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ANACOM REINFORCES ROAMING CAMPAIGN

The Autoridade Nacional de Comunicações (ANACOM) reinforced on 7 June the information campaign about international roaming that began on 27 April. The initiative covers the press and digital media and includes an advertising component for mobile devices. The campaign's aim is still the same: to publicise new rules applicable since 30 April,

informing consumers of the need to contact their respective operators before travelling.

The new rules are meant to lead to elimination of the difference between domestic rates and roaming rates in the European Economic Area (EEA), per the terms of Regulation (EU) 2015/2120 of 25 November 2015. (+)

ANACOM ALERTS

In the scope of the ANACOM Alerts initiative, involving weekly publication of thematic alerts in the newspapers Correio da Manhã and Jornal de Notícias to boost the information ANACOM provides to consumers, the following topics were considered in May:

- Avoid telephone invoice surprises; (+)
- Problems with a communications operator? (+)
- Charging for unwanted SMS/MMS; (+)
- Invoicing cycles in communications; (+)
- Suspension of communication services. (+)

This initiative has been extended to Rádio Renascença, with a weekly segment on Tuesdays, Wednesdays and Thursdays for

16 weeks. In May the following topics were considered:

- Do you know that it's easy to cancel a communications service? (+)
- Do you know that you can contract communication services by telephone? (+)
- Do you know that SMS and MMS have added value? (+)

The 'Consumer Hints' section of Jornal de Notícias, to which ANACOM contributes, covered the following sector-related topics during the same period:

- Added value SMS and MMS; (+)
- Suspension of communication services. (+)

PUBLIC CONSULTATIONS

MEO COST OF CAPITAL RATE

ANACOM approved on 25 May the initiation of a public consultation on MEO's cost of capital rate applicable to financial year 2016. Comments can be submitted until 28 June; they should preferably be sent by email to consulta.ccapital@anacom.pt. It was deemed appropriate to modify the methodology for calculating the parameters set out in the determination dated 5 December 2013, specifically regarding the no-risk interest rate, debt premium and risk premium, and also to review the base of comparable companies. (+)

MARKET 1

ANACOM has begun a public consultation on definition of the wholesale market for call termination in the public telephone network at a fixed location (market 1), evaluation of significant market power and the imposition, maintenance, amendment or withdrawal of regulatory obligations. Interested parties can send in comments until 13 July, preferably by email to mercado1@anacom.pt. (+)

COMMUNICATIONS IN PORTUGAL

NEWS

ADMINISTRATIVE OFFENCE CASES

The Autoridade Nacional de Comunicações (ANACOM) initiated administrative offence proceedings regarding electronic communication services against the following companies:

- IPTV TELECOM - Telecomunicações, for failing to comply with the obligation to duly submit information to ANACOM within the respective time period - a reprimand was issued; (+)
- MEO - Serviços de Comunicações e Multimédia, for failing to send in information about two universal service quality parameters with respect to 2014 - a single 45,000 euro fine was imposed. (+)

Regarding postal services, Abastfrota - Transportes was reprimanded for failing to comply with the obligation to supply to ANACOM by 30 June 2012 information about the amount of relevant income directly associated to the practice of postal services activity. (+)

Also in the area of postal services, CTT - Correios de Portugal was fined 5,000 euros for failing to comply with the obligation to measure service quality levels by recourse to an independent external body in 2015. (+)

Finally, Rui Carlos Pereira Campos was fined 500 euros for committing an administrative offence regarding telecommunication infrastructures in buildings. (+)

FREQUENCY USAGE RIGHT TRANSFER

ANACOM made public that it received from the Media Regulatory Board (Entidade Reguladora para a Comunicação Social) the following requests indicating intention to transfer frequency usage rights for the practice of audio broadcasting activity:

- from Rádio Tempos Livres to MATCH FM, Unipessoal; (+)
- from Rádio NFM Oeste to MATCH FM, Unipessoal. (+)

By decision dated 19 May, ANACOM did not oppose transferring the frequency usage right in the 87.5-108 MHz band allocated to Rádio Liz to the title of Record FM, for the provision of local radio programming service in Leiria County. (+)

