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INTRODUCTION

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The present Activities Report was prepared in fulfilment of the stipulations of the Statutes of ICP-ANACOM, with the aim of providing a comprehensive description of the activities undertaken by this Authority over the course of 2009.

Under article 37 of its Statutes, as approved by the annex to Decree-Law No. 309/2001 of 7 December, this report is subject to the opinion of ICP-ANACOM's Advisory Council.

The document is structured as follows:

Chapter 1 is focused on activities undertaken within the scope of regulation and includes measures taken on the prices and conditions governing the provision of services, on market analysis and on Universal Service (US). The chapter also looks at regulatory activities related to numbering, portability and pre-selection, as well as those covering radio spectrum use (allocation, amendment and repeal of rights of use of frequencies).

Chapter 2 describes activities related to monitoring, conflict resolution, inspection and enforcement and litigation. In addition to spectrum monitoring, the first set of activities covers those undertaken to assess compliance with the obligations that are binding upon operators and providers of electronic communications and postal services, in particular in terms of Quality of Service (QoS). In terms of inspection and enforcement, the various areas of intervention are described: electronic communications, postal services, the equipment market and telecommunications infrastructure in buildings (ITED - Infra-estruturas de Telecomunicações em Edifícios). Finally, with regard to litigation, information is divided into the following areas: Community litigation, infringement cases and administrative litigation.

Chapter 3 reports on ICP-ANACOM's international activity, subdivided into: i) representation of the Portuguese State at international organizations and bodies, expressing the positions that the State intends to take; ii) participation, in the exercise of the responsibilities and powers of this Authority, in the activities of various international entities; iii) international cooperation activities.

Chapter 4 sets out the activities undertaken in terms of external communication and ICP-ANACOM's institutional image, reporting on the various events held in connection with the celebrations marking this Authority's 20th anniversary, which included a revamp of the institutional image. This chapter also covers activities related to the processing of enquiries about the market and the Public Attendance Service (PAS), including statistical information on various indicators.

Chapter 5 reports on the standardization, technical and laboratory activities undertaken by this Authority in 2009.

Chapter 6 looks at the other activities undertaken by ICP-ANACOM, highlighting, due to its importance, this Authority's role as adviser to the Government and issues related to the security of communications. This chapter also covers the legislative changes, seen over the course of 2009, affecting the fees system applicable to electronic communications, and the ICP-ANACOM's cooperation with AdC - Autoridade da Concorrência (The Competition Authority) realized through requested opinions and, finally, reports on the *e.iniciativas* (e-initiatives) programme.