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ANNEX - Annual Questionnaire - Group I to IX

Company name:	
Name of the person	
Telephone number:	
E-mail:	

Reference date of information (Year):

I. ELECTRONIC COMMUNICATIONS INVESTMENT

Unit: Euros			
	ELECTRONIC COMMUNICATIONS INVESTMENT ¹	Enf of Year	Comments
I.1	Electronic Communications investment		
I.1.1	of which, in fixed telecommunications networks ²		
I.1.1.1	- of which, optical fibre networks investment		

II. HIGH QUALITY ACCESSES³

Unit: Euros			
II.1	Revenues ⁴	Enf of Year	Comments
II.1.1	High Quality Accesses retail revenues ^{5,7}		
II.1.2	High Quality Accesses wholesale revenues ^{6,8}		
II.1.3	Total High Quality Accesses Revenues		

II.2	Activity Indicators ⁹	Unit	Enf of Year	Comments
II.2.1	Number of High Quality Accesses Retail Customers	1 customer		
II.2.2	Number of High Quality Accesses Wholesale Customers	1 customer		
II.2.3	Number of High Quality Accesses to retail customers by capacity (National)	1 line		
II.2.3.1	Analogue	1 line		
II.2.3.2	Digital	1 line		
II.2.3.2.1	≤ 2 Mbps	1 line		
II.2.3.2.2]2; 155] Mbps	1 line		
II.2.3.2.3	> 155 Mbps	1 line		
II.2.4	Number of High Quality Accesses to retail customers by capacity (International)	1 line		
II.2.5	Number of High Quality Accesses to wholesale customers by capacity (National)	1 line		
II.2.5.1	Analogue	1 line		
II.2.5.2	Digital	1 line		
II.2.5.2.1	≤ 2 Mbps	1 line		
II.2.5.2.2]2; 155] Mbps	1 line		
II.2.5.2.3	> 155 Mbps	1 line		
II.2.6	Number of High Quality Accesses to wholesale customers by capacity (International)	1 line		

III. FIXED TELEPHONE SERVICE (FTS)

III.1	Revenues ⁴ and customers	Unit	Enf of Year	Comments
III.1.1	Total FTS wholesale revenues (in euros, excluding VAT and discounts) ⁶	1 euro		
III.1.2	Non-residential customers with multiple locations ¹⁰	1 customer		
III.1.2.1	Of which include indiret accesses from the operator	1 customer		

III.2	Fixed Interconnection			
III.2.1	Traffic (minutes)	Unit	Enf of Year	Comments
III.2.1.1	Origination (voice)			
III.2.1.1.1	Origination to pre-selection/call-by-call secection services	1 minute		
III.2.1.1.2	Origination to short and non-geographic numbers	(do not fill in)		
III.2.1.1.2.1	For short and non-geographic numbers of the provider (total) (this traffic does not generate a wholesale revenue)	1 minute		
III.2.1.1.2.1.1	Of which for the 760X range	1 minute		
III.2.1.1.2.1.2	Of which for the 707 and 708 range	1 minute		
III.2.1.1.2.1.3	Of which for the 800 range	1 minute		
III.2.1.1.2.1.4	Of which for the 808 and 809 range	1 minute		
III.2.1.1.2.2	For short and non-geographic numbers of the Group providers (total)	1 minute		
III.2.1.1.2.2.1	Of which for the 760X range	1 minute		
III.2.1.1.2.2.2	Of which for the 707 and 708 range	1 minute		
III.2.1.1.2.2.3	Of which for the 800 range	1 minute		
III.2.1.1.2.2.4	Of which for the 808 and 809 range	1 minute		
III.2.1.1.2.3	For short and non-geographic numbers of other providers (total)	1 minute		
III.2.1.1.2.3.1	Of which for the 760X range	1 minute		
III.2.1.1.2.3.2	Of which for the 707 and 708 range	1 minute		
III.2.1.1.2.3.3	Of which for the 800 range	1 minute		
III.2.1.1.2.3.4	Of which for the 808 and 809 range	1 minute		
III.2.1.1.2.4	Percentage of total origination traffic delivered using IP interconnection	%		
III.2.1.2	Termination (total)	1 minute		
III.2.1.2.1	Percentage of total termination traffic delivered using IP interconnection	%		
III.2.1.2.2	of calls originating from other national providers (total)	1 minute		
III.2.1.2.2.1	(of which) with national origin	1 minute		
III.2.1.2.2.1.1	(of which) originating in the MEO network	1 minute		
III.2.1.2.2.2	(of which) originating in countries of the European Economic Area (EEA)	1 minute		
III.2.1.2.2.2.1	(of which) originating in the MEO network	1 minute		
III.2.1.2.2.3	(of which) originating in countries outside the European Economic Area (EEA)	1 minute		
III.2.1.2.2.3.1	(of which) originating in the MEO network	1 minute		
III.2.1.2.3	From international network providers	1 minute		
III.2.1.2.3.1	Percentage of total international traffic terminated using IP interconnection	%		
III.2.1.2.3.2	(of which) originating in countries of the European Economic Area (EEA)	1 minute		
III.2.1.2.3.3	(of which) originating in countries outside the European Economic Area (EEA)	1 minute		
III.2.1.3	Revenue Breakdown Regime	(do not fill in)		
III.2.1.3.1	Of calls relating to other special services	1 minute		
III.2.1.4	Transit	1 minute		
III.2.1.4.1	Transit of national traffic	1 minute		
III.2.1.4.2	Transit of international incoming traffic to another national operator	1 minute		
III.2.1.4.3	Transit of international outgoing traffic to international networks	1 minute		
III.2.1.4.4	Percentage of total traffic using IP interconnection	%		