On 12 May, ANACOM decided to issue Echostar Mobile the frequency usage right for mobile satellite service in national territory in the 1995-2010 MHz and 2185-2200 MHz frequency sub-bands, encompassing the satellite and terrestrial components. (+)

Also by decision on 12 May, ANACOM approved issuing to INMARSAT Ventures Limited the frequency usage right for mobile satellite service in national territory in the 1980-1995 MHz and 2170-2185 MHz frequency sub-bands, encompassing

the satellite and terrestrial components. (+)

TRENDS IN TELECOMMUNICATIONS PRICES

ANACOM released on 31 May the report "Trends in Telecommunications Prices", with figures for the month of April. (+)

HIGH-SPEED NETWORKS AND SERVICES AT A FIXED LOCATION

ANACOM has published the report on "High-speed Networks and Services at a Fixed Location", concerning the first quarter of 2016. It provides information about the number of home customers of high-speed services at a fixed location in mainland Portugal and in the Azores and Madeira autonomous regions, and on total cabled households for all operators. (+)

ANACOM RECEIVES FEWER COMPLAINTS IN 2015

ANACOM received 54,710 complaints about electronic communication services in 2015, 17.3 percent less than in the previous year. This reduction was across the board for all services and may be due to various factors, among them stabilisation of service provider offerings and more informed users. (+)

2016 WORLD TELECOMMUNICATIONS DAY

World Telecommunications and Information Society Day was marked on 17 May. This year the theme determined by the International Telecommunication Union was 'ICT entrepreneurship for social impact'. In Portugal the official celebrations were held at the Portuguese Foundation for Communications (FPC) in Lisbon and included the following: opening session; visit to the exhibitions "8 artists" - contemporary art collection of the Fundação PT; "Underwater Cable in a Sea of Connectivity" (2nd phase) and "Feeling Photography"; special activity for the school-age public. The participants were also invited to visit the renovated ANACOM space at the FPC, which provides information about this Authority's activity. (+)

ANACOM PUBLIC PARTICIPATION

The chair of the ANACOM board, Fátima Barros, took part on 17 May in the celebration of World Telecommunications and Information Society Day. She also contributed to the April issue of the CEDIPRE (Centre for Studies of Public Law and Regulation) newsletter with an article about "New Challenges for Regulation in the Communications Sector".

OPERATORS/PROVIDERS OF COMMUNICATION SERVICES

PROVIDERS OF ELECTRONIC COMMUNICATION SERVICES

	No. of authorised entities ^(a)	No. of operational entities ^{(a) (b)}
TV signal distribution service ^(c)	17	12
Mobile telephone service		
Mobile network operators (MNO)	3	3
Mobile virtual network operators (MVNO)	9	6 ^(e)
Telephone service at a fixed location	17	13
Internet access service		
Fixed broadband	54	42
Mobile broadband	10	9
Nomad voice over internet service (nomad VoIP) ^(d)	23	14
Public payphone service	9	3
Virtual calling card service	21	9

PRESTADORES DE SERVIÇOS POSTAIS

	No. of authorised entities ^(a)	No. of operational entities ^(a)
Postal services outside the scope of universal service	77	61 ^(f)
Postal services covered by the scope of universal service	15	11

a) Situation at 31 March 2016

b) Includes operational entities with retail and/or wholesale offering.

c) Includes service provided in the scope of cable distribution networks (9 operational providers) and via other platforms (3 operational providers).

d) Services provided by recourse to the '30' numbering range.

e) Includes two providers who during the first quarter of 2016 conducted internal trials, making MTS available to their employees.

f) Includes 23 companies providing the service under the MRW brand on a franchising basis (the company IBERCOURIER owns the MRW brand), 14 companies providing the service under the NACEX brand on a franchising basis (the company LOGISTA owns the NACEX brand) and 2 companies providing the service under the ENVIALIA brand on a franchising basis.

