAMTEL			MTN			ORANGE			NEXTEL		
		Number of complaints for inaccurate billing	Number of inconveniences encountered due to inaccurate billing	Proportion of complaints for inaccurate billing	Number of complaints for inaccurate billing	Number of inconveniences encountered due to inaccurate billing	Proportion of complaints for inaccurate billing	Number of complaints for inaccurate billing	Number of inconveniences encountered due to inaccurate billing	Proportion of complaints for inaccurate billing	Number of complaints for inaccurate billing	Number of inconveniences encountered due to inaccurate billing	Proportion of complaints for inaccurate billing
Residence stratum	Urban	26300	43063	61	361285	1595223	23	451947	1439505	31	-	800	-
	Rural	-	-	-	166641	589546	28	95575	278622	34	-	-	-
	Total	26300	43063	61	527926	2184769	24	547522	1718127	32	-	800	-
Survey region	Adamawa	-	-	-	4240	89263	5	2826	60723	5	-	-	-
	Centre	-	-	-	87510	179819	49	75507	193718	39	-	-	-
	Douala	3905	9111	43	87934	279421	31	148943	397534	37	-	-	-
	East	-	2090	-	9428	37809	25	16845	70532	24	-	-	-
	Far-North	-	-	-	12860	30153	43	47979	134538	36	-	-	-
	Littoral	-	385	-	34720	123683	28	28324	64828	44	-	-	-
	North	-	-	-	4076	4620	88	4076	67389	6	-	-	-
	North-West	-	-	-	68853	389303	18	3355	-	-	-	-	-
	West	-	1326	-	10036	169621	6	16094	144842	11	-	-	-
	South	-	1365	-	17319	65082	27	18723	59972	31	-	-	-
	South-West	3190	6379	50	94121	551915	17	1595	30302	5	-	-	-
	Yaounde	19206	22407	86	96830	264080	37	183256	493750	37	-	800	-
	Total	26300	43063	61	527926	2184769	24	547522	1718127	32	-	800	-

Source: NIS 2017, 2024 – MINPOSTEL household survey

2.3. Electronic communications services and products demand

2.3.1. Fixed line telephone network subscriptions

Table 111: Wireline and CDMA subscription base

	2017	2018	2019	2020	2021	2022
Number of subscriptions to the radio network (CDMA)	582491	838874	796230	568861	555704	291849
Teledensity	2.96	3.78	3.50	2.78	2.34	1.37

Source: ART

Table 112: Number of fixed-line telephone subscriptions by region from 2016 to 2023

Regions	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	1586	1693	1592	1592	1630	1621	1198	1211
Centre	37750	32969	34147	32906	37663	37791	33614	33971
East	1210	1570	1488	1389	1529	1532	1319	1333
Far-North	2107	2433	2378	2314	2369	2400	1870	1890
Littoral	29949	23409	20907	24141	33139	34352	25401	25670
North	1868	2100	2138	2094	2343	2384	1883	1902
North-West	2072	2178	2037	1949	1872	1887	1437	1452
West	4729	4894	4501	4221	4504	4627	2950	2981
South	3907	3925	3685	3991	4232	4243	3049	3081
South-West	4516	4408	4051	3685	4496	4593	3584	3622
Total	89694	79579	76924	78282	93777	95430	76305	77113

Source: CAMTEL

Table 113: Number of fixed-line telephone subscriptions by user type from 2016 to 2023

User type	2016	2017	2018	2019	2020	2021	2022	2023
Administration	17858	19953	21389	21810	22251	22591	19654	19862
Enterprises	34116	35159	27354	31372	34499	35853	16136	16307
Individuals	37720	24467	25100	25100	37027	36986	40516	40944
Total	89694	79579	76924	78282	93777	95430	76305	77113

Source: CAMTEL

Table 114: Number (in thousands) of cellular mobile telephone service subscriptions from 2016 to 2023

Technology	2016	2017	2018	2019	2020	2021	2022	2023
Analogue	0	0	0	0	0	0	0	0
Local Hertzian Loop	0	0	0	0	0	0	0	0
ISDN	89694	79579	76924	78282	93777	95430	76305	77113
Total	89694	79579	76924	78282	93777	95430	76305	77113

Source: CAMTEL

2.3.2. Mobile network subscriptions

Table 115: Number (in thousands) of cellular mobile telephone service subscriptions from 2016 to 2023

Operator	Mode	2016	2017	2018	2019	2020	2021	2022	2023
CAMTEL	Prepaid	...	...	...	...	...	137	569	...
	Postpaid	...	...	...	...	...	1	1	...
	Total	...	...	...	...	...	137	570	...
MTN	Prepaid	9808	...	7642	10132	10211	10558	10629	12369
	Postpaid	62	69	42	38	40	50	52	66
	Total	9870	8959	7684	10170	10251	10608	10681	12435
ORANGE	Prepaid	5673	7051	...	8411	8014	8590	9561	13536
	Postpaid	171	194	...	200	147	155	195	4
	Total	5844	7245	7482	8611	8160	8745	9756	13540
NEXTTEL	Prepaid	3103	3502	...	2608	2392	...	...	...
	Postpaid	2	4	...	11	13	...	...	...
	Total	3105	4508	3280	2620	2406	1226	...	...

Source: MTN, ART

Table 116: Number of leased line subscriptions from 2016 to 2024 by operator

Operators	2016	2017	2018	2019	2020	2021	2022	2023	2024
MTN	...	...	...	...	...	...	...	...	...
ORANGE	...	...	...	...	...	783	814	934	...
NEXTEL	...	...	...	...	...	...	...	...	...
CAMTEL	1454	1845	2100	2474	2596	2682	2276	5602	1454
Total	///	///	///	///	///	///	///	///	///

Source: CAMTEL, ORANGE, MTN

2.3.3. Internet subscriptions

Table 117: Number of internet subscriptions with the operator CAMTEL and by type of access network from 2016 to 2023

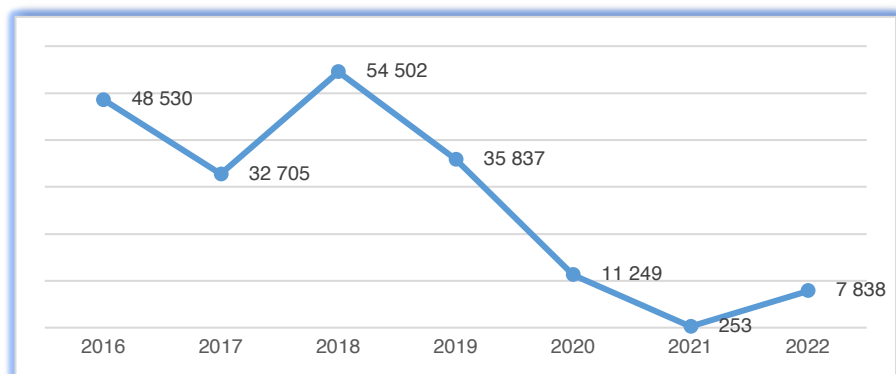
Access network		2016	2017	2018	2019	2020	2021	2022	2023
Optical fiber		1785	2752	4565	8677	17384	13712	22676	21986
Last mile		...	...	...	...	...	...	...	...
ADSL		4139	15683	12563	10792	9024	8303	4729	6446
VSAT Internet		37	37	37	36	34	34	34	34
LS Internet		737	851	840	1044	1010	1013	1312	2779
SAT and leased circuit		...	...	...	...	...	...	...	...
CDMA	CDMA 1X		127751	125692	119647	560419	692303	861783	...
	CDMA EVDO		208233	212524	207087		555704	291849	...
LTE		...	...	...	...	...	...	...	...
Total		///	///	///	///	///	///	///	///

Source: ART

Table 118: Number of internet subscriptions, by other mobile operators and technology from 2016 to 2023

Operator/technology	2016	2017	2018	2019	2020	2021	2022	2023
MTN								
WIMAX	8397	7181	5420	4906	4080	5827	3913	3117
GPRS/EDGE	...	...	...	...	...	...	...	...
HSPA	...	...	...	...	...	...	...	...
LTE	...	...	...	...	...	...	...	...
Total	...	3225737	...	...	...	4535461	5111802	5884979
ORANGE								
WIMAX	...	...	...	...	...	...	...	...
GPRS/EDGE	...	...	...	...	...	165944	172681	197540
HSPA	...	...	...	...	...	1516197	1706177	1587405
LTE	...	...	...	...	...	1536934	2740263	3837487
Total	...	...	...	...	...	3219075	4619121	5622432
NEXTEL								
GPRS/EDGE	...	...	...	...	...	...	...	...
HSPA	...	...	...	...	...	...	...	...
LTE	...	...	...	...	...	...	...	...
Total	1561000	1,787,082	178556	132500	176213	...	...	...

Source: ART, MTN, ORANGE

Figure 8: Number of internet subscriptions among Internet Access Providers (IAPs), from 2016 to 2022*

Source: ART In 2021 and 2022, VIETTEL data are not taken into account

2.3.4. Asset ownership and ICT use

2.3.4.1. Asset ownership and ICT use in households

Table 119: Proportion of households with electricity by area of residence and by region between 2017 and 2021 (%)

	2017	2021
Area of residence		
Urban	96.9	90.5
Rural	43.1	40.4
Region		
Douala	99.6	96.5
Yaounde	98.7	96.3
Adamawa	43.5	43.7
Centre (excluding Yde)	58.3	64.3
East	37.8	49.3
Far-North	21.9	21.1
Littoral (excluding Dia)	84.9	82.6
North	33.5	27.5
North-West	69.5	62.9
West	65.2	87.2
South	71.7	73.6
South-West	72.8	93.3
Total	64	67.5

Source: ENACE 2021, 2017 MINPOSTEL survey

Table 120: Proportion of households with a radio by area of residence and by region between 2017 and 2024 (%)

	2017	2024
Area of residence		
Urban	51.9	34.5
Rural	43.2	36.6
Region		
Douala	55.3	37
Yaounde	48.5	33.8
Adamawa	31.5	33
Centre (excluding Yde)	48.2	43.7
East	53.7	26.5
Far-North	36.7	16.3
Littoral (excluding Douala)	55.1	52.3
North	36.8	20.1
North-West	51.9	44.3
West	54.9	38.1
South	48.2	38.7
South-West	38.8	45.6
Total	46.6	35.4

Source: NIS 2017, 2024 - MINPOSTEL household survey

Table 121: Proportion of households with a TV set by area of residence and by region between 2017 and 2024

	2017	2024
Area of residence		
Urban	86.7	69.5
Rural	34.3	35.5
Region		
Douala	93.7	90.3
Yaounde	88.5	82.7
Adamawa	30.8	41.1
Centre	52.9	52.9
East	36.4	46.3
Far-North	17.7	23.6
Littoral	75.4	60.3
North	23.6	25.1
North-West	45.6	48.5
West	55.8	61.1
South	56.8	68.8
South-West	64.9	77.8
Total	54.6	64.8

Source: NIS 2017, 2024 - MINPOSTEL household survey

Table 122: Proportion (%) of households with a telephone (fixed or mobile) by area of residence and region between 2017 and 2024

	2017	2024
Area of residence		
Urban	97.9	82.5
Rural	83.9	68.9
Region		
Douala	99.4	96.3
Yaounde	97.8	88.7
Adamawa	90.2	83.2
Centre (excluding Yaounde)	89.6	72.8
East	65.3	53.4
Far-North	71	47.8
Littoral (excluding Douala)	98.7	94
North	82.9	65.3
North-West	90.4	81.7
West	98.1	73.6
South	89.4	69.3
South-West	94.2	94
Total	89.4	76.6

Source: NIS 2017, 2024 - MINPOSTEL household survey

Table 123: Proportion (%) of households with a fixed phone, a mobile phone by area of residence and region in 2024

	With a fixed phone	With a mobile phone
Area of residence		
Urban	4.2	81.2
Rural	1.9	67.5
Region		
Douala	3.1	95.9
Yaounde	5.4	87.5
Adamawa	5.2	77.9
Centre (excluding Yaounde)	3.9	71.6
East	1.6	52.3
Far-North	2.8	47
Littoral (excluding Douala)	2.7	91.7
North	1.6	64.5
North-West	4.2	78.8
West	0.9	73.3
South	2.5	68.2
South-West	3	94
Total	3.2	75.2

Source: NIS 2024 - MINPOSTEL household survey

Table 124: Proportion (%) of households with a computer by area of residence and region between 2017 and 2024

	2017	2024
Area of residence		
Urban	28.7	25.9
Rural	5	6
Region		
Douala	29.2	43.2
Yaounde	33.7	39.9
Adamawa	9.8	14.1
Centre (excluding Yaounde)	7	10.6
East	8.8	8.7
Far-North	2.9	12.7
Littoral (excluding Douala)	12	8.6
North	5.4	5.3
North-West	9.3	14.2
West	13	16.8
South	13.3	11.7
South-West	12.8	15.8
Total	14.2	17.2

Source: NIS 2017, 2024 - MINPOSTEL household survey

Table 125: : Proportion (%) of households with internet access at home by area of residence and region between 2017 and 2024