III.2.2	Traffic (calls)	Unit	Enf of Year	Comments
III.2.2.1	Origination (voice)			
III.2.2.1.1	Origination to pre-selection/call-by-call secection services	1 call		
III.2.2.1.2	Origination to short and non-geographic numbers	(do not fill in)		
III.2.2.1.2.1	For short and non-geographic numbers of the provider (total) (this traffic does not generate a wholesale revenue)	1 call		
III.2.2.1.2.1.1	Of which for the 760X range	1 call		
III.2.2.1.2.1.2	Of which for the 707 and 708 range	1 call		
III.2.2.1.2.1.3	Of which for the 800 range	1 call		
III.2.2.1.2.1.4	Of which for the 808 and 809 range	1 call		
III.2.2.1.2.2	For short and non-geographic numbers of the Group providers (total)	1 call		
III.2.2.1.2.2.1	Of which for the 760X range	1 call		
III.2.2.1.2.2.2	Of which for the 707 and 708 range	1 call		
III.2.2.1.2.2.3	Of which for the 800 range	1 call		
III.2.2.1.2.2.4	Of which for the 808 and 809 range	1 call		
III.2.2.1.2.3	For short and non-geographic numbers of other providers (total)	1 call		
III.2.2.1.2.3.1	Of which for the 760X range	1 call		
III.2.2.1.2.3.2	Of which for the 707 and 708 range	1 call		
III.2.2.1.2.3.3	Of which for the 800 range	1 call		
III.2.2.1.2.3.4	Of which for the 808 and 809 range	1 call		
III.2.2.1.2.4	Percentage of total origination traffic delivered using IP interconnection	%		
III.2.2.2	Termination (total)	1 call		
III.2.2.2.1	Percentage of total termination traffic delivered using IP interconnection	%		
III.2.2.2.2	of calls originating from other national providers (total)	1 call		
III.2.2.2.2.1	(of which) with national origin	1 call		
III.2.2.2.2.1.1	(of which) originating in the MEO network	1 call		
III.2.2.2.2.2	(of which) originating in countries of the European Economic Area (EEA)	1 call		
III.2.2.2.2.2.1	(of which) originating in the MEO network	1 call		
III.2.2.2.2.3	(of which) originating in countries outside the European Economic Area (EEA)	1 call		
III.2.2.2.2.3.1	(of which) originating in the MEO network	1 call		
III.2.2.2.3	From international network providers	1 call		
III.2.2.2.3.1	Percentage of total international traffic terminated using IP interconnection	%		
III.2.2.2.3.2	(of which) originating in countries of the European Economic Area (EEA)	1 call		
III.2.2.2.3.3	(of which) originating in countries outside the European Economic Area (EEA)	1 call		
III.2.2.3	Revenue Breakdown Regime	(do not fill in)		
III.2.2.3.1	Of calls relating to other special services	1 call		
III.2.2.3	Transit	1 call		
III.2.2.3.1	Transit of national traffic	1 call		
III.2.2.3.2	Transit of international incoming traffic to another national operator	1 call		
III.2.2.3.3	Transit of international outgoing traffic to international networks	1 call		
III.2.2.3.4	Percentage of total traffic using IP interconnection	%		