COVERAGE OBLIGATIONS IN THE 800 MHZ BAND

The Autoridade Nacional de Comunicações (ANACOM) approved on 5 May the draft decision on scheduling revision of the reference speeds associated to coverage obligations in the 800 MHz band for each of the respective enterprises, i.e. MEO

- Serviços de Comunicações e Multimédia, NOS Comunicações and Vodafone Portugal - Comunicações Pessoais, per the terms envisaged in Regulation no. 560-A/2011 of 19 October (Auction Regulation). (+)

NOS COMPLAINT DISMISSED

ANACOM decided on 12 May to dismiss a complaint by NOS Comunicações, thereby upholding the decision approved on 10 March regarding notification of the end of existing operating

restrictions in the 800 MHz band, as so indicated in annex 1 of the Multiband Auction Regulation. (+)

MEO COST ACCOUNTING SYSTEM

ANACOM decided on 25 May to declare the conformity of the cost accounting system of MEO - Serviços de Comunicações e Multimédia (MEO) for financial year 2014, with the

applicable regulatory provisions. Also approved was a set of determinations and recommendations aiming to perfect the cost accounting system. (+)

ANACOM AT MUSIC EVENTS AND TAÇA DE PORTUGAL

Due to its monitoring and control responsibilities, the Autoridade Nacional de Comunicações (ANACOM) was present at the concert given by the singer Adele at Rock in Rio and at the final of the Portuguese football cup (Taça

de Portugal), ensuring that there were no communication problems for important services such as those provided by security, emergency and civil aviation authorities. (+)

2016 BEST LETTER CONTEST

Pedro Vieira (11 years old, from Vila Nova de Gaia) and Maria Machado (15 years old, from Porto), are the respective winners of the first and second categories (ages 9-11 and 12-15) of the letter-writing contest of the Universal Postal Union (UPU) for year 2016, conducted in Portugal by joint initiative of

ANACOM and CTT - Correios de Portugal (CTT - Portuguese postal service). The winning letter in the second category will represent Portugal in the International Letter-writing Contest promoted by the UPU, which will announce results of that competition on its website by this coming September. (+)

AMENDMENT OF DECREE-LAW 123/2009 - CONSULTATION

The date 7 June was the deadline for responding to the government-launched consultation on the draft amendment of Decree-Law no. 123/2009 of 21 May, which establishes the applicable system for construction of infrastructures able

to house electronic communication networks, installation of electronic communication networks and construction of telecommunication infrastructures in housing estates, urban developments, groups of buildings and buildings. (+)

SPECTRUM STRATEGY PLAN - CONSULTATION

The ANACOM public consultation on the national strategy plan

for radio spectrum ended on 14 June. (+)

STRATEGY GUIDELINES FOR 2017-2019 - CONSULTATION

The deadline for responding to the public consultation on strategy guidelines for ANACOM's multiannual activities plan

for the 2017-2019 three-year period was also 6 June. (+)

AUDIT OF CTT'S ASSET INVENTORIES

The public tender for the audit of inventories of assets pertaining to the CTT concession (years 2014 and 2015),

whose launch was approved by this Authority by decision of 25 May, has been closed. (+)

ACQUISITION OF TWO MONITORING RECEIVERS

The deadline for submitting bids in the public tender (approved by decision dated 5 May) to acquire two monitoring receivers

was 18 May. They will be used by ANACOM's spectrum monitoring and control centres. (+)

OJEU

Regulation (EU) 2016/679 of the Parliament and of the Council of 27 April, concerning the protection of individuals with respect to processing of personal data and free circulation of that data, and which revokes Directive 95/46/EC (General Regulation on Data Protection). (+)

Implementing Decision (EU) 2016/687 of the Commission of 28 April, concerning harmonisation of the 694-790 MHz frequency band for terrestrial systems able to supply wireless broadband electronic communication services and for flexible national use in the European Union. (+)

COMMUNICATIONS AROUND THE WORLD

EUROPEAN UNION

EUROPEAN UNION APPROVES NIS DIRECTIVE

The European Council adopted on 17 May the proposed directive on network and information security (NIS Directive), the first legislation on cyber-security at European Union (EU) level, the aim being to enhance cooperation among member states in this area. The Directive establishes security obligations for service operators in critical sectors (energy, transportation, health and finance) and for digital service providers. (+)

