

POSTAL SERVICES (1)

Undertaking:
Persons filling in the questionnaire:
Telephone No of persons filling in the questionnaire:
E-mail:
Quarter which the information concerns:

I. INDICATORS TO BE SUBMITTED BY POSTAL SERVICE PROVIDERS [INDIVIDUAL LICENSE, GENERAL AUTHORIZATION, and CONCESSIONAIRE (article 57 of Law No 17/2012, of 26 de April)]

A. POSTAL TRAFFIC (4)

A.1. Items of correspondence (5)	Unit	EXPRESS MAIL (2)	NON-EXPRESS MAIL (3)		Remarks (12)
			Up to 2 Kg. (inclusive)	> 2 Kg.	
A.1.1 National (8)	No. items in the quarter				
(of which), bulk mail (11)	No. items in the quarter				
A.1.2 Outgoing international (9)	No. items in the quarter				
(of which), bulk mail (11)	No. items in the quarter				
A.1.3 Incoming international (10)	No. items in the quarter				

A.2. Books, catalogues, newspapers and other periodicals	Unit	EXPRESS MAIL (2)	NON-EXPRESS MAIL (3)		Remarks (12)
			Up to 2 Kg. (inclusive)	> 2 Kg.	
A.2.1 National (8)	No. items in the quarter				
(of which), bulk mail (11)	No. items in the quarter				
A.2.2 Outgoing international (9)	No. items in the quarter				
(of which), bulk mail (11)	No. items in the quarter				
A.2.3 Incoming international (10)	No. items in the quarter				

A.3. Direct mail (6)	Unit	Total traffic	Remarks (12)
A.3.1 National (8)	No. items in the quarter		
(of which), bulk mail (11)	No. items in the quarter		
A.3.2 Outgoing international (9)	No. items in the quarter		
(of which), bulk mail (11)	No. items in the quarter		
A.3.3 Incoming international (10)	No. items in the quarter		

A.4. Postal parcels (7)	Unit	EXPRESS MAIL (2)	NON-EXPRESS MAIL (3)		Remarks (12)
			Up to 10 Kg. (inclusive)	> 10 Kg.	
A.4.1 National (8)	No. items in the quarter				
(of which), bulk mail (11)	No. items in the quarter				
A.4.2 Outgoing international (9)	No. items in the quarter				
(of which), bulk mail (11)	No. items in the quarter				
A.4.3 Incoming international (10)	No. items in the quarter				
(of which), from EU countries	No. items in the quarter				

B. ACCESS to NETWORKS / INFRASTRUCTURE ELEMENTS / POSTAL SERVICES (cf. articles 38 and 39 of Law No 17/2012, of 26 April)

(Information to be reported by providers of networks/infrastructures/services, pursuant to articles 38 and 39 of Law No 17/2012, of 26 April)	Unit	No. of items	Remarks (12) In this field, the indication of covered network elements / network infrastructure /services is required
B.1. Agreements for access to networks/postal infrastructure elements /postal services			
Agreement/provider 1 (name)	No. items in the quarter		
Agreement/provider 2 (name)	No. items in the quarter		
Agreement/provider 3 (name)	No. items in the quarter		
Agreement/provider 4 (name)	No. items in the quarter		
Agreement/provider (...) (name)	No. items in the quarter		

C. SERVICE REVENUES by the end of the reporting period (13)

C.1. Items of correspondence (5)	Unit	EXPRESS MAIL (2)	NON-EXPRESS MAIL (3)		Remarks (12)
			Up to 2 Kg. (inclusive)	> 2 Kg.	
C.1.1 National (8)	Euro				
(of which), bulk mail (11)	Euro				
C.1.2 Outgoing international (9)	Euro				
(of which), bulk mail (11)	Euro				
C.1.3 Incoming international (10)	Euro				