III.2.3	Wholesale Revenues (euros) ⁶	Unit	Enf of Year	Comments
III.2.3.1	Origination (voice)			
III.2.3.1.1	Origination to pre-selection/call-by-call secection services	1 euro		
III.2.3.1.2	Origination to short and non-geographic numbers	(do not fill in)		
III.2.3.1.2.1	For short and non-geographic numbers of group providers (total)	1 euro		
III.2.3.1.2.1.1	Of which for the 760X range	1 euro		
III.2.3.1.2.1.2	Of which for the 707 and 708 range	1 euro		
III.2.3.1.2.1.3	Of which for the 800 range	1 euro		
III.2.3.1.2.1.4	Of which for the 808 and 809 range	1 euro		
III.2.3.1.2.2	For short and non-geographic numbers of other providers (total)	1 euro		
III.2.3.1.2.2.1	Of which for the 760X range	1 euro		
III.2.3.1.2.2.2	Of which for the 707 and 708 range	1 euro		
III.2.3.1.2.2.3	Of which for the 800 range	1 euro		
III.2.3.1.2.2.4	Of which for the 808 and 809 range	1 euro		
III.2.3.1.2.3	Percentage of total origination revenue associated with traffic using IP interconnection	%		
III.2.3.2	Termination (total)	1 euro		
III.2.3.2.1	Percentage of total termination traffic delivered using IP interconnection	%		
III.2.3.2.2	of calls originating from other national providers (total)	1 euro		
III.2.3.2.2.1	(of which) with national origin	1 euro		
III.2.3.2.2.1.1	(of which) originating in the MEO network	1 euro		
III.2.3.2.2.2	(of which) originating in countries of the European Economic Area (EEA)	1 euro		
III.2.3.2.2.2.1	(of which) originating in the MEO network	1 euro		
III.2.3.2.2.3	(of which) originating in countries outside the European Economic Area (EEA)	1 euro		
III.2.3.2.2.3.1	(of which) originating in the MEO network	1 euro		
III.2.3.2.3	From international network providers	1 euro		
III.2.3.2.3.1	Percentage of total international traffic terminated using IP interconnection	%		
III.2.3.2.3.2	(of which) with national origin	1 euro		
III.2.3.2.3.3	(of which) originating in countries of the European Economic Area (EEA)	1 euro		
III.2.3.2.3.4	(of which) originating in countries outside the European Economic Area (EEA)	1 euro		
III.2.3.3	Revenue Breakdown Regime	(do not fill in)		
III.2.3.3.1	Of calls relating to other special services	1 euro		
III.2.3.3	Transit	1 euro		
III.2.3.3.1	Transit of national traffic	1 euro		
III.2.3.3.2	Transit of international incoming traffic to another national operator	1 euro		
III.2.3.3.3	Transit of international outgoing traffic to international networks	1 euro		
III.2.3.3.4	Percentage of total revenues associated with traffic using IP interconnection	%		

IV. NON-GEOGRAPHIC NUMBERS AND SHORT NUMBERS			Unit: Euros	
IV.1	Revenue from non-geographic numbers		Enf of Year	Comments
IV.1.1	Revenues (in euros, excluding VAT and discounts) related to non-geographic numbers ¹¹			
IV.1.1.1	(of which) retail revenues ⁵			
IV.1.1.2	(of which) revenues of the non-geographic numbers' customers ¹²			
IV.2.1	Revenues (in euros, excluding VAT, discounts and payments to non-geographic numbers' customers) related to non-geographic numbers ¹³			
IV.2	Traffic in minutes of non-geographic numbers and short numbers	Unit	Enf of Year	Comments
IV.2.1	Voice communications originated with response / OUT (outgoing) of the Fixed Telephone Service	(do not fill in)		
IV.2.1.1	Traffic in minutes for non-geographic numbers supported on the operator's own network ¹⁴	1 Minute		
IV.2.1.2	Traffic in minutes for short numbers supported on the operator's own network ¹⁵	1 Minute		
IV.2.2	Number of minutes of voice communications originating with response (incoming) of the Fixed Telephone Service	(do not fill in)		
IV.2.2.1	Traffic in minutes from other operators' customers to the operator's own non-geographic numbers ¹⁶	1 Minute		
IV.2.3	Voice communications originated with response / OUT (outgoing) of the Mobile Telephone Service	(do not fill in)		
IV.2.3.1	Traffic in minutes for short numbers and non-geographic numbers supported on the operator's own network ¹⁷	1 Minute		
IV.3	Traffic in calls of non-geographic numbers and short numbers	Unit	Enf of Year	Comments
IV.3.1	Voice communications originated with response / OUT (outgoing) of the Fixed Telephone Service	(do not fill in)		
IV.3.1.1	Traffic in calls for non-geographic numbers supported on the operator's own network ¹⁴	1 Call		
IV.3.1.2	Traffic in calls for short numbers supported on the operator's own network ¹⁵	1 Call		
V. INTERNET ACCESS SERVICE AT A FIXED LOCATION			Unit: Euros	
V.1	Revenues ⁴		Enf of Year	Comments
V.1.1	Revenues from broadband internet access wholesale customers (net of discounts, in EUR) ⁶			
V.2	Activity Indicators	Unit	Enf of Year	Comments
V.2.1	Fixed broadband operator switching ¹⁸	(do not fill in)		
V.2.1.1	Maximum time needed to terminate a contract for the best 95% of cases ¹⁹	days		
V.2.1.2	Maximum time needed to get connected to the network for the best 95% of cases ²⁰	days		
V.3	Bandwidth	Unit	Enf of Year	Comments
V.3.1	Used international Internet bandwidth (traffic) ²¹	Mbps		
V.3.2	Lit/equipped international Internet bandwidth ²²	Mbps		