	2017	2024
Area of residence		
Urban	29.7	28.4
Rural	6.6	12.3
Region		
Douala	27.5	57.8
Yaounde	29	58.7
Adamawa	4.7	10.5
Centre (excluding Yaounde)	4.3	26.9
East	7	4.9
Far-North	6.3	5.8
Littoral (excluding Douala)	24.4	37.1
North	10.9	0.8
North-West	4.3	11.1
West	13.4	9
South	23.6	2.6
South-West	29.1	9.8
Total	15.6	21.4

Source: NIS 2017, 2024 - MINPOSTEL household survey

Table 126: Proportion of the population (15 years or more) connected to the internet, by region, area of residence and sex

	Male	Female	Total
Area of residence			
Urban	64.9	55.8	60.1
Rural	31.9	20.5	26.3
Region			
Adamawa	39.1	25.3	32.2
Centre	40.7	27.1	34.3
Douala	86.1	80.9	83.4
East	42.2	32.3	37.1
Far-North	21.7	10.6	16.1
Littoral	57.7	44.8	52.2
North	31.4	12.6	21.6
North-West	53.5	47.1	50.0
West	57.3	50.1	53.7
South	55.8	53.5	54.7
South-West	60.3	58.4	59.2
Yaounde	85.5	79.6	82.3
Total	50.5	41.7	46.0

Source: NIS 2024 - MINPOSTEL household survey

Table 127: Proportion (%) of the population (15 years or more) having used the internet during the three (03) months preceding the survey, by region, area of residence and sex

	Male	Female
Area of residence		
Urban	64.9	55.8
Rural	31.9	20.5
Region		
Adamawa	39.1	25.3
Centre	40.7	27.1
Douala	86.1	80.9
East	42.2	32.3
Far-North	21.7	10.6
Littoral	57.7	44.8
North	31.4	12.6
North-West	53.5	47.1
West	57.3	50.1
South	55.8	53.5
South-West	60.3	58.4
Yaounde	85.5	79.6
Total	50.5	41.7

Source: NIS 2024 - MINPOSTEL household survey

Table 128: Proportion (%) of households with internet access by access mode in 2024 by area of residence (%)

	Wired connection		Wireless connection		
	RTPC/ADSL	Optical fiber	WIFI/WIMAX	E-VSAT (SOHO)	Other
Urban	12.6	11.4	44.0	12.3	38.0
Rural	5.9	4.3	19.0	1.2	73.4
Total	10.9	9.6	37.8	9.5	46.8

Source: NIS 2024 - MINPOSTEL household survey

Table 129: Proportion (%) of the population aged 15 years and more having used a computer, or a telephone or a tablet in the 12 months preceding the survey in 2024

	Computer	Phone	Tablet
Area of residence			
Urban	16.5	90.0	3.5
Rural	3.0	69.4	0.5
Regions			
Douala	24.2	94.5	3.9
Yaounde	29.9	94.4	5.5
Adamawa	3.5	84.3	0.6
Centre (excluding Yaounde)	5.8	81.0	0.6
East	5.7	70.5	0.9
Far-North	3.1	61.8	0.8
Littoral (excluding Douala)	3.8	87.3	0.2
North	5.1	71.3	0.6
North-West	9.6	84.8	1.7
West	10.8	85.6	7.0
South	8.1	81.5	5.0
South-West	18.7	89.8	3.1
Total	10.9	81.4	2.2

Source: NIS 2024 - MINPOSTEL household survey

Table 130: Proportion (%) of the population aged 15 years or more, having used the internet in the 12 months preceding the survey in 2024 by place of use, area of residence and region

	Home	Place of service	Place of study	Another individual's home	Community internet access facility	Commercial internet access facility	Anywhere via a mobile phone	Anywhere via other cellular mobile access devices
Area of residence								
Urban	84.7	30.5	18.9	28.5	3.2	5.2	70.8	9.4
Rural	79.5	23.6	15.0	28.8	1.3	3.8	68.3	9.6
Regions								
Douala	88.7	32.8	15.4	30.7	0.4	0.6	73.3	3.6
Yaounde	91.0	38.2	20.9	36.6	6.1	11.0	73.3	21.6
Adamawa	98.5	38.3	14.5	4.4	0.5	1.5	79.1	1.1
Centre (excluding Yaounde)	82.0	24.9	9.5	20.7	0.4	4.9	69.5	5.6
East	74.0	10.0	5.6	5.2	1.0	1.0	32.9	1.4
Far-North	64.7	8.9	14.9	6.9	0.0	2.0	60.1	6.9
Littoral (excluding Douala)	84.5	25.0	19.4	35.1	1.2	4.8	68.9	13.4
North	58.6	18.3	5.1	13.9	2.5	1.9	68.8	1.0
North-West	72.4	23.7	22.4	36.1	10.7	12.4	72.2	11.6
West	64.0	21.6	15.0	11.3	1.7	3.3	72.6	0.3
South	97.6	27.2	12.8	23.0	0.9	2.0	51.3	1.7
South-West	97.9	37.9	34.1	52.7	1.0	1.6	75.0	14.7
Total	83.5	28.8	17.9	28.5	2.7	4.9	70.2	9.4

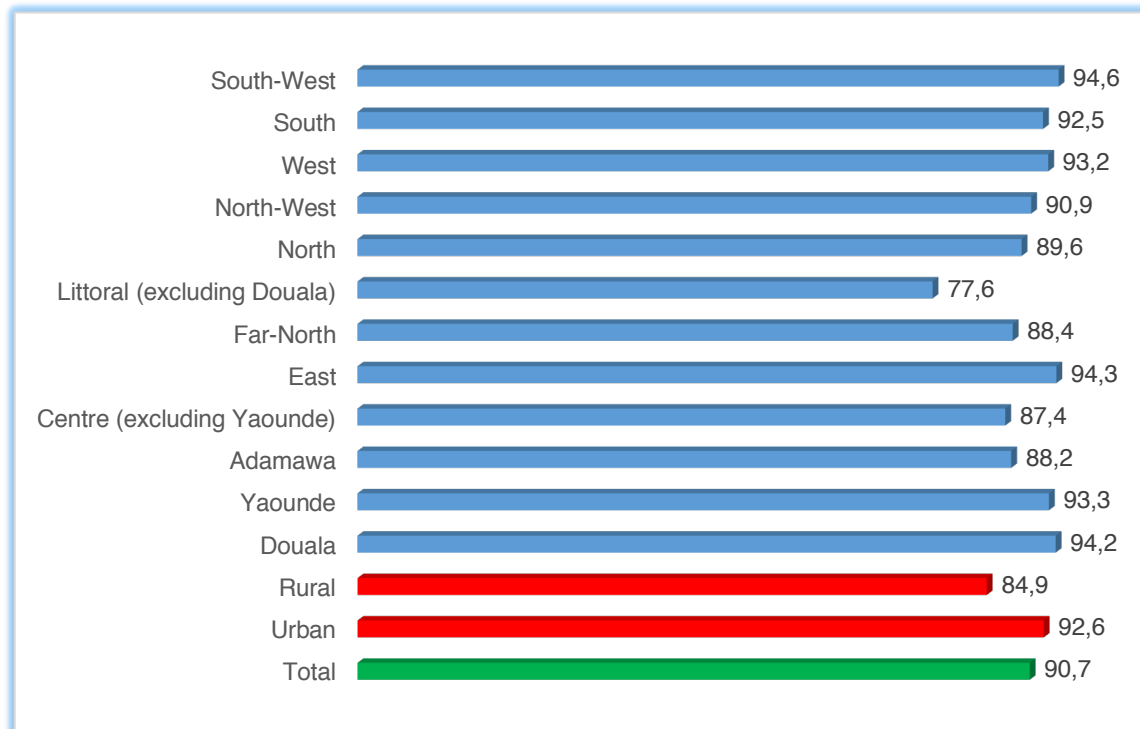
Source: NIS 2024– MINPOSTEL household survey

Table 131: Proportion (%) of the population aged 15 years or more having used online services, during the 03 months preceding the survey in 2024 by area of residence, region and type of service

	Sending or receiving emails	Calling via internet/VOIP/Posting information or instant messages	Obtaining information about goods or services	Buying or ordering goods and services	Internet banking services	Governmental services	Online education	Production of intelligent content	Others
Area of residence									
Urban	53.2	83.2	37.0	25.0	5.5	10.8	28.4	29.6	2.1
Rural	54.4	73.4	29.6	14.9	1.9	3.7	18.9	22.7	0.7
Regions									
Douala	59.3	96.0	35.5	27.4	6.0	21.3	25.6	44.5	3.4
Yaounde	49.7	88.6	50.8	37.6	8.1	11.8	34.9	34.5	1.9
Adamawa	25.3	74.3	51.8	14.8	1.5	2.4	15.4	31.0	1.5
Centre (excluding Yaounde)	50.3	76.0	29.4	10.2	3.3	4.4	14.2	20.5	0.9
East	33.4	88.0	30.7	8.1	3.9	2.6	10.1	19.5	2.5
Far-North	16.3	80.9	6.9	2.0	0.0	0.0	5.0	21.4	1.0
Littoral (excluding Douala)	67.2	75.7	26.0	11.9	3.5	8.2	21.2	31.6	0.0
North	54.7	65.4	17.8	14.2	2.5	17.0	22.8	23.2	4.1
North-West	57.9	63.0	23.2	22.0	10.2	10.0	53.2	21.3	3.3
West	49.1	76.2	36.9	14.7	1.8	5.2	24.1	25.8	0.0
South	83.8	79.5	38.9	11.3	1.1	2.3	19.9	3.7	0.0
South-West	65.1	80.5	44.8	39.5	2.3	0.6	26.5	16.6	0.9
Total	53.5	80.8	35.2	22.6	4.7	9.1	26.1	27.9	1.7

Source: NIS 2024 - MINPOSTEL household survey

Figure 9: Proportion (%) of the population aged 15 years or more having used social media, during the 03 months preceding the survey in 2024 by area of residence and region



Source: NIS 2024 - MINPOSTEL household survey

Table 132: Proportion the population aged 15 years or more, having used the internet in the (03) months preceding the survey in 2024 by frequency of use

	At least once a day	At least once a week, but not everyday	At least once a month, but not every week	Less than once a month
Area of residence				
Urban	74.4	21.3	3.5	0.8
Rural	51.0	41.0	7.4	0.6
Regions				
Douala	82.5	15.6	1.5	0.4
Yaounde	80.5	15.8	3.2	0.4
Adamawa	49.9	41.2	7.0	2.0
Centre (excluding Yaounde)	60.3	37.3	2.4	-
East	61.8	20.9	11.8	5.6
Far-North	56.9	31.0	9.1	3.0
Littoral (excluding Douala)	46.8	46.2	7.0	0.1
North	52.7	39.5	6.8	1.0
North-West	57.6	32.9	8.7	0.8
West	72.3	21.8	4.7	1.2
South	77.0	19.9	2.6	0.6
South-West	80.7	17.9	1.5	-
Total	68.8	26.0	4.4	0.7

Source: NIS 2024 - MINPOSTEL household survey

2.3.4.2. Asset ownership and ICT use in enterprises

Table 133: Proportion (%) of enterprises using a computer between 2017 and 2024 by sector and type of activity

		2017	2024
Sector of activity	Primary	93.7	24.5
	Secondary	90.5	49.9
	Tertiary	89.6	44.4
Type	LE	100	100.0
	ME	95.7	70.2
	SE	84.6	71.8
	VSE	93.4	26.0
Total		89.7	44.8

Source: NIS 2017, 2024 – MINPOSTEL enterprise survey

Table 134: Proportion (%) of employees regularly using a computer in 2024 by sector and type of activity

		2024
Sector of activity	Primary	100.0
	Secondary	99.7
	Tertiary	99.3
Type	LE	99.5
	ME	98.4
	SE	99.7
	VSE	99.1
Total		99.4

Source: RGE 2016 and 2021, 2017 and 2024 MINPOSTEL surveys

Table 135: Proportion (%) of enterprises using the internet in 2024 by sector and type of activity

		2024
Sector of activity	Primary	37.3
	Secondary	49.2
	Tertiary	37.8
Type	VSE	20.5
	SE	64.9
	ME	67.8
	LE	100.0
Total		39.1

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 136: Proportion (%) of employees regularly using the internet in 2024 by sector and type of activity

		2024
Sector of activity	Primary	37.3
	Secondary	49.2
	Tertiary	37.8
Type	VSE	20.5
	SE	64.9
	ME	67.8
	LE	100.0
Total		39.1

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 137: Proportion (%) of enterprises with a website between 2017 and 2024 by sector and type of activity

		2017	2024
Sector of activity	Primary	33.1	15.7
	Secondary	36.1	26.1
	Tertiary	28.5	7.0
Type	LE	65.1	92.7
	ME	46.1	27.9
	SE	28.8	14.6
	VSE	24.5	2.8
Total		29.3	9.1