AGREEMENT ON THE 700 MHZ FREQUENCY BAND

Brussels hosted on 26 May a meeting of the EU Council of Ministers of Transportation, Telecommunications and Energy. The main result was agreement on the proposed decision concerning use of the 700 MHz frequency band (694-790 MHz) for mobile broadband. (+)

LEGISLATIVE PACKAGE ON E-COMMERCE

The European Commission (EC) has presented the legislative package meant to make it easier and more secure for consumers and companies to buy and sell goods and services online. The package includes proposals associated to geo-blocking and other kinds of discrimination as well as cross-border parcel delivery, besides strengthening effective enforcement of consumer rights. (+)

KEY PRINCIPLES FOR COMPARISON TOOLS

The EC has published a set of key principles regarding tools for comparing products and services. The aim is to help the respective providers comply with corresponding European legislation, specifically the Unfair Commercial Practices Directive. (+)

REVIEW OF THE EUROPEAN INTEROPERABILITY FRAMEWORK

The public consultation launched by the EC with respect to the review of the European interoperability framework (EIF) runs until 29 June. The aim of this consultation is to ensure that there is a consistent vision regarding interoperability in the EU, and also to align the EIF with relevant developments (policies associated to the digital single market and the directive on reuse of public sector information) and technology trends. (+)

DIGITAL STRATEGY FOR THE SINGLE MARKET - CONSULTATIONS

Results of two EC public consultations concerning the Digital Strategy for the Single Market have been released. (+)

PUBLIC CONSULTATION ON CONSUMER PROTECTION

An EC public consultation on revision of the various directives applicable to consumer rights and protection runs until 2 September, the aim being to simplify European legislation, lower regulatory costs and help achieve a clear, stable and foreseeable regulatory framework. (+)

ACCESSIBILITY OF WEBSITES AND MOBILE APPLICATIONS

Agreement was reached by the EC, the European Parliament (EP) and the Council regarding a proposed directive on rules to make public sector websites and mobile applications more accessible throughout the EU, especially for people who are blind, deaf or have hearing impairments. (+)

DIGITAL SINGLE MARKET - PUBLIC CONSULTATIONS

The complete reports have been published concerning the EC public consultations on the electronic communications regulatory framework review and on future internet quality and speed needs. They ran from 11 September to 7 December 2015 in the ambit of the digital single market. (+)

EGOVERNMENT IN EUROPE

The EC has released the eGovernment Factsheets, concerning activities associated to e-government in each EU country and containing information on national strategy, applicable legislation, main players, structure and services offered to citizens and companies. (+)

COMMUNICATION ABOUT ONLINE PLATFORMS

The communication on online platforms and the digital single market was adopted on 25 May. It aims to present the EC's position regarding innovation opportunities and regulatory challenges raised by online platforms, and also to determine its approach to supporting the respective development in Europe. (+)

ANACOM INTERNATIONAL ACTIVITY

The Autoridade Nacional de Comunicações (ANACOM) represents the Portuguese communications sector before relevant international organisations and took part in recent meetings in the scope of the Body of European Regulators for Electronic Communications (BEREC), European Committee for Electrotechnical Standardisation (CENELEC), European Conference of Postal and Telecommunications Administrations (CEPT), European Regulators Group for Postal Services (ERGP), Radio Equipment Compliance Association (REDCA), European Union (EU) and International Telecommunication Union (ITU).

BEREC

The following meetings were held in the ambit of BEREC's work:

- meeting of the Contact Network of BEREC and the IRG - 12-13 May in Budapest; (+)
- international mission visit to the United States of America - 22-28 May; (+)
- IR EWG meeting - 19 May in Brussels; (+)
- EWG MEA meeting - 25 May in Brussels; (+)
- BEREC-RSPG spectrum workshop - 24 May in Brussels; (+)
- RA EWG meeting - 29 May in Brussels. (+)

CENELEC

The 53rd meeting of CENELEC Technical Committee 210 (TC210) took place on 24-25 May in Stockholm. (+)

CEPT

The following meetings were held in the CEPT context:

- 1st meeting of the WRC-19 Conference Preparatory Group - 12-14 April in Bonn, Germany; (+)
- Com-ITU - 26-28 April in Lucerne, Switzerland; (+)
- 14th meeting of the ECO Council - 3-4 May in Dublin; (+)
- 51st plenary meeting of CERP - 23-24 May in Tbilisi, Georgia. (+)