VI. MOBILE BROADBAND INTERNET ACCESS - 4G				
		Unit	Enf of Year	Comments
VI.1	Number of mobile accesses effectively used for broadband Internet access through 4G ²³	Nr of SIM/USIM		
VI.1.1	of which subscribers with PC/tablet/pen/router ²⁴	Nr of SIM/USIM		
		Unit	Enf of Year	Comments
VI.2	DATA TRAFFIC - PS Traffic related to 4G network ²⁵	GB		
VII. DATA TRANSMISSION SERVICE (DTS)				
				Unit: Euros
VII.1	Revenues ⁴		Enf of Year	Comments
VII.1.1	Data transmission service revenues ^{7,8,26}			
VII.2	Activity Indicators	Unit	Enf of Year	Comments
VII.2.1	Data transmission service ²⁶	(do not fill in)		
VII.2.1.1	Number of DTS customers	1 customer		
VII.2.1.2	Total traffic generated by DTS customers	GB		
VIII. SMRP/TRUNKING				
		Unit	Enf of Year	Comments
VIII.1	Number of customers	1 customer		
VIII.2	Number of active terminal equipments	1 Terminal equipment		
VIII.3	Outgoing traffic - calls	1 call		
VIII.4	Outgoing traffic - minutes	1 Minute		
VIII.5	Data traffic	(do not fill in)		
VIII.5.1	Number of data calls (thousands)	1000 Calls		
VIII.5.2	Data volume	1 MB		
IX. OTHER SERVICES				
IX.1	Electronic Communications Public Networks Activity Indicators	Unit	Enf of Year	Comments
IX.1.1	Optical Fibre	(do not fill in)		
IX.1.1.1	Total optical fibre installed in the access/distribution network	km pair		
IX.1.1.2	Total optical fibre installed in the transmission network (core network)	km pair		
IX.1.2	Cabo Coaxial	(do not fill in)		
IX.1.2.1	Total coaxial cable installed in the access/distribution network (including Hybrid fibre-coaxial)	km pair		
IX.1.2.1.1	of which Hybrid fibre-coaxial	km pair		
IX.1.2.2	Total coaxial cable installed in the transmission network (core network)	km pair		
				Unit: Euros
IX.2	Other Electronic communication revenues ⁴		Enf of Year	Comments
IX.2.1	Other electronic communication revenues not included in the quarterly and annual questionnaires ²⁷			
IX.2.1.1	Broadcasting Revenues			
IX.2.1.2	Revenues from leasing capacity			
IX.2.1.3	Other revenues			
IX.2.1.4	(Specify. Insert as many rows as necessary)			