Source: NIS 2017, 2024 - MINPOSTEL enterprise survey

Table 138: Proportion (%) of enterprises with an extranet between 2017 and 2024 by sector and type of activity

		2017	2024
Sector of activity	Primary	19.6	2.2
	Secondary	6.2	14.9
	Tertiary	7.1	13.3
Type	LE	32.4	37.5
	ME	16.7	18.0
	SE	2.0	15.8
	VSE	8.8	5.9
Total		7.1	13.4

Source: NIS 2017, 2024 - MINPOSTEL enterprise survey

Table 139: Proportion (%) of enterprises with an intranet between 2017 and 2024 by sector and type of activity

		2017	2024
Sector of activity	Primary	8.4	36.7
	Secondary	26.6	24.8
	Tertiary	18.2	42.5
Type	LE	68.9	79.6
	ME	32.3	65.0
	SE	15.7	48.3
	VSE	16.7	14.2
Total		19.0	40.1

Source: NIS 2017, 2024 - MINPOSTEL enterprise survey

Table 140: Proportion (%) of enterprises with a telephone service in 2017 and 2024 by sector and type of activity

		Fixed phone lines		Fleet		Automatic branch exchange (PABX) service	
		2017	2024	2017	2024	2017	2024
Type of structure	VSE	62.7	4.8	28.0	0.1	18.4	0.0
	SE	53.6	29.5	20.2	3.9	8.4	4.9
	ME	75.2	21.6	50.5	17.0	31.7	10.5
	LE	89.1	27.3	85.5	33.1	70.9	18.8
Sector of activity	Primary	50.7	9.3	29.9	3.0	37.3	1.2
	Secondary	62.9	9.6	36.7	2.4	16.5	4.0
	Tertiary	60.1	14.1	26.7	2.9	16.0	2.2
Total		60.3	13.4	27.7	2.8	16.2	2.4

Source: NIS 2017, 2024 - MINPOSTEL enterprise survey

Table 141: Proportion (%) of enterprises using a broadband connection in 2024 by type, sector and sub-sector of activity

		Fixed connection XDSL narrowband	Cable	Optical fiber	Wireless access to the fixed network	Leased line	Traditional modem	Mobile broadband connection with at least 3G technology
Type of structure	VSE	1.3	6.3	17.9	3.3	0.9	41.9	3.5
	SE	22.4	14.5	28.2	27.9	6.9	26.7	3.0
	ME	13.5	12.5	39.0	21.1	8.1	32.7	6.0
	LE	18.1	16.2	62.2	41.7	20.2	7.9	11.5
Sector of activity	Primary	0.7	6.5	26.3	1.2	0.0	23.6	2.1
	Secondary	4.6	11.6	18.1	7.4	1.4	54.3	1.6
	Tertiary	16.5	11.8	28.3	21.9	6.1	28.4	4.0
Total		14.7	11.7	26.9	19.7	5.4	31.7	3.7

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 142: Proportion of enterprises using the internet for multiple activities, in 2024 by type and by sector of activity (%)

	Type of structure				Sector of activity			Total
	VSE	SE	ME	LE	Primary	Secondary	Tertiary	
Placing an order	67.2	54.9	74.1	77.4	97.4	53.2	62.1	61.3
Receiving an order	81.3	60.7	73.8	80.8	99.6	76.1	67.5	69.0
Sending or receiving emails	72.2	69.0	78.9	92.3	44.6	86.7	69.6	71.6
Telephony via IP	24.2	45.9	41.3	47.4	35.3	47.9	37.3	38.6
Posting information or instant messages	17.5	62.2	60.0	71.2	87.3	53.8	46.8	48.2
Obtaining information about goods or services	68.7	68.7	76.6	91.7	98.5	59.2	71.3	70.0
Obtaining information or interacting with other administrations/structures	26.6	63.4	64.0	86.6	37.0	44.4	53.9	52.4
Internal or external recruitment/staff training	18.4	51.3	41.7	69.4	31.3	11.4	44.9	40.3
Banking services/having access to other financial services	45.9	50.7	39.8	76.7	12.8	29.3	52.0	48.5
Enterprise blog or micro blog update	18.6	29.2	26.1	45.5	20.8	22.3	26.5	25.9
After-sales/online product delivery services	48.3	13.7	38.0	45.6	68.0	22.4	28.1	27.8
Other services	6.5	15.0	5.7	2.6	17.6	4.8	11.9	11.1

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 143: Proportion (%) of enterprises present on multiple social media in 2024 by sector and type of activity

		WhatsApp	Facebook	LinkedIn	Twitter	Telegram	Youtube	Tiktok	Others
Type of enterprise	VSE	65.0	59.2	31.8	4.5	8.0	5.6	7.9	0.5
	SE	69.9	57.5	18.2	20.2	9.6	15.5	8.2	0.7
	ME	64.0	54.0	18.9	9.0	5.7	6.2	7.3	1.4
	LE	53.9	64.8	53.5	24.4	10.5	28.5	8.2	5.3
Sector of activity	Primary	77.1	79.3	4.8	0.0	40.2	1.1	45.0	2.2
	Secondary	82.1	60.5	15.2	11.7	11.5	12.5	11.1	2.6
	Tertiary	65.0	57.1	24.7	14.7	7.8	11.7	7.0	0.5
Total		67.4	57.8	23.2	14.1	8.7	11.6	8.0	0.8

Source: NIS 2024 - MINPOSTEL enterprise survey

Table 144: Proportion (%) of enterprises present on the cloud in 2017 and 2024 by sector and type of activity

		2017	2024
Type of structure	VSE	0.0	3.3
	SE	1.1	43.5
	ME	13.3	26.0
	LE	27.3	58.2
Sector of activity	Primary	17.4	13.5
	Secondary	10.5	12.5
	Tertiary	1.2	32.1
Total		2.3	29.3

Source: NIS 2017, 2024 - MINPOSTEL enterprise survey

2.4. Education and ICT

2.4.1. Education and ICT in primary education

Table 145: Proportion (%) of primary schools with electricity, by region and area, from 2016 to 2022

Region	2016	2017	2018	2019	2020	2021	2022
Douala	59.5	61.9	74.6	64.3	85.1	84.8	89.4
Yaounde	75.9	74.4	63.5	82.1	91.0	92.6	90.2
Adamawa	11.3	10.8	13.3	13.0	17.2	19.1	20.3
Centre	45.8	46.3	52.3	49.5	57.6	61.6	62.4
East	8.6	10.1	10.8	9.1	12.0	17.1	19.1
Far-North	5.4	5.5	6.2	6.0	8.5	10.1	10.1
Littoral	51.3	48.3	58.0	50.2	67.9	68.0	73.0
North	5.1	5.9	6.6	9.2	12.1	14.5	13.0
North-West	9.9	10.1	10.3	8.5	9.1	12.5	16.1
West	17.8	22.5	23.8	22.8	26.8	31.1	32.2
South	14.6	15.7	16.5	19.1	24.1	29.1	34.4
South-West	21.5	22.6	21.9	17.7	23.6	26.0	32.2
Area							
Urban	52.5	51.6	58.4	55.5	66.6	72.5	71.8
Rural	8.5	9.7	10.6	9.5	12.8	15.5	17.3
Educational order							
Public	9.3	10.6	10.7	9.9	13.1	14.4	15.1
Private	50.5	49.3	57.0	60.3	69.8	72.5	74.4
Total	23.7	24.8	28.4	26.9	33.4	36.6	38.8

Source: MINEDUB

Table 146: Proportion (%) of primary schools with a computer, by region, area and educational order, from 2018 to 2022

Region	2018	2019	2020	2021	2022
Douala	40.9	46.2	49.0	41.5	48.1
Yaounde	51.7	60.5	60.9	59.6	62.2
Adamawa	4.9	6.8	5.5	7.2	9.7
Centre	31.6	35.7	35.9	36.4	40.3
East	4.1	6.0	7.0	8.0	12.8
Far-North	1.4	2.0	2.4	2.6	3.5
Littoral	30.2	34.7	36.6	32.0	37.2
North	1.7	1.6	2.5	2.5	4.9
North-West	3.3	3.7	4.4	3.9	6.8
West	8.9	13.2	11.3	11.9	12.8
South	4.9	8.1	6.1	7.4	12.2
South-West	5.2	5.3	7.8	7.1	13.3
Area					
Urban	30.0	36.4	35.9	35.8	39.2
Rural	4.5	5.2	5.6	6.1	8.5
Educational order					
Public	2.0	2.0	2.2	2.1	3.6
Private	33.3	46.6	44.2	41.3	46.0
Total	14.0	17.0	17.2	17.1	20.6

Source: MINEDUB

Table 147: Average number of computers available by schools by region, area and educational order, from 2018 to 2022

Region	2018	2019	2020	2021	2022
Douala	3.1	3.6	3.8	3.3	3.6
Yaounde	3.5	4.1	3.9	4.0	4.0
Adamawa	0.9	0.9	0.9	0.8	1.1
Centre	2.0	2.3	2.2	2.3	2.5
East	0.3	0.2	0.4	0.4	0.6
Far-North	0.4	0.6	0.7	0.6	0.5
Littoral	2.3	2.6	2.8	2.4	2.7
North	0.4	0.3	0.4	0.5	0.6
North-West	0.3	0.3	0.3	0.3	0.5
West	0.4	0.6	0.5	0.6	0.7
South	0.3	0.5	0.6	0.4	0.6
South-West	0.4	0.4	0.4	0.4	0.8
Area					
Urban	2.3	4.0	2.8	2.7	2.9
Rural	0.3	0.3	0.3	0.3	0.4
Educational order					
Public	0.2	0.3	0.3	0.3	0.4
Private	2.3	3.1	2.9	2.8	3.0
Total	1.0	1.2	1.3	1.2	1.4

Source: MINEDUB

Table 148: Student/computer ratio in primary schools by region, area and educational order, from 2018 to 2022

Region	2018	2019	2020	2021	2022
Douala	56	52	46	51	45
Yaounde	47	46	45	42	40
Adamawa	266	297	299	365	248
Centre	79	78	77	71	64
East	1022	1175	696	713	487
Far-North	976	740	616	661	819
Littoral	76	71	62	67	58
North	869	1135	1032	762	658
North-West	35	97	149	161	224
West	587	449	510	480	401
South	494	328	578	424	261
South-West	304	227	310	327	180
Area					
Urban	102	97	92	95	84
Rural	709	765	678	626	499
Educational order					
Public	1012	1039	831	1029	790
Private	53	52	52	53	49
Total	198	189	181	185	161

Source: MINEDUB

2.4.2. Education and ICT in secondary and higher education

Table 149: Trends in the proportion (%) of secondary schools with electricity, by region and area, from 2016 to 2023

Region	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	49.0	49.3	48.0	55.7	58.3	60.8	59.5	64.2
Centre	70.5	70.7	65.8	74.0	73.6	72.7	73.0	75.0
East	35.1	35.3	35.3	41.0	48.0	48.5	51.3	55.9
Far-North	31.1	31.2	30.9	34.8	39.1	37.6	43.0	52.3
Littoral	74.5	74.3	74.8	83.9	84.0	80.1	85.0	88.1
North	41.7	41.9	41.9	57.0	64.7	55.3	62.9	64.2
North-West	47.0	46.9	45.9	41.9	31.5	47.3	45.1	46.1
West	69.7	70.3	69.5	80.5	80.0	76.4	81.9	78.7
South	50.9	50.0	49.4	58.1	57.0	60.8	60.6	63.0
South-West	45.3	46.1	45.6	38.9	36.6	39.1	50.9	54.5
Educational order								
Public	...	45.8	44.8	49.9	51.3	53.3	53.0	54.5
Private	...	78.6	76.2	82.3	77.1	77.6	86.6	89.2
Total	56.5	56.6	55.2	60.6	60.1	61.9	65.0	67.5

Source: MINESEC

Table 150: Trends in the proportion of secondary schools with a computer for educational use by region and educational order, from 2016 to 2023

Region	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	10.6	10.8	10.8	10.7	10.3	10.8	10.9	13.9
Centre	20.1	20.1	19.0	19.0	18.7	19.0	20.0	21.7
East	11.4	11.5	11.4	11.4	10.1	11.7	12.2	12.7
Far-North	5.8	5.7	5.7	5.5	6.1	6.5	7.3	6.9
Littoral	34.4	34.2	34.5	34.1	29.4	31.8	32.1	34.0
North	8.7	8.6	8.4	8.5	9.7	10.5	10.9	11.9
North-West	45.0	4.5	4.4	4.7	3.3	6.8	11.4	9.8
West	19.1	19.2	19.1	19.7	21.6	19.8	20.6	22.6
South	10.5	10.8	10.6	10.9	10.8	10.0	11.0	11.5
South-West	7.2	7.2	7.1	7.3	6.8	6.4	8.3	9.5
Educational order								
Public	10.7	10.8	10.9	11.3	11.7	12.2	13.1	13.7
Private	11.7	23.7	20.7	22.2	19.5	21.1	23.4	25.2
Total	15.1	15.1	14.8	14.9	14.3	15.5	16.8	17.8