The following meetings were held in the scope of the ECC's work:

- 52nd meeting of ECC PT1 - 19-21 April in Bucharest; (+)
- 73rd meeting of WG SE - 25-29 April in Bergen, Norway; (+)
- 38th meeting of PT44 WG FM - 19-11 May in Copenhagen; (+)
- 67th meeting of SRD/MG - 20-22 April in Vilnius, Lithuania. (+)

ERGP

The ERGP Contact Network met on 26 May in Vilnius. (+)

REDCA

Meetings of REDCA and the EUANB were held on 10 and 11 May in Cobham, United Kingdom. (+)

EU

The Postal Directive Committee held a meeting on 30 May in Brussels. (+)

ITU

Geneva hosted on 2-6 May the World Summit on the Information Society Forum (WSIS Forum 2016). (+)

SPANISH DELEGATION VISITS ANACOM

ANACOM hosted on 5 May a visiting delegation from the Spanish State Secretariat for Telecommunications. The meeting took place at ANACOM headquarters and focused on issues

such as use of the 700 MHz band by mobile services, cross-border roaming, implementation of the regulation on the single telecom market (roaming and net neutrality) and IPv6. (+)

24TH CONFERENCE ON POSTAL AND DELIVERY ECONOMICS

The 24th Conference on Postal and Delivery Economics took place on 18-21 May in Florence, Italy, organised by the

Florence School of Regulation in partnership with the Center for Research in Regulated Industries of Rutgers University. (+)

HIRING IN THE ITU

Applicants for the vacant position of senior media and communications officer can be submitted until 20 July to the

ITU, a specialised United Nations agency based in Geneva. (+)

NEWS FROM OTHER COUNTRIES

BELGIUM - Belgian Institute for Postal services and Telecommunications (BIPT)

- A comparison of telecommunications product prices in the Belgian residential market has been published. It refers to 1 March and shows price list differences in various market segments. (+)

BRAZIL - Agência Nacional de Telecomunicações (ANATEL)

- The General Regulation on Accessibility in Telecommunication Services of Collective Interest was approved on 18 May. It aims to ensure access to telecommunication equipment and services by people with hearing, visual, motor and cognitive impairments in equal conditions, in both urban and rural areas. (+)
- The Regulation on channels and conditions for using the 380-400 MHz frequency band was published on 3 May. The aim is to add two sub-bands (388-389.900 MHz and 398-399.900 MHz) for limited private service use by public security and protection bodies and civil defence. (+)

CANADA - Canadian Radio-television and Telecommunications Commission (CRTC)

- A public consultation has been launched and will run until 11 June, concerning price differences practiced in fixed and mobile data packages. The CRTC aims to examine cases with differentiation of prices of products and services supplied to consumers, specifically when internet access service providers exempt one or more applications from costs. (+)

UNITED STATES OF AMERICA - Federal Communications Commission (FCC)

- Extension of the national deaf-blind equipment distribution programme was adopted on 26 May, on a trial basis until 30 June 2017. This programme has since 2012 distributed communications equipment to low-income deaf-blind people. The pilot programme is expected to become permanent. (+)
- Rules were adopted on 25 May meant to expand broadband access in rural environments. These measures are part of the second phase of the Connect America Fund and include holding an auction to favour areas with less access, specifically those that have very high installation costs. (+)
- The data centre for consumer complaints began operations on 18 May. The aim is to increase transparency of the FCC's complaint reception process and is part of efforts to simplify complaint handling; it also aims to inform the public in a faster and more detailed manner. (+)

FINLAND - Finnish Communications Regulatory Authority (FICORA)

- The applications for terrestrial TV programming licences

have been forwarded to the government. The number of licence applicants for multiplexers in the UHF band exceeded available capacity, whereby they were forwarded to the government for a decision. (+)

FRANCE - Autorité de Régulation des Communications Électroniques et des Postes (ARCEP)