ANNEX - Annual Questionnaire - Definitions of Group I to IX

Note	Indicator	Description
1	Electronic Communications investment	All telecommunications network investment at technical costs should be included, ie, includes tangible and intangible fixed assets and advances to suppliers of excluded.
2	Investment in fixed telecommunications networks	All fixed network investment at technical costs should be included, ie, includes tangible and intangible fixed assets and advances to suppliers of fixed assets. Lic
3	High Quality Accesses	"High Quality Access" means all means of a public electronic communications network that provide transmission capacity between two endpoints with a high l are distinguishable from the accesses available in the mass market: - without containment and symetric debit; - with containment (up to 1:20) and symmetrical or asymmetric debit; - without containment and asymmetric debit.
4	Revenues	Revenues already reported in the quarterly questionnaires (electronic communication services at a fixed location and nomadic VOIP services and Mobile Telepl included, except in the indicator IV.1. The amount of revenue for a specific service cannot be reported in two different indicators (in order to avoid double-counting). Intra-group revenues should be included. Revenues should be reported in Euros, net of discounts and VAT and accumulated since the beginning of the year.
5	Retail revenues	Revenue from the provision of services to retail customers. Retail customers are consumers or those who do not use the service in question as an input of othe service.
6	Wholesale revenues	Revenue from the provision of services to other operators and service providers. Wholesale customers are all operators and providers of electronic communic input for the provision of electronic communications services. These services may be used to develop own networks and / or to support the provision of other sold downstream to their end customers, eg resale of network traffic.
7	High Quality Accesses retail revenues	Retail Revenues from high quality accesses should exclude revenues from retail internet access services already reported in Quarterly questionnaire of EC at a l and should also exclude Data Transmission Service revenues . If it is not possible to split the retail high quality accesses revenues and Data Transmission Service revenues, revenues must be reported in the data transmissio noted that the same revenue can not be reported in two different indicators.
8	High Quality Accesses wholesale revenues	If it is not possible to split the high quality accesses lines revenues and Data Transmission Service revenues, revenues must be reported in the data transmissio noted that the same revenue can not be reported in two different indicators.
9	High Quality Accesses Activity Indicators	When the high quality accesses offer is made by satellite access, this ought to be duly noted.
10	Non-residential customers with multiple locations	Number of non-residential customers that have access in more than one fixed location. This is the number of non-residential customers that have multiple subsidiaries, premises or buildings in different locations where the provider ensures the pro fixed location in a stand-alone mode (regardless of whether it is provided by direct access or indirect).
11	Revenues related to non-geographic numbers	Filled by the non-geographic number holders. Payments made to other entities, such as interconnection costs and costs with contents or payments to customers using the number, should not be deducted. Revenues should be net of discounts and VAT.
12	Revenues of the non-geographic numbers' customers	Includes revenues generated by the non-geographic number customer (monthly or other revenues).
13	Net Revenues (in euros, excluding VAT, discounts and payments to non-geographic numbers' customers) related to non-geographic numbers	Filled by the non-geographic number holders. Include generated net revenues. Revenues should be net of discounts, VAT and payments to non-geographic numbers' customers. Interconnection payments should be included.
14	Traffic for non-geographic numbers supported on the operator's own network	Number of minutes or calls (depending on the reporting unit) of the telephone service at a fixed location originated by the provider's customers and terminate 809, 884, 704, 707, 708, 760, 761 and 762 prefixes supported in the provider own network. Excludes traffic originating from public payphones. The traffic generated by direct access customers and indirect access customers of the provider must be reported.
15	Traffic for short numbers supported on the operator's own network	Number of minutes or calls (depending on the reporting unit) of the telephone service at a fixed location originated by the provider's customers and terminate the operator's own network. "Short numbers" means numbers whose length is less than the other NNP numbers (9 digits), ranging in length from three to six digits. Examples of short numb 116000. Codes that allow the selection of indirect access providers (call selection and pre-selection) sometimes have the generic designation of "short number: allow the selection of different formats of numbers, networks or services, but which are not part of the number. See "short numbers" defined in the National N of 10xy numbers.
16	Traffic in minutes from other operators' customers to the operator's own non-geographic numbers	Number of minutes originated in other providers and terminated in short and non-geographic numbers supported in the operator's own network.
17	Traffic in minutes for short numbers and non-geographic numbers supported on the operator's own network	Number of minutes originating from customers of the provider's mobile telephone service and terminated in short numbers and numbers with prefixes 800, 80 and 762 supported on the provider's own network.
18	Fixed broadband operator switching	These indicators are intended to measure the time needed to change operators in the fixed broadband service. Consider only the processes that correspond to cases of each of the indicators requested. Delays attributable to the customer should not be accounted for. Procedures where the customer requests installati a later date than that resulting from the standard time proposed by the provider should be excluded.
19	Maximum time needed to terminate a contract	Number of calendar days required to terminate a residential contract, measured from the customer's initiative to the date of termination of the contract. Terr periods to which discounts are associated should not be considered. Consider only the processes that correspond to the 95th percentile of the best cases. Delays attributable to the customer should not be considered. Cases in w termination of the contract at a later date than that resulting from the standard time proposed by the provider should be excluded.
20	Maximum time needed to get connected to the network	Maximum number of calendar days required to connect a residential customer, measured from the start of the process (which may be the contract signature) i time inherent to the termination of the previous contract should not be considered. Consider only the processes that correspond to the 95th percentile of the best cases. Delays attributable to the customer should not be accounted for. Process an installation at a later date than that resulting from the standard time proposed by the provider should be excluded.
21	<i>Used international Internet bandwidth (traffic)</i>	In this indicator, providers that have or offer international connections ("international gateway") must report all types of traffic during the reference year in the of the type of support / technology used. In case incoming traffic is higher than outgoing traffic, only incoming traffic should be reported, and vice versa. The reporting unit is Mbps. (That is, the indicato of the total bits taken in international circuits divided by the number of seconds of the year or equivalent method).

22	<i>Lit/equipped international Internet bandwidth</i>	In this indicator, providers that offer or offer "international gateway" services must report the capacity of their international circuits at the end of the reference support / technology used. The reporting unit is Mbps. Backup capacity must be excluded.
23	Number of mobile accesses effectively used for broadband Internet access through 4G	Number of mobile accesses that, at the end of the year, and under the contract established with the provider, effectively established Packet Data Protocol (PDI) access (APN) through the LTE standard in the last 30 days, ie recorded traffic during this period. For this purpose broadband is considered to be data communications with contracted transmission rates equal to or greater than 256kbps.
24	Number of mobile accesses effectively used for broadband Internet access through 4G, of which subscribers with PC/tablet/pen/router	[Of which] through to PC / tablet / pen / router in the last 30 days (i.e. excluding subscribers who have used mobile handsets, mobile phones, smartphones, etc) The accesses at a fixed location supported in the mobile network are excluded. Concerning the devices used please see the definition of indicator I.6.3.3.1 ofg the quartely questionnaire.
25	Data traffic - PS Traffic related to 4G network	Traffic (in GB) relating to mobile Internet access originating from 4G networks. This is the volume of PS (packet switched) traffic originating in the LTE network relative to the volume of PDP (Packet Data Protocol) sessions of Internet APN a The traffic generated during the last 6 months of the reporting period must be considered.
26	Data transmission services	Data transmission services supported by Frame Relay, IP MPLS, Ethernet, etc.
27	Other electronic communication revenues	EC revenues not included in the other questionnaires (namely not included in the annual questionnaire) and which are taken into account in the calculation of i payment of fees, such as broadcast revenues, capacity rental revenues, telex revenues, revenues Of the Maritime Mobile Service, etc. Please Specify (insert as many rows as necessary).