Source: MINESEC

Table 151: Proportion of secondary schools with an internet access, by region and educational order, from 2016 to 2023

Region	2016	2017	2018	2019	2020	2021	2022	2023
Adamawa	12.6	14.1	15.5	16.1	10.6	13.9	16.1	16.2
Centre	27.6	27.9	26.3	25.2	27.6	20.3	31.5	24.7
East	8.1	8.7	9.1	10.6	7.1	8.2	18.1	15.3
Far-North	6.8	7.3	7.5	5.8	7.9	7.3	8.1	9.0
Littoral	34.1	33.8	34.5	36.2	37.9	39.6	41.9	44.9
North	11.7	11.9	11.6	13.6	12.6	11.9	16.5	18.1
North-West	6.3	6.8	6.6	3.1	2.3	3.4	6.1	9.2
West	27.8	27.8	28.0	24.7	26.7	16.0	19.2	24.0
South	14.0	14.7	15.1	11.5	13.5	11.3	16.2	19.1
South-West	8.5	8.7	8.8	8.7	8.0	6.2	11.5	15.5
Educational order								
Public	9.2	9.7	10.0	10.1	10.1	10.1	10.0	13.3
Private	18.4	37.7	36.5	33.2	34.7	27.3	26.6	37.1
Total	18.6	18.9	18.8	17.7	18.5	16.2	15.9	21.7

Source: MINESEC

Table 152: Trends in the number of SUP'TIC students by study cycle from the academic years 2016/2017 to 2023/2024

Field of study									
Years	(i) Posts and Telecommunication s Administrator	Telecommunication s engineers	Posts and Telecommunication s Inspectors	Telecommunication s Assistant Engineers	Posts and Telecommunication s Controllers	Telecommunication s Technicians	Posts and Telecommunication s Clerks	Assistant Telecommunication s Technicians	Total
2016/2017	90	78	385	542	71	78	12	16	1272
2017/2018	107	88	115	168	84	86	36	38	722
2018/2019	108	94	275	501	94	71	16	13	1172
2019/2020	124	87	289	514	89	71	07	05	1186
2020/2021	121	82	297	530	91	76	01	03	1201
2021/2022	138	80	320	485	87	73	10	13	1206
2022/2023	136	64	282	462	107	87	14	18	1170
2023/2024	118	59	256	455	127	93	21	23	1152

Source: SUP'TIC

Table 153: Proportion of individuals (aged 15 years or more) with basic ICT skills, by region, sex and area of residence in 2023

Skill	Sex	Area of residence		Survey region												
		Urban	Rural	AD	CE	Dia	ES	FN	LT	NO	NW	WE	SO	SW	Yde	Total
Radio set	Male	72.3	63.5	60.9	79.3	80.4	73.6	34.6	72.6	63.9	73.2	80.4	64.6	87.6	77.0	68.5
	Female	62.8	54.5	53.9	73.0	69.5	58.6	24.0	69.3	39.5	63.3	77.1	66.3	83.2	68.5	59.5
	Total	67.3	59.1	57.3	76.3	74.6	65.9	29.2	71.2	51.1	67.7	78.7	65.4	85.1	72.4	63.9
Phone	Male	96.6	84.1	92.2	93.3	98.4	88.7	75.3	94.5	90.5	95.2	91.1	88.0	96.2	98.2	91.1
	Female	93.4	72.7	86.0	89.3	97.9	83.8	59.4	94.5	74.9	85.8	90.3	87.6	94.9	97.8	85.1
	Total	94.9	78.5	89.1	91.4	98.1	86.2	67.2	94.5	82.3	90.0	90.7	87.8	95.4	98.0	88.0
TV set	Male	82.7	54.0	56.9	77.0	95.7	72.5	33.4	82.6	55.0	56.2	79.0	82.5	91.2	93.8	70.1
	Female	78.6	46.3	55.1	70.1	93.6	69.6	25.6	82.4	39.1	56.5	80.0	81.9	87.0	92.0	65.7
	Total	80.5	50.2	56.0	73.8	94.6	71.0	29.4	82.5	46.7	56.4	79.5	82.2	88.8	92.8	67.9
Computer	Male	45.2	18.5	10.6	36.8	69.3	26.9	12.8	25.1	19.3	27.8	32.0	44.1	40.1	67.6	33.5
	Female	35.3	12.0	6.4	23.9	57.7	13.4	4.1	22.6	7.9	26.6	20.6	37.9	40.0	54.4	26.0
	Total	40.0	15.3	8.5	30.7	63.2	19.9	8.4	24.0	13.3	27.1	26.2	41.2	40.0	60.4	29.7
Ability to find the location of each stored item or device operation	Male	70.9	49.2	85.8	64.5	88.9	72.1	23.0	65.3	60.4	45.4	58.7	67.4	53.7	90.5	61.4
	Female	59.6	34.8	78.8	48.0	82.4	58.5	11.4	54.6	32.5	37.5	44.3	58.9	50.5	82.5	49.7
	Total	64.9	42.2	82.3	56.7	85.5	65.1	17.1	60.7	45.8	41.0	51.5	63.4	51.9	86.2	55.4
Often used the MS office suite (use of Word, Excel, Power point, etc.)	Male	43.7	19.0	16.8	31.0	67.8	23.2	8.5	27.7	22.5	25.8	38.2	55.4	35.7	65.6	32.9
	Female	32.7	11.0	8.8	16.7	53.3	13.5	3.1	23.1	6.2	25.5	24.7	49.7	32.8	49.9	24.0
	Total	37.9	15.1	12.7	24.2	60.2	18.2	5.8	25.7	14.0	25.6	31.4	52.7	34.1	57.2	28.4
Ability to use the internet (connect to the internet, open a page, etc.)	Male	70.8	39.6	41.4	53.7	91.7	51.2	27.6	64.2	38.7	59.2	63.8	63.0	64.0	90.5	57.1
	Female	60.9	27.1	28.3	36.7	86.9	42.2	12.9	57.9	14.3	57.2	56.5	57.7	60.6	85.4	47.4
	Total	65.6	33.5	34.8	45.7	89.2	46.6	20.1	61.5	25.9	58.1	60.1	60.5	62.0	87.7	52.2
Ability to choose, install and update an application	Male	63.6	34.2	37.2	52.3	84.1	46.4	19.8	55.8	34.8	49.9	57.6	61.2	48.8	85.1	50.8
	Female	49.8	19.4	22.5	29.5	71.9	31.8	8.2	43.3	11.7	45.2	46.7	55.8	41.4	71.9	37.7
	Total	56.3	27.0	29.8	41.5	77.7	38.9	13.9	50.5	22.7	47.3	52.1	58.7	44.6	78.0	44.1
	Male	61.1	30.1	35.8	45.2	87.3	47.0	19.3	57.7	36.4	37.6	45.9	60.8	34.2	85.1	47.6

Skill	Sex	Area of residence		Survey region												
		Urban	Rural	AD	CE	Dia	ES	FN	LT	NO	NW	WE	SO	SW	Yde	Total
Ability to create/save/publish digital content in multiple formats	Female	47.7	18.5	24.4	27.1	76.5	34.7	5.6	50.8	13.0	37.9	37.1	55.7	28.8	73.2	36.0
	Total	54.0	24.4	30.0	36.6	81.6	40.7	12.4	54.8	24.2	37.8	41.5	58.4	31.1	78.7	41.6
Ability to save information found on the internet or add it to favourites	Male	63.9	32.6	36.8	47.4	85.8	45.7	22.9	56.9	32.5	51.2	50.4	59.9	50.0	85.3	50.3
	Female	51.4	19.9	25.0	28.2	75.1	33.9	8.5	47.4	12.1	47.9	37.9	54.4	45.7	75.1	38.8
	Total	57.3	26.4	30.9	38.3	80.1	39.6	15.6	52.9	21.8	49.4	44.1	57.3	47.5	79.8	44.4
Ability to choose and use digital means of communication (email, SMS, WhatsApp, blog, contact form, comments, telephone, sending as an email attachment, uploading images to the internet)	Male	75.3	47.2	64.7	62.2	91.0	64.1	32.3	58.9	47.2	68.9	74.1	68.5	70.1	88.9	63.0
	Female	64.4	35.3	53.1	50.3	86.4	50.4	14.8	58.9	16.4	61.4	68.5	62.3	65.2	83.9	52.7
	Total	69.5	41.4	58.9	56.6	88.6	57.1	23.4	58.9	31.1	64.7	71.2	65.6	67.3	86.2	57.8
Ability to create and use an electronic mailbox (email)	Male	49.7	37.1	24.4	29.2	71.3	33.7	12.0	41.0	21.5	35.0	36.6	55.9	40.7	70.8	36.9
	Female	20.4	10.7	12.3	15.4	55.1	19.1	3.7	29.5	9.0	30.0	25.3	48.0	36.8	55.2	26.5
	Total	36.9	26.5	18.3	22.7	62.8	26.2	7.8	36.1	15.0	32.2	30.9	52.1	38.5	62.4	31.6
Ability to protect devices and data, as well as one's privacy in a digital environment (lock, security code, password)	Male	68.1	55.2	51.1	57.6	87.2	63.4	31.7	56.8	52.8	45.4	51.4	66.3	35.9	86.6	55.5
	Female	39.3	23.2	34.5	38.6	76.6	47.1	16.5	52.0	21.7	41.6	38.4	63.8	32.6	77.7	42.4
	Total	55.5	42.4	42.7	48.6	81.6	55.0	24.0	54.7	36.5	43.3	44.8	65.1	34.0	81.8	48.8

Skill	Sex	Area of residence		Survey region												
		Urban	Rural	AD	CE	Dia	ES	FN	LT	NO	NW	WE	SO	SW	Yde	Total
Aware that one should not copy and distribute all content available on the internet without authorization	Male	63.3	33.5	42.4	47.0	86.4	53.7	20.2	54.6	30.7	47.5	57.7	62.7	49.0	85.7	50.3
	Female	53.8	21.0	28.1	29.1	78.9	39.0	9.9	52.6	11.9	41.2	48.1	59.1	44.4	79.7	40.6
	Total	58.3	27.3	35.2	38.5	82.4	46.2	15.0	53.8	20.9	44.0	52.9	61.0	46.4	82.5	45.3
Ability to respect the confidentiality of certain content copied from the internet	Male	59.3	29.0	36.1	40.1	84.9	42.1	17.3	49.1	27.7	38.2	52.9	60.9	51.3	83.0	46.1
	Female	50.6	20.4	25.3	28.7	77.5	32.8	5.7	48.7	10.1	39.7	45.4	55.1	47.4	76.6	38.6
	Total	54.7	24.8	30.6	34.7	81.0	37.3	11.4	49.0	18.5	39.0	49.1	58.1	49.1	79.5	42.2
Aware of the health risks incurred during prolonged exposure to ICT	Male	67.4	41.6	62.3	48.9	88.0	59.3	24.3	65.3	37.8	51.5	67.1	64.6	58.6	85.7	56.1
	Female	59.0	27.6	49.7	31.6	82.6	42.7	11.4	58.3	16.4	53.7	60.0	60.2	52.8	79.7	46.4
	Total	63.0	34.7	55.9	40.7	85.1	50.8	17.7	62.3	26.6	52.7	63.5	62.5	55.3	82.5	51.2
Knowledge of the provisions to limit the health risks incurred during prolonged exposure to ICT	Male	60.7	36.0	62.5	41.8	83.4	54.6	21.6	52.5	35.7	42.2	62.3	65.7	51.1	71.3	49.9
	Female	53.3	24.5	49.0	27.7	78.0	39.3	9.9	51.9	15.1	49.1	57.1	58.9	45.6	64.5	41.7
	Total	56.8	30.4	55.7	35.1	80.5	46.7	15.7	52.2	24.9	46.1	59.7	62.4	48.0	67.6	45.7
Can choose and use online services Online forms and documents	Male	39.0	14.1	20.0	18.9	59.6	22.7	4.1	22.7	20.0	31.9	35.6	48.7	29.7	55.8	28.1
	Female	29.9	8.5	10.3	9.8	46.5	10.5	0.6	21.9	5.4	32.8	22.4	42.0	27.2	45.1	21.3
	Total	34.2	11.4	15.1	14.6	52.7	16.5	2.3	22.3	12.4	32.4	28.9	45.5	28.3	50.0	24.7
Can choose and use online	Male	21.1	6.4	10.2	9.8	23.0	8.7	3.1	10.1	9.7	17.8	16.9	15.4	22.2	37.3	14.7
	Female	21.4	5.2	7.5	8.6	28.3	8.3	3.4	6.7	4.1	18.4	13.1	13.4	22.2	40.7	14.9
	Total	21.3	5.8	8.9	9.2	25.8	8.5	3.2	8.7	6.7	18.2	14.9	14.5	22.2	39.1	14.8