C.2. Books, catalogues, newspapers and other periodicals	Unit	EXPRESS MAIL (2)	NON-EXPRESS MAIL (3)		Remarks (12)
			Up to 2 Kg. (inclusive)	> 2 Kg.	
C.2.1 National (8)	Euro				
(of which), bulk mail (11)	Euro				
C.2.2 Outgoing international (9)	Euro				
(of which), bulk mail (11)	Euro				
C.2.3 Incoming international (10)	Euro				

C.3. Direct mail (6)	Unit	Total traffic	Remarks (12)
C.3.1 National (8)	Euro		
(of which), bulk mail (11)	Euro		
C.3.2 Outgoing international (9)	Euro		
(of which), bulk mail (11)	Euro		
C.3.3 Incoming international (10)	Euro		

C.4. Postal parcels (7)	Unit	EXPRESS MAIL (2)	NON-EXPRESS MAIL (3)		Remarks (12)
			Up to 10 Kg. (inclusive)	> 10 Kg.	
C.4.1 National (8)	Euro				
(of which), bulk mail (11)	Euro				
C.4.2 Outgoing international (9)	Euro				
(of which), bulk mail (11)	Euro				
C.4.3 Incoming international (10)	Euro				
(of which), from EU countries	Euro				

C.5. Other revenues from postal services (not to be entered in the preceding categories)	Unit	Value of revenues	Remarks (12)
C.5.1 Other revenues (to be specified in the Remarks column)	Euro		
(of which) Revenues from the provision to other postal providers of access to network/infrastructures/services pursuant to articles 38 and 39 of Law No 17/2012, of 26 de April.	Euro		

POSTAL SERVICES (1)

D. HUMAN RESOURCES and MATERIAL RESOURCES (by the end of the reporting period)

D.1 HUMAN RESOURCES	Unit	Number	Remarks (12)
D.1.1. Number of workers(14)	1 worker		

D.1.2 MATERIAL RESOURCES	Unit	Number	Remarks (12)
D.1.2.1. Points of Access (15), of which:	1 point of access		

POSTAL SERVICES (1)

D.1.2.1.1. Letter boxes (16)	1 letter box		
D.1.2.2. Post office boxes (17)	1 post office box		
D.1.2.3. Points solely for the purchase of stamps, of which:	1 point		
D.1.2.3.1. Stamp vending machines	1 stamp vending machine		
D.1.2.4. Distribution centres (18)	1 distribution centre		
D.1.2.5. Vehicle fleet (19)	1 vehicle		

II. INDICATORS TO BE SUBMITTED BY THE CONCESSIONAIRE/UNIVERSAL SERVICE PROVIDER
(article 57 of Law No 17/2012, of 26 April)

A. TRAFFIC BROKEN DOWN BY PRODUCT (20)	Unit	month 1	month 2	month 3	Remarks (12)
A.1. ITEMS OF CORRESPONDENCE AND EDITORIAL MAIL (books, catalogues, newspapers and other periodicals)					
A.1.1. National					
Product 1	No. items in the month				
Product 2	No. items in the month				
Product 3	No. items in the month				
Product 4	No. items in the month				
Product 5	No. items in the month				
Product 6	No. items in the month				
Product 7	No. items in the month				
Product 8	No. items in the month				
Product (...)	No. items in the month				
A.1.2. Outgoing international					
Product 1	No. items in the month				
Product 2	No. items in the month				
Product 3	No. items in the month				
Product 4	No. items in the month				
Product 5	No. items in the month				
Product 6	No. items in the month				
Product 7	No. items in the month				
Product 8	No. items in the month				
Product 9	No. items in the month				
Product 10	No. items in the month				
Product (...)	No. items in the month				
A.1.3. Incoming international					
Product Line 1	No. items in the month				
Product Line 2	No. items in the month				
Product Line 3	No. items in the month				
Product Line 4	No. items in the month				
Product Line 5	No. items in the month				
Product Line (...)	No. items in the month				
A.2. POSTAL PARCELS					
A.2.1. National					
Product 1	No. items in the month				
Product (...)	No. items in the month				
A.2.2. Outgoing international					
Product 1	No. items in the month				
Product (...)	No. items in the month				
A.2.3. Incoming international					
Product Line 1	No. items in the month				
Product Line (...)	No. items in the month				
A.3. AGREEMENTS FOR ACCESS TO THE NETWORK / INFRASTRUCTURE ELEMENTS / POSTAL SERVICES (cf. articles 38 and 39 of Law No 17/2012, of 26 April)					
Offer 1 (name)	No. items in the month				
Offer 2 (name)	No. items in the month				
Offer 3 (name)	No. items in the month				
Offer 4 (name)	No. items in the month				
Offer (...)	No. items in the month				