ANNEX - Annual Questionnaire - Group X: Access by Postal Code - Specifications of the database to be sent to ANACOM

File name: ANACOMYYYYMMDD-[Company name].txt;
First row: with header according to the second column of the following table;
Fields: in accordance with the following table;
Field separator: “,”

Field	Description	Specification
1	Postal Code	Postal code (7 digits). This field should always have 7 digits. In specific cases where information on certain accesses / subscribers / households is not available with a 7-digit postal code breakdown, the same indicator should be disaggregated by a 4-digit postal code and registered in the xxxx000 format.
2	Number of residential customer accesses of the Fixed Broadband Internet Access Service	Accesses of the Fixed Broadband Internet Access Service of residential customers, reported in indicator I.4 of the quarterly questionnaire on electronic communications networks and services, at the end of the year ("Accesses associated with the Internet access service at a fixed location"). Should be considered Residential customer access the access of the user who does not use the service in question as intermediate consumption of the economic activity developed. Other equivalent criteria may be used, and in such cases they should be made explicit. Accesses must be counted in the postal code corresponding to the address where the access is physically installed.
3	Number of non-residential customer accesses of the Fixed Broadband Internet Access Service	Accesses of the Fixed Broadband Internet Access Service of non-residential customers, reported in indicator I.4 of the quarterly questionnaire on electronic communications networks and services, at the end of the year ("Accesses associated with the Internet access service at a fixed location"). Should be considered non-residential customer access, the access of the user who uses the service in question as intermediate consumption of the economic activity developed. Other equivalent criteria may be used, and in such cases they should be made explicit. Accesses must be counted in the postal code corresponding to the address where the access is physically installed.
4	Number of equivalent accesses of residential customers of the STF Service	Main accesses of fixed telephone service (FTS), installed at the request of residential customers, reported in indicator I.2.2 of the quarterly questionnaire on electronic communications networks and services, at the end of the year. Equivalent accesses shall be considered. Should be considered Residential customer access the access of the user who does not use the service in question as intermediate consumption of the economic activity developed. Other equivalent criteria may be used, and in such cases they should be made explicit. Accesses must be counted in the postal code corresponding to the address where the access is physically installed.
5	Number of equivalent accesses of non-residential customers of the STF Service	Main accesses of fixed telephone service (FTS), installed at the request of non-residential customers, reported in indicator I.2.2 of the quarterly questionnaire on electronic communications networks and services, at the end of the year. Equivalent accesses shall be considered. Should be considered non-residential customer access, the access of the user who uses the service in question as intermediate consumption of the economic activity developed. Other equivalent criteria may be used, and in such cases they should be made explicit. Accesses must be counted in the postal code corresponding to the address where the access is physically installed.
6	Number of subscribers of the Pay-Tv Service	Number of customers covered by at least one contractual relationship in force, in particular as regards subscriber arrangements for the subscription of Pay-TVservice or a bundle of services including the subscription Pay-TV service (for example, Double play, triple play, quadruple play or quintuple play) at the end of the quarter in question. Post "1 subscriber" in the postal code by address, regardless of the number of services or bundle service subscribed.

ANNEX - [TEMPLATE] Annual Questionnaire - Group X: Accesses by Postal Code					
1_Postal_Code	2_Number_of_residential_customer_accesses_of_the_Fixed_Broadband_and_Internet_Access_Service	3_Number_of_non-residential_customer_accesses_of_the_Fixed_Broadband_Internet_Access_Service	4_Number_of_equivalent_accesses_of_residential_customers_of_the_STF_Service	5_Number_of_equivalent_accesses_of_non-residential_customers_of_the_STF_Service	6_Number_of_subscribers_of_the_Pay-Tv_Service

ANNEX - Annual Questionnaire - Group XI: ENQUIRIES RECEIVED

Company name:	
Name of the person responsible:	
Telephone number:	
E-mail:	

Reference date of information (Year):