Skill	Sex	Area of residence		Survey region												
		Urban	Rural	AD	CE	Dia	ES	FN	LT	NO	NW	WE	SO	SW	Yde	Total
services: e-commerce																
Can choose and use online services: e-banking	Male	7.6	1.4	0.6	2.2	9.4	1.9	0.6	2.2	1.5	11.7	3.9	2.3	6.9	15.9	4.9
	Female	4.8	0.5	0.3	1.2	4.5	1.7	0.0	0.2	0.0	11.0	0.9	1.0	4.7	8.8	3.1
	Total	6.1	1.0	0.5	1.7	6.8	1.8	0.3	1.4	0.7	11.3	2.4	1.7	5.6	12.1	4.0
Can choose and use online services GPS	Male	19.4	4.3	5.7	6.2	37.0	7.0	2.9	7.0	7.6	13.9	19.9	16.6	8.0	30.8	12.8
	Female	10.1	1.4	2.5	0.8	21.5	1.8	0.6	3.7	1.5	8.0	8.1	12.9	5.5	16.5	6.6
	Total	14.5	2.9	4.1	3.6	28.8	4.3	1.8	5.6	4.4	10.6	13.9	14.8	6.6	23.1	9.7
Can choose and use online services Other services	Male	2.1	0.5	0.0	1.0	10.4	4.6	0.0	0.1	0.0	1.5	0.9	0.6	0.0	0.6	1.4
	Female	1.8	0.0	0.0	0.3	9.9	2.5	0.0	0.1	0.0	0.5	0.0	0.0	0.0	0.0	1.1
	Total	1.9	0.3	0.0	0.7	10.1	3.5	0.0	0.1	0.0	1.0	0.4	0.3	0.0	0.3	1.2
Create and administer user profiles and digital identities (social media, online stores, etc.)	Male	54.9	25.8	32.1	41.3	81.0	41.9	14.2	47.1	31.6	34.6	38.9	50.2	38.0	75.3	42.2
	Female	42.8	13.2	20.4	24.2	69.9	29.9	4.3	34.2	10.7	29.2	30.0	45.3	31.5	65.0	31.0
	Total	48.5	19.6	26.2	33.2	75.1	35.8	9.2	41.6	20.6	31.6	34.5	47.9	34.3	69.7	36.4

Source: NIS 2017, 2024 – MINPOSTEL household survey

2.5. Telecommunications and national economy

2.5.1. Investment in telecommunications

Table 154: Trends in MINPOSTEL budget from 2016 to 2023 (in million CFA francs)

	2016	2017	2018	2019	2020	2021	2022	2023
Overall MINPOSTEL budget	43925	52926	35038	95435	13307	12471	16162	14748
MINPOSTEL PIB	900	500	450	600	600	600	600	600
Telecommunications PIB	700	380	350	500	500	500	500	500
Posts PIB	200	120	100	100	100	100	100	100
CAS	39612	57593	200	993.3	32000	28500	27000	27000
CAS (FSE, FST)	39412	57393	-	-	31000	27500	26000	26000
CAS (FSP)	200	200	200	993.3	1000	1000	1000	1000
National budget (in 109 CFA francs)	4234.7	4373.8	4689.5	5428.0	4409.0	5235.2	5599.7	6274.8
Share of MINPOSTEL budget in the national budget (%)	1.04	1.21	0.75	1.76	0.3	0.24	0.29	0.24

Source: MINPOSTEL, Regulations laws 2021 and previous, Finance laws 2022, 2023, 2024

Table 155: Trends in the annual investment of operators in telecommunications reported to the Telecommunications Regulatory Board from 2016 to 2022 (in million CFA francs)

Type of operator	2016	2017	2018	2019	2020	2021	2022
Telephone operators	391168	300600	165594	85686	110849	217831	150473
Internet Access Providers (IAP)	12278	4706	136	101	252	2847	3564
Value-added service provider operators	21	32	1092	89	54	46	486
Other operators	...	...	11838	2549	14	11761	21702
Total	...	...	...	...	...	...	...

Source: ART

Table 156: Trends in the annual investment in telecommunications services by operator from 2017 to 2023 (in million CFA francs)

Year	MTN	ORANGE	VIETTEL	CAMTEL	Other IAPs	Others	Total
2017	90139	50000	132283	224225	11984	21	508653
2018	42941	25200	144042	...	5158	12930	////
2019	21299	36000	3755	24633	101	2638	88425
2020	31750	46264	476	31598	252	68	110409
2021	37178	29472	125550	25632	2847	11807	232486
2022	40951	33786	-	75736	3564	22188	176225

Source: ART

Table 157: Annual investment in telecommunications from 2016 to 2023 (in million CFA francs)

	Item	2016	2017	2018	2019	2020	2021	2022	2023
MTN	Infrastructure	88516909	41305502	26372875	19375208	27881388	35885017	36708167	39947534
	Intangible assets (software, etc.)	4085409	1606866	3158489	905242	3868836	1292143	4242459	1562363
	Research and Development (including training)	...	...	...	...	...	...	...	...
	Total amount	92626939	42941274	29531363	21298747	31750224	37177160	40950626	42724292
ORANGE	Infrastructure	6185677	1169560	40336981	31270679	30140781	25360852	30512044	37210547
	Intangible assets (software, etc.)	46179981	30989045	6648122	4395769	5168935	4111036	3274236	742147
	Research and Development (including training)	...	...	...	...	...	...	...	...
	Total amount	52365658	32158605	46985103	35666448	35309716	29471887	33786280	37952694
NEXTEL	Infrastructure	...	...	...	...	...	...	...	...
	Intangible assets (software, etc.)	...	...	...	...	...	...	...	...
	Research and Development (including training)	...	...	...	...	...	...	...	...
	Total amount	...	...	...	...	...	...	...	...

Source: MTN, ORANGE

2.5.2. Jobs in ICT

Table 158: Trends in the number of jobs (full-time equivalent) on fixed-term and permanent contracts in telecommunications by operator and by type of contract from 2016 to 2023

Operator	Contract	2016	2017	2018	2019	2020	2021	2022	2023
MTN	Fixed term contract	413	422	372	371	364	361	372	346
	Permanent contract	238	290	198	196	186	186	202	180
	Total	651	712	570	567	550	547	574	526
ORANGE	Fixed term contract	369	390	...	...	...	...	...	...
	Permanent contract	205	209	...	...	...	...	...	...
	Total	574	599	610	627	687	675	696	...
NEXTELL	Fixed term contract	776	747	...	...	...	...	...	...
	Permanent contract	229	228	...	...	...	...	...	...
	Total	1005	975	963	957	806	763	...	...
CAMTEL	Fixed term contract	6	1	0	0	10	10	1	27
	Permanent contract	3250	3271	3299	3224	3471	3610	3662	3624
	Total	3256	3272	3299	3224	3481	3620	3663	3651
Total	Fixed term contract	1564	1560	...	...	...	...	...	...
	Permanent contract	3922	3998	...	...	...	...	...	...
	Total	5486	5558	5442	5375	5524	5605	///	///

Source: MTN, CAMTEL, ART

Table 159: Number of jobs in the telecommunications sub-sector from 2016 to 2022

	2016	2017	2018	2019	2020	2021	2022
Telephone operators	5,486	5,558	5,442	5,375	5,524	5,605	...
Other IAPs	666	777	688	570	392	385	439
Value-added service provider operators	126	391	276	302	482	551	489
Total	6278	6726	6406	6247	6398	6541	///

Source: ART

Table 160: Trends in the movement of human resources (as of 31 December) of selected telecommunications companies between 2016 and 2023 (as of 31 December)

Operator	Sex	2016	2017	2018	2019	2020	2021	2022	2023
MTN	Number	644	712	560	562	544	547	574	...
	Hirings	54	110	8	26	11	16	55	15
	Departures	35	94	151	28	26	21	29	21
ORANGE	Number	574	599	601	627	678	682	696	713
	Hirings	52	95	109	89	91	65	85	90
	Departures	0	0	111	73	37	58	65	76
NEXTELL	Number	...	...	...	...	...	...	...	...
	Hirings	...	...	...	...	...	...	...	...
	Departures	...	...	...	...	...	...	...	...
CAMTEL	Number	...	...	...	...	...	...	...	...
	Hirings	...	...	...	...	...	...	...	...
	Departures	...	...	...	...	...	...	...	...
Total	Number	///	///	///	///	///	///	///	///
	Hirings	///	///	///	///	///	///	///	///
	Departures	///	///	///	///	///	///	///	///

Source: MTN, ORANGE, NEXTEL, CAMTEL³

³ Hirings capture the number of persons hired during the year. Departures capture the number of persons who left the enterprise during the year, for whatever reason (retirement, dismissal, resignation, etc.).

Table 161: Trends in the movement of human resources with IAPs between 2016 and 2023 (as of 31 December)

	2016	2017	2018	2019	2020	2021	2022	2023
Number	241	266	369	286	302	416	420	219
Hirings	39	78	118	32	52	41	92	13
Departures	12	52	27	88	58	128	119	154

Source: IAPs excluding MTN, ORANGE, VIETTEL and CAMTEL

Table 162: Number of human resources by origin from 2016 to 2023

Operator	Origin		2016	2017	2018	2019	2020	2021	2022	2023
MTN	National	M	407	283	362	366	358	357	369	343
		F	237	421	198	196	186	186	201	179
		T	644	704	560	562	544	543	570	522
	Foreign	M	06	07	10	05	06	04	03	3
		F	01	01	0	0	0	0	01	1
		T	07	08	10	05	06	04	04	04
	Total	M	1288	1408	1120	1124	1088	1086	1140	1044
		F	887	1132	768	763	736	733	774	704
		T	651	712	570	567	550	547	574	526
ORANGE	National	M	0	0	391	406	443	440	452	431
		F	0	0	202	211	226	227	231	221
		T	568	591	593	617	669	667	683	652
	Foreign	M	0	0	08	09	08	12	09	07
		F	0	0	00	01	01	03	04	1
		T	06	08	08	10	09	15	13	08
	Total	M	0	0	399	415	451	452	461	438
		F	0	0	202	212	227	230	235	222
		T	574	599	601	627	678	682	696	660
VIETTEL			...	...	...	...	...	...	...	...
CAMTEL			...	...	...	...	...	...	...	...
Total	National	M	///	///	///	///	///	///	///	///
		F	///	///	///	///	///	///	///	///
		T	///	///	///	///	///	///	///	///
	Foreign	M	///	///	///	///	///	///	///	///
		F	///	///	///	///	///	///	///	///
		T	///	///	///	///	///	///	///	///
	Total	M	///	///	///	///	///	///	///	///
		F	///	///	///	///	///	///	///	///
		T	///	///	///	///	///	///	///	///

Source: CAMTEL, MTN, ORANGE, VIETTEL, ART

2.5.3. Revenue generated by telecommunications goods and services

Table 163: Trends in the turnover of operators in the telecommunications sector from 2017 to 2022 (in million CFA francs)

Operator category	2017	2018	2019	2020	2021	2022
Telephone operators	580544.008	562409.035	547853.919	581797.866	683447.273	739346.876
<i>Fixed phone operators (BUF CAMTEL)</i>	99751.226	101467.043	102503.137	111258.765	150818.134	155621.294
<i>Mobile phone operators</i>	480792.782	460941.993	445350.782	470539.101	532629.139	583725.582
Transportation operator	-	-	-	-	-	36580.000
Passive infrastructure operators, first category license holders	...	...	36061.088	34021.876	41774.421	42440.213
Value added service providers holding a 1st category license	-	-	12857.452	34.887	30.886	11.355
Value added service providers (operators holding a prior declaration receipt)	1967.779	1820.748	1600.375	3437.845	4984.139	3071.854
IAP	3.946	7.909	4804.361	3945.760	4034.015	6470.690
Total	///	///	603177.194	623238.234	734270.733	827920.988

Source: ART

Table 164: Revenue from telecommunications services per operator and per service (thousand CFA francs).

	Item	2016	2017	2018	2019	2020	2021	2022	2023
MTN	Mobile telephony	...	...	...	...	...	...	...	...
	Mobile phone connection	...	...	...	...	...	...	...	...
	Mobile internet	28631356	44376181	46342494	54514899	65874411	80570110	101069542	125049825
	Leased lines	...	...	...	...	...	...	...	...
	Fixed value added telecommunications services	9763433	9169388	2435190	4898371	6871542	8240283	5684220	4578443
	Incoming international roaming	...	1807294	2013846	1258759	390962	708076	...	...
	Other revenue	...	...	...	...	...	...	...	...
	Total	242093891	222977599	194022907	194367563	199920888	228983955	252767914	265231115
ORANGE	Mobile telephony	114781100	107911766	103501794	102467669	104017256	107517278	107733183	107291926
	Mobile phone connection	0	0	0	0	0	0	0	0
	Mobile internet	26918965	28469288	34763464	43130138	53990227	74345969	100186355	132404064
	Leased lines	2724599	3819694	3835538	4195376	4748517	4979430	4807226	5340745
	Fixed value added telecommunications services	...	5355462	5955673	5206822	3734696	4657257	2282814	2741738
	Incoming international roaming	2020400	1343304	-617333	594750	388556	430640	657628	694602
	Other revenue	34135707	39043090	48554737	49995491	53134458	60055959	60841326	22788273
	Total	179059555	185942604	195993873	205590246	220013710	251986533	276508532	271261348
NEXTEL	Mobile telephony	...	...	...	...	...	...	...	...
	Mobile phone connection	...	...	...	...	...	...	...	...
	Mobile internet	...	...	...	...	...	...	...	...
	Leased lines	...	...	...	...	...	...	...	...
	Fixed value added telecommunications services	...	...	...	...	...	...	...	...
	Incoming international roaming	...	...	...	...	...	...	...	...
	Other revenue	...	...	...	...	...	...	...	...
	Total	...	...	...	...	...	...	...	...