B. REVENUES BROKEN DOWN BY PRODUCT (21)	Unit	month 1	month 2	month 3	Remarks (12)
B.1. ITEMS OF CORRESPONDENCE AND EDITORIAL MAIL (books, catalogues, newspapers and other periodicals)					
B.1.1. National					
Product 1	Euro				
Product 2	Euro				
Product 3	Euro				
Product 4	Euro				
Product 5	Euro				
Product 6	Euro				
Product 7	Euro				
Product 8	Euro				
Product (...)	Euro				
B.1.2. Outgoing international					
Product 1	Euro				
Product 2	Euro				
Product 3	Euro				
Product 4	Euro				
Product 5	Euro				
Product 6	Euro				
Product 7	Euro				
Product 8	Euro				
Product 9	Euro				
Product 10	Euro				
Product (...)	Euro				
B.1.3. Incoming international					
Product Line 1	Euro				
Product Line 2	Euro				
Product Line 3	Euro				
Product Line 4	Euro				
Product Line 5	Euro				
Product Line (...)	Euro				
B.2. POSTAL PARCELS					
B.2.1. National					
Product 1	Euro				
Product (...)	Euro				
B.2.2. Outgoing international					
Product 1	Euro				
Product (...)	Euro				
B.2.3. Incoming international					
Product Line 1	Euro				
Product Line (...)	Euro				
B.3. AGREEMENTS FOR ACCESS TO THE NETWORK / INFRASTRUCTURE ELEMENTS / POSTAL SERVICES (cf. articles 38 and 39 of Law No 17/2012, of 26 April)					
Offer 1 (name)	Euro				
Offer 2 (name)	Euro				
Offer 3 (name)	Euro				
Offer 4 (name)	Euro				
Offer (...)	Euro				