	Indicator	Unit	Year X	Notes
XI. ENQUIRIES RECEIVED				
I.1	Number of Enquiries	-		
I.1.1	(of which) Complaints	1 complaint		
I.1.1.1	By subject	-		
I.1.1.1.1	Customer service	1 complaint		
I.1.1.1.2	Service malfunction	1 complaint		
I.1.1.1.3	Initial connection or alteration of service	1 complaint		
I.1.1.1.4	Internet access speed	1 complaint		
I.1.1.1.5	Manner in which service is/was sold	1 complaint		
I.1.1.1.6	Suspension of service	1 complaint		
I.1.1.1.7	Cancellation of service	1 complaint		
I.1.1.1.8	Billing and Charges	1 complaint		
I.1.1.1.9	Other contractual issues	1 complaint		
I.1.1.1.10	Number portability (fixed or mobile)	1 complaint		
I.1.1.1.11	Equipment unlocking	1 complaint		
I.1.1.1.12	Other equipment issues	1 complaint		
I.1.1.1.13	Other issues	1 complaint		
I.1.1.1.14	Unidentified issues	1 complaint		
I.1.1.2	By means of contact	-		
I.1.1.2.1	Physical retail outlets	1 complaint		
I.1.1.2.2	Website/Online stores	1 complaint		
I.1.1.2.3	Customer helplines (Call Centres)	1 complaint		
I.1.1.2.4	Mobile customer service points	1 complaint		
I.1.1.2.5	Other	1 complaint		
I.1.2	(of which) Other enquiries	1 Enquire		
I.1.2.1	By subject	-		
I.1.2.1.1	Contracting / Subscription of services or changes to terms and conditions	1 Enquire		
I.1.2.1.2	Other issues	1 Enquire		
I.1.2.2	By means of contact	-		
I.1.2.2.1	Physical retail outlets	1 Enquire		
I.1.2.2.2	Website/Online stores	1 Enquire		
I.1.2.2.3	Customer helplines (Call Centres)	1 Enquire		
I.1.2.2.4	Mobile customer service points	1 Enquire		
I.1.2.2.5	Other	1 Enquire		
II. MEANS OF CONTACT				
II.1	Canais de Contacto físicos - média mensal ao longo do ano	-		
II.1.1	Number of physical retail outlets	1 Outlet		
II.1.2	Number of Call Centres	1 Call Center		
II.1.3	Number of mobile customer service points	1 Point		
II.1.4	Number of other means (Please list. Add rows if necessary.)	1 Other		
II.2	Number of Active Customer Service Points - monthly average over the year	-		
II.2.1	In stores	1 service point		
II.2.2	Customer helplines (Call Centres)	1 service point		
II.2.3	Mobile customer service points	1 service point		
II.2.4	Other	1 service point		
II.3	Number of operating hours - monthly average over the year	-		
II.3.1	In stores	1 Hour		
II.3.2	Customer helplines (Call Centres)	1 Hour		
II.3.3	Mobile customer service points	1 Hour		
II.3.4	Other	1 Hour		