	Item	2016	2017	2018	2019	2020	2021	2022	2023
	Total	...	...	...	...	...	...	...	...
CAMTEL	Fixed telephony	19679522	20341866	7784318	15982764	14490323	17851325	10177155	10797039
	Mobile telephony	...	...	...	...	...	...	...	...
	Fixed phone connection	...	...	...	...	...	...	...	...
	Mobile phone connection	...	...	...	...	...	...	...	...
	Wired internet	14123004	12185302	11845944	8401960	10351637	16437646	18455967	11194967
	Mobile internet	...	...	...	...	...	...	...	...
	Leased lines	34711278	42123906	46136076	40279853	57603325	96681117	139095443	194823904
	Fixed value added telecommunications services	...	...	...	...	...	...	...	...
	Incoming international roaming	...	...	...	...	...	...	...	...
	Other revenue	...	...	...	...	...	...	...	...
	Total	///	///	///	///	///	///	///	///

Source: MTN, ORANGE, NEXTEL, CAMTEL

Table 165: Indicators relating to mobile financial services

	2017	2018	2019	2020	2021
Number of subscriptions recorded	8003252	4460908	6717931	7461657	8260640
Estimated number of transactions (SMS sent) in millions	106	202*	846	572*	1399
Turnover* in million CFA francs	17	19	58	70	94
Proportion of subscriptions (MTN CAM and Orange CAM) (%)	49.39	29.41	35.77	21.32*	0.43%

Source: ART⁴

⁴ The data contained in this table in 2019, 2020 and 2021 relating to turnover, are, as regards the operator Orange Cameroon, its revenues from its mobile financial services and value-added services activities.

Table 166: Indicators of use of retail mobile electronic communications services

	2018	2019	2020	2021
Mobile operators turnover in billion CFA francs (a)	461	445	471	521
Mobile operators' voice turnover in billion CFA francs (b)	241	210	213	212
Mobile operators' SMS turnover in billion CFA francs (c)	14	13	12	12
Mobile operators' data turnover in billion CFA francs (x)	96	100	128	155
Number of mobile subscriptions in millions (d)	18446	21401	20817	19353
Number of mobile internet subscriptions in millions (y)	6858	7296	7139	7776
Mobile voice traffic in millions of minutes (e)	20175	27508	31947	31535
Mobile SMS traffic in millions (f)	23424	24084	5907	5809
Data traffic (z) in thousands Gb	63595	87076	214058	279246
Monthly ARPU: ((b+c+x)/d)/12 in CFA francs	1588	1268	1412	1631
Average income per minute of communication: b/e in CFA francs	11.95	7.65	6.67	6.72
Average income per SMS: c/f in CFA francs	0.61	0.52	2	2
Average income per Gb x/z in CFA francs	1508.41	1149.94	596.59	555
Average monthly usage in minutes: (e/d)/12 in CFA francs	91.15	107.11	127.88	135.79
Average monthly use in number of SMS: (f/d)/12 in CFA francs	105.82	93.78	23.65	25.01
Average monthly use in Gb: z/y/12 in CFA francs	0.773	0.994	2.498	2.992

Source: ART⁵

⁵ The usage indicators for retail mobile electronic communications services calculated in 2021 only concern the operators Orange Cameroon and MTN Cameroon

2.5.4. Trade in telecommunications goods and services from Cameroon to the outside world

Table 167: Trends in imports (in value) of ICT goods from the main countries of origin from 2016 to 2023 (million CFA francs)

Country of origin	2016	2017	2018	2019	2020	2021	2022	2023
China	149449	59518	91937	68824	44489	41647	35182	43994
France	39615	7318	9475	12825	8790	12220	9298	12734
South Korea	769	272	6915	7385	643	2981	11215	2373
Poland	12007	6258	1133	687	495	568	1329	324
Germany	1386	2866	1712	2513	3051	2613	3959	3710
United States of America	2709	2581	3275	3328	3085	2825	4026	2208
Spain	1128	523	2179	3364	2073	2563	3214	1719
Finland	3221	250	745	179	1603	2644	3807	3500
Hong Kong	1435	2063	2669	1725	3018	1610	641	1940
Estonia	3472	1584	107	189	406	906	62	828
Belgium	1138	1011	2330	1434	1662	1120	1714	2927
Hungary	4010	5846	369	1241	296	228	537	755
Türkiye	1456	423	824	2687	1488	3719	718	1132
India	860	2150	886	1845	1567	2098	1267	1123
Italy	852	1308	737	1703	1982	1512	1104	1139
Netherlands	1146	1404	3150	392	802	1326	1513	2819
Sweden	3383	1520	2916	796	1399	847	1255	951
Great Britain	2232	2074	1884	1205	1147	1218	1058	1427
Others	16364	15100	13183	15972	11070	12260	11782	27550
Total	246629	114069	146427	128296	89066	94906	93681	113155

Source: NIS/DSA

Table 168: Trends in imports of ICT goods and services from 2016 to 2023 (in million CFA francs)

Product/service	2016	2017	2018	2019	2020	2021	2022	2023
Other machines, accumulators and electric batteries	33026	22807	32053	28319	20486	22581	18054	28679
Audiovisual and communication equipment, devices	194511	76064	83496	76256	47881	53356	56731	49798
Electronic and computer products	17365	13312	29261	22732	17989	17752	17000	19072
Postal and courier products	607	810	1098	259	60	121	138	14817
Newspaper printing and related services	97	84	51	100	26	22	4	15
Other machines for specific use	1023	992	469	631	2624	1074	1754	774
Postal and courier services	526	529	577	807	684	727	26	365
Telecommunications services	22672	22471	22920	28667	30607	32688	55118	88386
IT services	10217	18090	16175	18113	17602	21970	45654	30527
Information services	1196	2010	6519	9446	9178	5448	11041	13475
Total	281240	157169	192618	185330	147138	155740	205520	245908

Source: NIS/DSA

Table 169: Trends in the share of imports of ICT goods and services in national imports from 2016 to 2023 (%)

	2016	2017	2018	2019	2020	2021	2022	2023
Share of imports of goods	8.5	3.8	4.3	3.3	2.7	2.5	1.9	2.3
Share of imports of services	2.6	3.1	3.1	3.4	4.8	4.5	7.1	8.9
Share of imports of goods and services	6.6	3.6	3.9	3.4	3.3	3.0	3.2	3.8

Source: NIS/DSA

Table 170: Trends in exports (in value) of ICT goods from 2016 to 2023 to the main recipient countries

Recipient countries	2016	2017	2018	2019	2020	2021	2022	2023
France	44	85	40	3679	1	112	23	25
Hungary	0	0	2816	2	3	30	59	344
United Arab Emirates	0	1043	93	92	0	110	12	-
Chad	80	14	291	303	13	0	20	50
Gabon	73	120	102	45	10	231	23	86
Central African Republic	126	34	55	53	56	89	25	36
Netherlands	1	30	12	100	17	255	10	12
China	0	90	44	168	-	2	-	4
Nigeria	26	28	0	37	-	24	84	17
Côte-d'Ivoire	5	0	0	102	96	1	0	0
Equatorial Guinea	2	2	33	11	22	5	13	104
United States of America	55	19	70	1	1	63	-	16
Great Britain	24	2	31	13	9	60	3	8
Belgium	22	41	16	20	0	0	4	5
Republic of Congo	1	3	34	1	7	33	20	13
Romania	1	0	0	95	-	-	-	-
Togo	0	0	2	0	2	0	1	72
Portugal	1	8	1	5	-	60	-	-
Others	120	616	107	92	48	109	201	45
Total	580	2133	3747	4819	287	1187	498	836

Source: NIS/DSA

Table 171: Trends in the share of ICT goods in national exports from 2016 to 2023

	2016	2017	2018	2019	2020	2021	2022	2023
Share of imports of goods	0.0	0.2	0.2	0.2	0.0	0.0	0.0	0.0
Share of imports of services	7.2	6.4	6.5	6.8	9.0	4.5	3.8	5.8
Share of imports of goods and services	0.0	0.1	0.1	0.1	0.3	0.1	0.2	0.2

Source: NIS/DSA

2.5.5. Posts, telecommunications and ICT production in Cameroon

Table 172: Trends in the contribution of telecommunications to GDP growth (in growth points) from 2016 to 2023

	2016	2017	2018	2019	2020	2021	2022	2023
Contribution of ICT to GDP	2.2	2.3	2.1	2.1	2.2	2.1	2.0	2.0
Contribution of ICT to GDP growth	0.2	0.2	0.0	0.0	0.1	0.1	0.1	0.2

Source: NIS/DSA

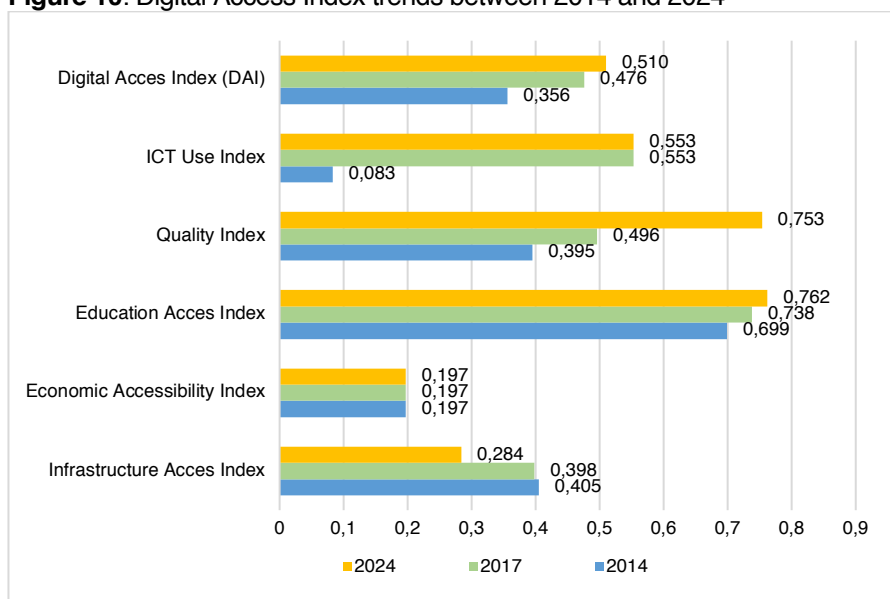
Table 173: Contribution of posts to GDP (%)

	2017	2018	2019	2020	2021	2022	2023
Contribution of posts to GDP	0.026	0.025	0.025	0.026	0.025	0.023	0.021
Contribution of posts to GDP growth	0.0018	-0.0002	0.0000	0.0014	0.0011	0.0009	-0.0005

Source: NIS/National Accounts

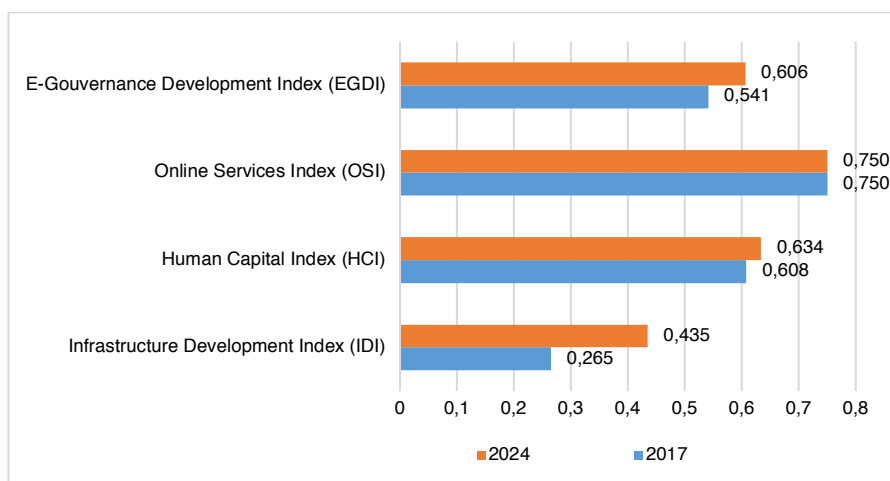
2.5.6. Posts, telecommunications and ICT development