POSTAL SERVICES - DEFINITIONS AND NOTES

- 1** Postal service is the activity which integrates the operations of clearance, sorting, transport and distribution of items addressed in the final form, in compliance with physical and technical specifications that allow them to be sorted by a postal network as well as delivered at the address indicated on the object itself or on its wrapping (cf. article 4, paragraphs 1 and 3 of Law No 17/2012, of 26 April). This service covers the following types of postal items: items of correspondence, including direct mail, books, catalogues, newspapers and other periodicals and postal parcels (cf. article 4, paragraphs 1 and 3 and article 5 of Law No 17/2012, of 26 April).
- 2** Express mail services refer to added value services, characterized by the clearance, sorting, transport and distribution of postal items with an increased promptness, differing from regular postal services for a set of additional characteristics, such as predefined delivery deadlines; registered postal items; guarantee of provider liability, by means of insurance through which the sender is previously aware of how he may be compensated of damages suffered; tracking and tracing of postal items along the provider's operational circuit, allowing the identification of the delivery status and the provision of information to the customer (vd. article 12, paragraph 2, of Law No 17/2012, of 26 April). Commonly known as "courier" services, such services are not covered by the scope of the universal service.
- 3** Non-express mail services concern basic postal services mentioned in paragraph 1 of article 12 of Law No 17/2012, of 26 April (that is, services without the express mail characteristics described in point 2.) Among non-express mail services, items of correspondence, catalogues, books, newspapers and other periodicals up to 2 Kgs and postal parcels up to 10 Kgs, postal parcels received from other Member States of the European Union and weighing up to 20 kgs are included in the scope of the universal service (cf. article 12, paragraphs 1, 2 and 3 of Law No 17/2012, of 26 April).
- 4** This category includes postal items (that is, items addressed in the final form, in compliance with physical and technical specifications that allow them to be sorted by a postal network as well as delivered at the address indicated on the object itself or on its wrapping - cf. article 4, paragraphs 1 and 3, and article 5, of Law No 17/2012, of 26 April) namely:
 - a) Items of correspondence (that is, communications in written form on any kind of physical medium), excluding direct mail;
 - b) Books, catalogues, newspapers and other periodicals;
 - c) Direct mail;
 - d) Postal parcels.Traffic covered by agreements of access to the network and to postal infrastructures of third parties must also be accounted for here under the respective categories. Postal service providers that use the network/infrastructures/postal services of third parties to provide their own services must account for traffic concerned under this section; postal service providers that provide their networks/infrastructures/postal services to other postal service providers must not account for the traffic covered by these agreements here.
Registered mail services used in court or administrative proceedings (article 3, paragraph 2 b) of Law No 17/2012, of 26 April) must also be accounted for in this section.
- 5** Items of correspondence mean postal items consisting on a communication in written form on any kind of physical medium (cf. article 5, paragraph 1 a) of Law No 17/2012, of 26 April). Direct mail was excluded from this indicator.
- 6** Direct mail means items of correspondence comprising an identical message which is sent to a significant number of addressees, exclusively for advertising, marketing or publicity purposes (cf. article 5, paragraph 2, of Law No 17/2012, of 26 April).
- 7** A postal parcel is a postal item consisting of a package containing merchandise or objects with or without commercial value (cf. article 5, paragraph 1 c) of Law No 17/2012, of 26 April).
- 8** National postal item - Item from and to Portugal.
- 9** Outgoing international postal item - Item from Portugal to a third country.
- 10** Incoming international postal item - Item from a third country to Portugal. It must be confirmed that all items are accounted for and not only those that are paid by the addressee.
- 11** Bulk mail means mail delivered to postal service providers by bodies usually known as bulk mailers, integrators or large clients on a franchise, retainer or contract basis, or other, which are generally subject to compliance with specific conditions as regards the number of items, weight, sorting, delivery location and schedule. Delivered items include bills, account statements, direct mail, books, catalogues, newspapers or other periodicals (see also reference in article 14, paragraph 2, of Law No 17/2012, of 26 April).
- 12** Column provided for entering remarks of a qualitative nature. In case of significant variations, providers are required to fill in the column with a justification or an explanation for the variation occurred. In section B, this column must be used to enter covered network elements/infrastructures/services.
- 13** Values of sales and services provided that are related to the various postal services indicated, accumulated at the end since the beginning of the year until the end of the reporting period (quarter), in Euro, net of discounts and excluding VAT.
- 14** Number of workers by the end of the period. Subcontracted workers must not be accounted for.
- 15** Physical facilities where customers may deposit mail with the postal network. Includes letter boxes.
- 16** Boxes for the deposit of postal items on the public highway or post offices. The number of geographic points where letter boxes are located must be accounted for, that is, places with more than one letter box shall be accounted for as a single letter box.
- 17** Service which allows users to receive mail at a post office and not at their actual postal address.
- 18** Physical space where postal items are sorted according to their destination area.
- 19** Owned and/or subcontracted fleet of vehicles for the provision of postal services.
- 20** Enter the commercial name of the product and report traffic on a case-by-case basis for all. All products related to concessionated services and offers of access to the network/infrastructures/postal services should be included.
The two following provisions must be identified separately: the registered mail service used in court or administrative proceedings, mentioned in article 3, paragraph 2 b) of Law No 17/2012, of 26 April, on the one hand, and remaining registered mail, on the other.
- 21**
Revenues of the concessionaire of the universal postal service shall only include revenues from concessionated postal services and offers of access to the network/infrastructures/postal services.
The two following provisions must be identified separately: the registered mail service used in court or administrative proceedings, mentioned in article 3, paragraph 2 b) of Law No 17/2012, of 26 April, on the one hand, and remaining registered mail, on the other.