ANNEX - Annual Questionnaire - Group XI Definitions - Enquiries		
Number	Indicator	Definitions and fill instructions
XI. ENQUIRIES RECEIVED		Claims, requests for information or other requests directed by clients (actual or potential) to the provider are considered as enquiries.
I.1	Number of Enquiries	This field does not have to be completed.
I.1.1	(of which) Complaints	<p>Complaint should be taken as any manifestation of dissatisfaction which is expressed directly or indirectly by any means, by any interested party or group of interested parties with regard to the provider's conduct, with regard to the goods or services which it provides, or with regard to its internal procedure for handling complaints. For the purposes of completing this form, an enquiry should always be classified as a complaint whenever this definition is fulfilled, even where the enquirer identifies their communication as an information request or where it takes the form of a question.</p> <p>As such:</p> <p>(a) Where a user makes the same complaint several times and/or follows up on an unanswered complaint, these contacts should not be considered as new enquiries, unless the user refers to issues or manifests dissatisfaction with other services and/or subjects.</p> <p>(b) If the user makes a new complaint following a contact which the user considers to be fully or partially unresolved (i.e. assuming that the provider has taken action to resolve the situation, following which the user remained dissatisfied), the provider shall count this as a new complaint.</p> <p>(c) If the user has put more than one question or expressed dissatisfaction with more than one aspect, this must be counted as a request for information, complaint or other, as applicable, for each question or problem identified by the enquiring party, even where contained in a single communication.</p> <p>If the criteria used by the provider differ from the criteria set out here, the provider should provide an explanation in the "notes" column.</p> <p>This field does not have to be completed.</p> <p>In the following lines, the provider should enter the number of complaints received in the year indicated, according to the subject or issue giving rise to the complaint.</p> <p>If a complaint refers to more than one issue, a complaint should be entered for each subject mentioned.</p> <p>The provider should use the "notes" column to explain the types and definitions used where these differ from those set out here.</p>
I.1.1.1	By subject	
I.1.1.1.1	Customer service	<p>Delays, failure to resolve problems/issues, inaccurate or insufficient information, call costs, problems/issues arising in the context of call centre customer service, functioning of customer service contact channels, and other aspects. Includes issues/problems presented by users who are not customers (potential customers).</p> <p>Includes questions / issues relative to all operator contact channels.</p>
I.1.1.1.2	Service malfunction	Service interruptions/outages of any duration, including malfunction of equipment supplied by the service provider (rented to the customer), repair costs, technical assistance to repair faults.
I.1.1.1.3	Initial connection or alteration of service	Delay, costs, losses incurred as result of initial connection or installation of the service, including in the context of changes of address, technical assistance to solve problems with the initial connection or installation of service.
I.1.1.1.4	Internet access speed	Differences between contracted speed and actual speed.
I.1.1.1.5	Manner in which service is/was sold	Omissions or inaccuracies in pre-contractual and contractual information, unsolicited contract activations, allegations of deceit in the activation of services, publicity, etc.
I.1.1.1.6	Suspension of service	Suspension resulting from non-payment of bills, for excessive consumption or for other reasons, provision of prior notice, restoration of service, costs associated with the process, payment agreements, etc.
I.1.1.1.7	Cancellation of service	Communication means, requirements, procedures and information associated with the cancellation process, confirmation of termination requests, cancellation policy, etc.
I.1.1.1.8	Billing and Charges	Inaccuracies in billed amounts, issue of bills, means of invoicing and detail, billing cycles, availability of itemised billing, payment options and methods, etc.
I.1.1.1.9	Other contractual issues	Issues/problems of an exclusively contractual nature which remain unclassified.
I.1.1.1.10	Number portability (fixed or mobile)	Delays, disruption to service, refusals to provide portability, ported number warning message, portability window, duplicate billing associated with portability, provision of compensation, etc.
I.1.1.1.11	Equipment unlocking	Time limits, value and other conditions associated with the unblocking of operating equipment, etc.
I.1.1.1.12	Other equipment issues	Faults in equipment supporting the use of an electronic communications service, repair of equipment (whether or not under guarantee), sale and exchange of equipment, etc.
I.1.1.1.13	Other issues	Unclassified Issues/problems (e.g. roaming, selection and pre-selection, infrastructure, complaint books, etc.), etc.
I.1.1.1.14	Unidentified issues	Complaints in which the issue/problem presented cannot be identified.
I.1.1.2	By means of contact	<p>This field does not have to be completed.</p> <p>In the following lines, the provider should enter the number of complaints received in the year indicated, according to the means of contact used to communicate the complaint.</p> <p>The term "means of contact" should be taken as the means of communication which providers of electronic communications services make available to users to contact customer services/support.</p>
I.1.1.2.1	Physical retail outlets	
I.1.1.2.2	Website/Online stores	
I.1.1.2.3	Customer helplines (Call Centres)	
I.1.1.2.4	Mobile customer service points	
I.1.1.2.5	Other	
I.1.2	(of which) Other enquiries	<p>Other enquiries than complaints (e.g. requests for information or other).</p> <p>As such:</p> <p>(a) Where a user makes the same request for information several times and/or follows up on an unanswered request for information, these contacts should not be considered as new enquiries, unless the user refers to issues or manifests dissatisfaction with other services and/or subjects.</p> <p>(b) If the user makes a new request for information following a contact which the user considers to be fully or partially unresolved (i.e. presupposing that the provider has provided clarification which does not satisfy the user), the provider shall count this as a new request for information.</p> <p>(c) If the user has put more than one question or expressed dissatisfaction with more than one aspect, this must be counted as an information request, complaint or other, as applicable, for each question or problem identified by the enquiring party, even where contained in a single communication.</p> <p>If the criteria used by the provider differs from the criteria set out here, an explanation should be given in the "notes" column.</p>
I.1.2.1	By subject	<p>This field does not have to be completed.</p> <p>In the following lines, the provider should enter the number of other enquiries received in the year indicated, according to the reason or issue giving rise to each enquiry.</p> <p>If an enquiry refers to more than one issue, an enquiry should be entered for each subject mentioned.</p> <p>The provider should use the "notes" column to explain the types and definitions used where these differ from those set out here.</p>
I.1.2.1.1	Contracting / Subscription of services or changes to terms and conditions	
I.1.2.1.2	Other issues	
I.1.2.2	By means of contact	<p>This field does not have to be completed.</p> <p>In the following lines, the provider should enter the number of complaints received in the year indicated, according to the means of contact used to communicate the complaint.</p> <p>The term "means of contact" should be taken as the means of communication which providers of electronic communications services make available to users for the purpose of contacting customer services/support.</p>
I.1.2.2.1	Physical retail outlets	
I.1.2.2.2	Website/Online stores	
I.1.2.2.3	Customer helplines (Call Centres)	
I.1.2.2.4	Mobile customer service points	
I.1.2.2.5	Other	
II CANAIS DE CONTACTO		<p>This field does not have to be completed.</p> <p>The term "means of contact" should be taken as the means of communication which providers of electronic communications services make available to users for the purpose of contacting customer services/support.</p>
II.1	Physical means of contact - monthly average over the year	<p>This field does not have to be completed.</p> <p>In the following lines, the provider should enter the monthly average of the means of contact during the year being reported for each type of physical means of contact indicated. For the purpose of calculating the average, end-of-month values should be used. If another method is used, this must be indicated under notes.</p>
II.1.1	Number of physical retail outlets	
II.1.2	Number of Call Centres	
II.1.3	Number of mobile customer service points	
II.1.4	Number of other means (Please list. Add rows if necessary.)	
II.2	Number of Active Customer Service Points - monthly average over the year	<p>This field does not have to be completed.</p> <p>In the following lines, the provider should enter the monthly average of the number of active points associated with each means of contact during the year being reported, for each type of physical means of contact indicated. For the purpose of calculating the average, end-of-month values should be used. If another method is used, this must be indicated under notes.</p>
II.2.1	In stores	
II.2.2	Customer helplines (Call Centres)	
II.2.3	Mobile customer service points	
II.2.4	Other	
II.3	Number of operating hours - monthly average over the year	<p>This field does not have to be completed.</p> <p>In the following lines, the provider should enter the monthly average of operating hours associated with each means of contact during the year being reported, for each type of physical means of contact indicated (e.g. if "on average, stores operate for 300 hours per month during 2014" the value entered in 3.3.1. should be 300).</p>
II.3.1	Stores	
II.3.2	Call Centres	
II.3.3	Mobile customer service points	
II.3.4	Other	