Figure 10: Digital Access Index trends between 2014 and 2024

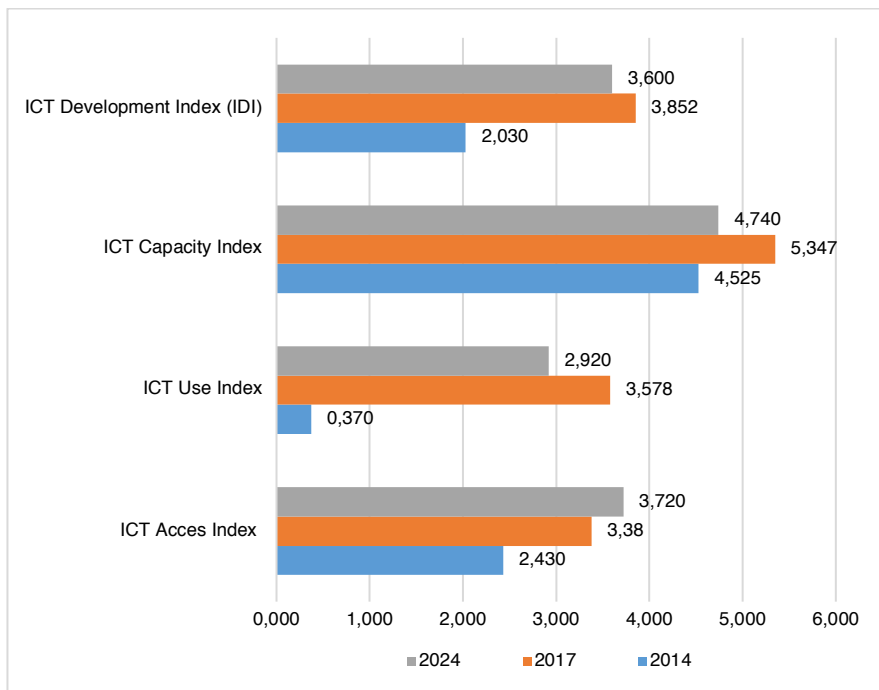


Source: NIS, CAMTEL, ART, MINEDUB, MINESEC, MINESUP and ITU

Figure 11: E-Government Development Index trends between 2017 and 2024



Source: NIS, CAMTEL, ART, MINEDUB, MINESEC, MINESUP and ITU

Figure 12: ICT Development Index trends between 2017 and 2024


Source: NIS, CAMTEL, ART, MINEDUB, MINESEC, MINESUP and ITU

Table 174: Integrated Postal Development Index trends (2IPD)

		2017	2018	2019	2020	2021	2022
Cameroon	World rank	67	77	103	69	56	...
	Index score	42.18	37.72	24.17	38.52	43.15	47.0
CEMAC	Rank	...	...	...	...	...	...
	Index score	18.32	18.32	12.85	16.18	16.76	...
Congo (Rep)	Rank	131	140	153	148	146	...
	Index score	19.64	15.89	8.8	10.43	9.59	13.5
Gabon	Rank	160	157	158	153	155	...
	Index score	9.20	10.35	7.53	9.28	7.16	13.2
Chad	Rank	161	160	147	160	156	...
	Index score	9.00	9.33	10.9	6.49	7.14	6.9
Africa	Rank	...	...	...	...	...	...
	Index score	25.4	22.4	20.6	19.8	17.85	...

Source: UPU

2.6. Electronic communications traffic

2.6.1. Telephone traffic

Table 175: Voice telephone traffic (in minutes) from 2016 to 2022

Nature	2016	2017	2018	2019	2020	2021	2022
Intra network traffic	14 567 516 571	13 916 609 927	18 854 287 045	26 501 747 800	30 965 549 940	32 021 347 073	30 796 850 053
Outgoing national traffic	1 109 599 195	1 207 565 728	1 211 640 675	920 249 664	907828650	1 098 021 093	1 104 341 843
Incoming national traffic	1 239 351 296	1 249 501 616	1 629 008 903	1 026 845 579	1029745918	1155311814	1 185 047 285
Outgoing international traffic	203 850 036	140 765 408	104 459 552	81 463 347	69 960 606	66 112 567	52 566 117
Incoming international traffic	246 330 526	200 356 669	151 590 330	112 902 502	107898292	94145212	73 451 856

Source: ART

Table 176: Intra-network voice telephone traffic by operator (in minutes) from 2016 to 2022

Operator	2016	2017	2018	2019	2020	2021	2022
CAMTEL	32 115 856	37 260 532	32 289 735	12 093 224	14 095 492	12 676 673	3 543 835
MTN	393 862 095	4 914 688 841	7 345 888 946	8 637 978 971	10 887 809 494	11 806 432 580	12 399 915 139
ORANGE	5551346940	6694195060	10 283 144 199	13 963 958 329	16 167 145 464	18 612 709 487	18 396 934 914
NEXTEL	2 706 782 012	2 701 588 121	1 225 253 900	3 899 810 500	3 910 594 982,8	1 602 205 006	...

Source: ART

Table 177: Incoming and outgoing international traffic (in minutes) to a mobile network by operator from 2016 to 2022

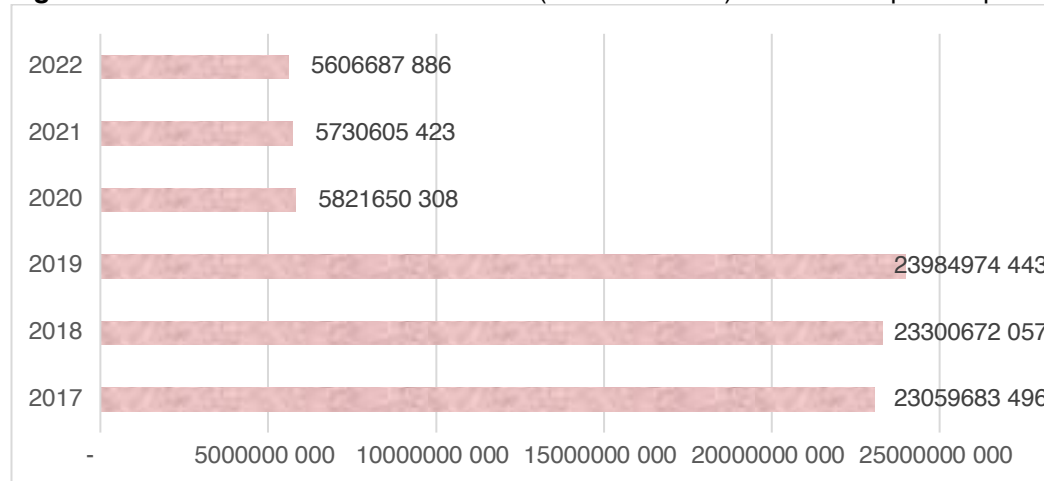
Operator		2016	2017	2018	2019	2020	2021	2022
CAMTEL	Incoming	12 318 190	13 622 607	10 067 679	354 202	207 068	699 075	293 175,46
	Outgoing	186 132 567	139 720 273	118 996 302	2 206 819	2 211 076	2 236 440	942 884,63
MTN	Incoming	137 192 869	109 915 292	515 255 175	480 145 412	64 304 765	57 940 276	44 010 970
	Outgoing	132 143 384	88 429 550	605 471 707	406 008 312	47 602 447	45 235 141	39 459 589
ORANGE	Incoming	91 157 846	72 968 721	584 814 230	437 634 851	38 842 414	32 875 679	29 440 886
	Outgoing	55 337 139	37 587 205	432 918 748	420 341 630	11 963 229	14 663 590	8 476 095
NEXTTEL	Incoming	17 979 811	17 472 656	228 939 498	112 674 748	4 751 113,35	...	...
	Outgoing	16 369 513	14 748 653	173 250 220	93 899 722	10 394 930,15	6213836	...

Source: ART

Table 178: Roaming traffic attributable to foreign subscribers (incoming roaming) by operator from 2016 to 2022 (in minutes)

Operator	2016	2017	2018	2019	2020	2021	2022
MTN	4 411 640	4 401 772	5 675 817	7 155 253	5 050 576	4 109 211	5 470 781
ORANGE	3 260 979	2 948 925	1 961 991	1 176 339	1 766 802	2 044 524,51	2 426 393,1
NEXTTEL	...	...	71 677	...	...	...	...

Source: ART

Figure 13: Trends in intra-network SMS traffic (number of SMS) of mobile telephone operators from 2017 to 2022

Source: ART

Table 179: Traffic of SMS (number of sms) from 2017 to 2023 at ORANGE operator

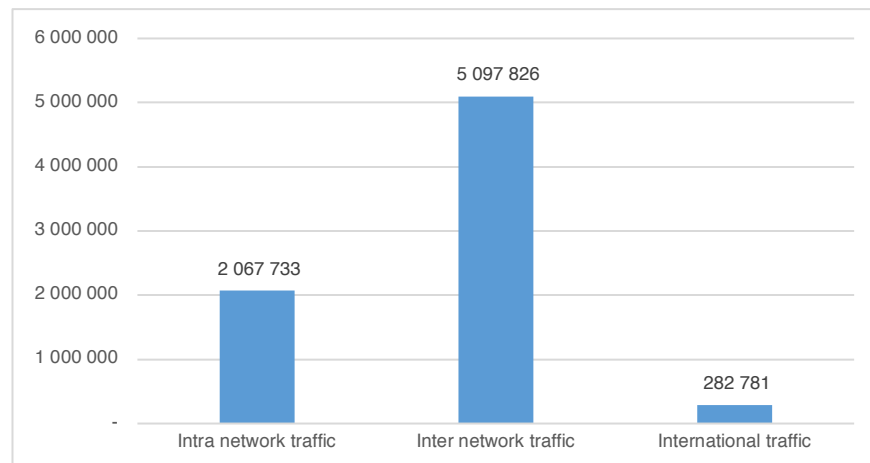
Year	2017	2018	2019	2020	2021	2022	2023
Intra network traffic	...	...	...	468 340 067	504 953 098	626 765 454	571 034 740
Intra network traffic	154 669 803	155 340 590	89 826 359	31 060 867	33 075 647	22 502 633	59 812 402
International traffic	...	...	...	4 385 747	1 163 315	2 582 358	1 907 087

Source: ORANGE

Table 180: Traffic of SMS (number of SMS) from 2017 to 2023 at MTN operator

Year	2017	2018	2019	2020	2021	2022	2023
Intra network traffic	9 015 438 943	6 505 035 555	5 862 259 135	5 311 036 851	5 215 968 439	4 979 922 432	2 237 380 029
Inter network traffic	97 611 312	146 046 577	110 549 211	91 726 091	63 892 240	47 385 781	68 615 658
International traffic	32 918 766	16 998 433	29 928 669	41 852 865	64 277 692	45 376 607	35 565 531

Source: MTN

Figure 14: Traffic of SMS (number of sms) in 2023 at CAMTEL operator


Source: CAMTEL

2.6.2. Internet traffic

Table 181: Data traffic sent from fixed and mobile networks from 2017 to 2022 (in thousand Gb)

	2017	2018	2019	2020	2021	2022
CAMTEL	370 516	565 867	623 217	1 036 732	26 303	59 122
MTN	22 326	38 070	67 065	95 539	158 359	222 617
ORANGE	8 154	11 329	17 719	101 931	120 887	211 589
VIETTEL	3 942	14 196	2 291	16 588	0	0
TOTAL Mobile	34 422	63 595	87 076	214 058	279 246	434 206
GRAND TOTAL	439 360	693 057	797 368	1 464 848	584 795	927 534

Source: ART

Table 182: National internet traffic from 2017 to 2023, by operator and by speed

		2017	2018	2019	2020	2021	2022	2023
CAMTEL	Gb/min	...	...	...	...	...	...	...
	Gb/sec	...	...	...	...	...	...	...
MTN	Gb/min	...	...	...	...	...	...	...
	Gb/sec	...	...	...	...	...	...	...
ORANGE	Gb/min	642	654	964.2	1335.6	1808.4	2449.2	4164
	Gb/sec	10.7	10.9	16.07	22.26	30.14	40.82	69.4
NEXTTEL	Gb/min	...	...	...	...	...	...	...
	Gb/sec	...	...	...	...	...	...	...
Other IAPs	Gb/min	...	...	...	...	...	...	...
	Gb/sec	...	...	...	...	...	...	...
Total	Gb/min	...	...	...	...	...	...	...
	Gb/sec	...	...	...	...	...	...	...

