

Universal Service Fund Community Access Points & Public Wi-Fi Programme

Digital Inclusion · Good practice · Jamaica

Quality score: 88/100

Evidence strength: Descriptive / self-reported

Summary

Jamaica's Universal Service Fund has built 300+ Community Access Points and 400+ public Wi-Fi hotspots across all 14 parish capitals, serving 150,000+ weekly users, despite recurring multi-billion-dollar shortfalls and criticism over resort-town rollout equity.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-03

[Universal Service Fund \(USF\) Jamaica](#) — accessed 2026-07-03

[USF Jamaica official site](#) — accessed 2026-07-03

[Jamaica Information Service: government investment in internet access](#) — accessed 2026-07-03

[Jamaica Observer: USF to establish more Community Access Points](#) — accessed 2026-07-03

[Jamaica Observer: USF targeting islandwide CAP upgrades \(2025\)](#) — accessed 2026-07-03

[Jamaica Gleaner: Jamaica's costly bet on public Wi-Fi](#) — accessed 2026-07-03

[Jamaica Gleaner: all parish capitals outfitted with free public Wi-Fi](#) — accessed 2026-07-03

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