- A website has been launched concerning ARCEP's approach to the Internet of Things (IoT). Workshops on this subject are also planned and will serve as the basis for preparing an ARCEP white paper on IoT, which should be published in the autumn of this year. (+)
- Analysis of the network sharing agreements between operators has begun with a view to drawing up the proposed decision to submit to the Competition Authority if there is a need to make amendments to those agreements. This new ARCEP responsibility, which allows it to seek amendments to network sharing agreements, was granted to it by the Law for Growth, Activity and Equality of Economic Opportunities of 7 August 2015. ARCEP's function is solely to establish the operational framework for market players, respecting the legally set goals of regulation. (+)
- The evaluation scoreboard for the fixed broadband and superfast broadband markets with respect to the first quarter has been published. At the end of March there were 4.5 million superfast broadband subscriptions, of which 1.6 million were fibre lines. (+)

The NETHERLANDS - Authority for Consumers and Markets (ACM)

- A campaign has begun against cartel agreements, the aim being to raise public awareness about this anti-competitive practice. The ACM will distribute information about this subject and urge the population to denounce any indications of such activities. (+)

MEXICO - Instituto Federal de Comunicaciones (IFT)

- Authorisation has been granted for two TV operators to access multi-programming. This will increase the available supply of open TV channels and benefit the public, broadcasting operators and content producers. (+)

UNITED KINGDOM - Office of Communications (Ofcom)

- Plans have been put in place to enhance the speed of mobile networks by using more frequency bands for WiFi channels, so that more data can be transmitted at higher speeds. These plans thus aim to help achieve better service quality, especially for applications requiring more internet capacity. (+)

1ST QUARTER 2016 STATISTICS RELEASED

ELECTRONIC COMMUNICATION SERVICE PACKAGES

At the end of the first quarter (1Q16) the number of bundled service subscribers stood at 3.3 million, up 1.7 percent over the previous quarter and 8.3 percent year-on-year. It is estimated that about 80.9 of each 100 families had a services package at the end of 1Q16. This growth in the number of customers was due to the increased supply of the 5P and 3P package modes, with the first posting 30,000 more subscribers, i.e. up 2.4 percent, and the second 24,000 more, up 1.8 percent. (+)

INTERNET ACCESS SERVICE

In 1Q16 the number of fixed internet accesses in Portugal stood at 3.2 million (up 1.9 percent over the fourth quarter of 2015). Year-on-year growth was 9.2 percent. Penetration of internet access service at a fixed location was 30.9 per 100 inhabitants for fixed accesses and 53.4 per 100 inhabitants for mobile services in actual use. Penetration of fixed broadband service (home customers) was 65.5 per 100 classic families and 44.8 per 100 classic family households. (+)

WORKSHOP ON BEREC NET NEUTRALITY GUIDELINES

The Autoridade Nacional de Comunicações (ANACOM) held last 20 June in Lisbon a workshop on the 'BEREC Net Neutrality Guidelines'. The aim was to publicise the public consultation launched by BEREC on 6 June and concerning the draft net

neutrality guidelines, whose comment submission deadline in 18 July. The workshop was also meant to encourage debate about those guidelines. (+)

PUBLIC SESSION ON IPV6

A public session on IPv6 was held on 21 June in Lisbon, organised by ISOC.PT, the DNS.PT Association and ANACOM; the theme was 'diagnosis and prospects in Portugal 2016'. The

session counted the participation of ANACOM board member João Confraria, who moderated the Operators panel. (+)

T'COM INFRASTRUCTURES WORKSHOP - PRESENTATIONS

The presentations given in the 'ITED-ITUR Workshop: from knowing to doing', organised by ANACOM and held last 31 May in Lisbon's Torre de Tombo auditorium, are available for consultation.

ITED and ITUR respectively refer to telecommunications infrastructures in buildings, and to telecommunications infrastructures in housing estates, urban developments and groups of buildings. (+)



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ANACOM

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PUBLISHER
AND OWNER:
ICP - Autoridade
Nacional de
Comunicações

HEADQUARTERS:
Av. José Malhoa, 12
1099-017 Lisboa
info@anacom.pt
www.anacom.pt

DIRECTOR:
Fátima A. Botelho

PRODUCTION:
companhia dos riscos,
design lda