Source: ORANGE

Chapter III: Securing the national digital ecosystem

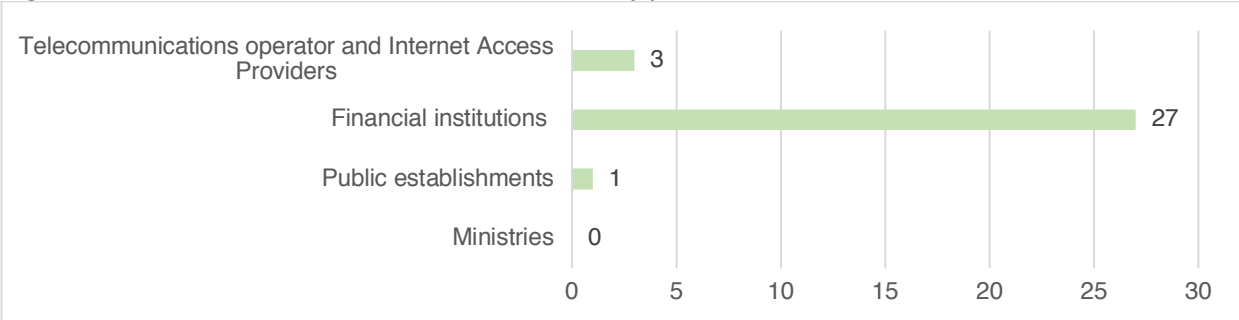
3.1. Security policy and skills

Table 183: Number of structures made aware of the risks associated with cybercrime, from 2016 to 2023

Type of structure	2016	2017	2018	2019	2020	2021	2022	2023
Ministries	7	10	11	36	33	12	10	11
Public establishments	3	8	11	47	3	10	17	5
Financial institutions	0	0	10	8	5	7	9	9
Telecommunications operator and Internet Access Providers	4	8	6	5	4	1	5	4
Total	14	26	38	96	45	30	41	29

Source: ANTIC

Figure 15: Number of structures with a disaster recovery plan in 2023



Source: ANTIC

Table 184: Number of structures having received one or more security audit missions, from 2016 to 2023

Type of structure	2016	2017	2018	2019	2020	2021	2022	2023
Ministries	7	10	11	36	33	12	10	11
Public establishments	3	8	11	47	3	10	17	5
Financial institutions	0	0	10	8	5	7	9	9
Telecommunications operator and Internet Access Providers	4	8	6	5	4	1	5	4
Total	14	26	38	96	45	30	41	29

Source: ANTIC

Table 185: Number of structures with a website (domain name .cm, .com or other)

Type of structure	2016	2017	2018	2019	2020	2021	2022	2023
Ministries	35	36	36	36	37	37	37	37
Public establishments	...	...	...	...	...	...	...	...
Financial institutions	...	...	...	...	...	...	...	...
Telecommunications operator and Internet Access Providers	...	...	...	...	...	...	...	...
Total	///	///	///	///	///	///	///	///

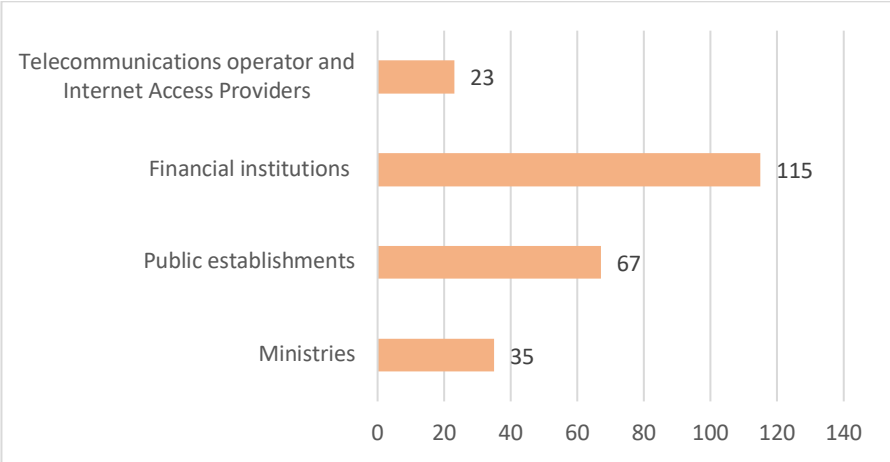
Source: ANTIC

Table 186: Number of vulnerabilities identified through Information Systems security audits, from 2016 to 2023

Type of structure	2016	2017	2018	2019	2020	2021	2022	2023
Ministries	651	738	966	3210	4352	1062	863	810
Public establishments	415	907	1148	3625	275	403	1590	387
Financial institutions	...	...	751	380	376	454	765	472
Telecommunications operator and Internet Access Providers	439	231	772	160	243	100	291	198
Total	///	///	3637	7375	5246	2019	3509	1867

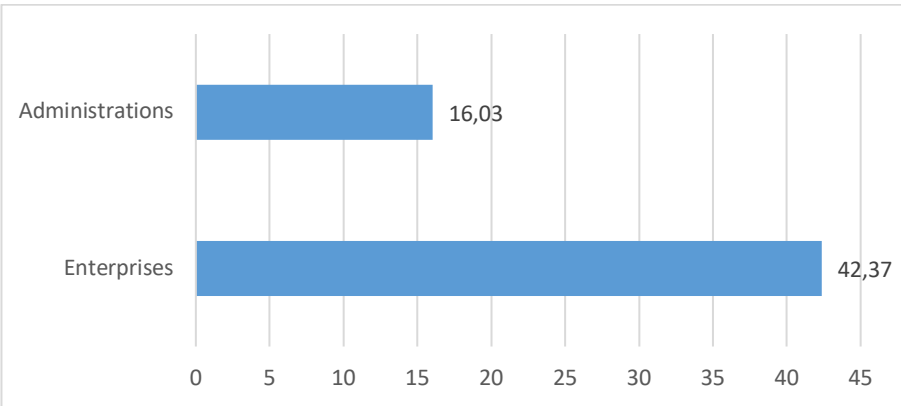
Source: ANTIC

Figure 16: Number of business applications used in structures in 2023



Source: ANTIC

Figure 17: Proportion of structures having implemented the recommendations from Information System security audits in 2023



Source: ANTIC

Table 187: Proportion of enterprises with a security policy, an Information System manager position, and having undergone a security audit in 2023, by type of enterprise and sector of activity

		Proportion of enterprises with an Information System manager position	Proportion of enterprises with an Information System security policy	Proportion of enterprises that have undergone a security audit	Proportion of enterprises having implemented the recommendations of the security audit
Type of enterprise	VSE	8.1	13.7	16.2	
	SE	29.6	34.3	33.4	73.4
	ME	28.5	65.0	48.6	97.5
	LE	52.5	83.2	54.5	96.5
Sector of activity	Primary	38.8	42.2	34.5	100.0
	Secondary	8.9	14.5	36.4	43.2
	Tertiary	24.1	33.2	28.4	83.5
Total		22.5	31.1	29.3	77.8

Source: NIS 2024 – MINPOSTEL enterprise survey

Table 188: Proportion (%) of enterprises with certain Information System security measures in 2023, by type of enterprise

		Proportion of enterprises using security technologies	Proportion of enterprises with a data storage centre	Proportion of enterprises with a security protocol	Proportion of secure business applications used in enterprises
Type of enterprise	VSE	11.5	13.3	54.3	64.8
	SE	53.0	51.6	88.3	69.0
	ME	66.8	63.1	81.2	82.3
	LE	76.9	78.5	91.1	96.3
Sector of activity	Primary	52.4	66.2	89.9	97.6
	Secondary	31.9	36.0	72.9	72.8
	Tertiary	41.5	40.4	84.6	73.0
Total		40.5	40.0	83.4	73.4

Source: NIS 2024 – MINPOSTEL enterprise survey

3.2. Breach of Information System security

Table 189: Proportion (%) of the population (15 years or more) having already suffered cybercrime, by region and sex

	Male	Female
Area of residence		
Urban	31.7	32.3
Rural	22.7	29.1
Region		
Adamawa	14.6	18.4
Centre	35.7	40.1
Douala	25.4	21.9
East	43.6	44.8
Far-North	14.0	17.8
Littoral	13.8	25.3
North	14.5	31.6
North-West	44.4	31.5
West	50.8	47.9
South	19.2	27.4
South-West	24.8	25.6
Yaounde	40.3	41.9
Total	29.2	31.7

Source: NIS 2024 - household survey

Table 190: Proportion of the population (15 years or more) having already suffered cybercrime by type of cybercrime, area of residence, and region

	Email box hacking	Internet scam	Scam via calls or SMS	Others
Area of residence				
Urban	2.7	8.8	15.4	0.4
Rural	0.8	2.0	5.5	0.0
Region				
Adamawa	0.5	1.8	3.5	0.2
Centre	1.6	4.8	11.3	0.1
Douala	1.7	6.9	14.8	1.0
East	0.9	6.1	16.2	0.0
Far-North	1.7	0.9	1.2	0.2
Littoral	1.7	4.1	7.5	0.0
North	0.4	1.1	4.0	0.0
North-West	0.7	11.4	16.3	0.0
West	0.6	8.9	22.8	0.0
South	5.6	6.3	4.3	1.1
South-West	5.6	8.4	12.3	0.0
Yaounde	3.2	14.8	27.4	0.8
Total	1.9	6.0	11.3	0.2

Source: NIS 2024 - household survey

Table 191: Proportion of the population (15 years or more) having already suffered cybercrime by whether or not they filed a complaint by area of residence

	Yes	No	Total
Urban	9.4	90.6	100.0
Rural	4.5	95.5	100.0
Total	8.4	91.6	100.0

Source: NIS 2024 - household survey

Table 192: Number of complaints from the population about acts of cybercrime by reason, from 2000 to 2023

Reason for complaint	2020	2021	2022	2023
Complaints about telephone scams	2355	2817	1900	2740
Complaints about scams through emails	54	173	152	80
Complaints about identity theft through ICT	127	129	124	189
Other complaints about other acts	4143	4176	6474	6051
Total	6679	7295	8650	9060

Source: ANTIC

Table 193: Number of complaints about cybercrime by region, from 2000 to 2023

Region	2020	2021	2022	2023
Adamawa	110	95	141	171
East	136	161	184	200
Far-North	121	178	250	179
Centre	3073	3016	4140	3929
Littoral	1351	1491	1656	1820
West	427	500	401	669
North	321	390	358	381
North-West	412	467	593	605
South	246	257	310	527
South-West	482	740	617	579
Total	6679	7295	8650	9060

Source: ANTIC

Table 194: Number of complaints about telephone scams by region, from 2000 to 2023

Region	2020	2021	2022	2023
Adamawa	30	45	...	78
East	50	18	...	41
Far-North	39	27	...	49
Centre	989	1207	...	1275
Littoral	470	550	...	630
West	200	380	...	193
North	175	193	...	205
North-West	44	50	...	33
South	37	73	...	78
South-West	321	274	...	158
Total	2355	2817	1900	2740

Source: ANTIC

Table 195: Number of complaints about scams through emails by region, from 2000 to 2023

Region	2020	2021	2022	2023
Adamawa	...	2	...	...
East	...	...	...	...
Far-North	...	1	...	...
Centre	40	116	75	50
Littoral	14	33	47	20
West	...	...	...	2
North	...	11	18	5
North-West	...	...	7	3
South	...	8	...	...
South-West	...	2	5	...
Total	///	///	///	///

Source: ANTIC

Table 196: Number of complaints about identity theft through ICT by region, from 2000 to 2023

Region	2020	2021	2022	2023
Adamawa	1	5	...	5
East	3	5	...	7
Far-North	3	8	5	...
Centre	46	68	42	54
Littoral	27	17	30	48
West	15	9	3	15
North	18	12	17	18
North-West	2	...	10	5
South	2	...	9	23
South-West	10	5	8	14
Total	127	///	///	///

Source: ANTIC

Table 197: Number of critical infrastructure security breaches by region, 2020–2023

Region	2020	2021	2022	2023
Adamawa	...	...	...	...
East	...	...	...	...
Far-North	...	...	...	...
Centre	4	17	31	48
Littoral	13	10	17	73
West	...	...	...	...
North	...	...	...	...
North-West	...	...	...	...
South	...	...	...	...
South-West	...	...	1	5
Total	///	///	///	///

Source: ANTIC

Table 198: Proportion (%) of enterprises that were victims of cyberattacks in 2023, by nature of the attack and type of enterprise

		Critical infrastructure security breaches	Spying
Type of enterprise	VSE	1.23	0.34
	SE	1.69	7.82
	ME	3.37	7.88
	LE	6.55	7.26
Sector of activity	Primary	15.04	15.04
	Secondary	2.62	0.27
	Tertiary	1.57	5.81
Total		1.78	5.23

Source: NIS 2024 – MINPOSTEL enterprise survey

3.3. Certification and compliance

Table 199: Situation of qualified electronic certificates by type of transaction by structure

Structures	Nature of transactions	Number of certificates
ANOR	Securing certificates of conformity issued by ANOR using advanced electronic signature	18,444
MINEPIA	Securing attestations of success issued by training centres under the supervision of MINEPIA	1,928
MINMAP	Operation using electronic certificates on the COLEPS platform	1,207
BUNEC	Digitization of civil status registration documents using the visible electronic stamp	6535
CAMRAIL	Securing railway transport tickets	204505
MINFI	Securing MINFI's attestations of irrevocable transfers	25,000
MINADER	Securing degree attestations issued by training centre under the supervisory authority of MINADER	2,565
ROAD FUND	Securing bills and security deposits at the Road Fund	20
Total		206204

Source: ANTIC

3.4. Cybersecurity coordination

Table 200: Number of cybersecurity coordinating structures

	2016	2017	2018	2019	2020	2021	2022	2023
Number of cybersecurity laboratories	0	0	1	2	2	2	2	5
Number of Cyber Incident Alert and Response Centres	1	1	1	1	1	1	1	1

Source: MINPOSTEL/ANTIC

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