

## SEMI-ANNUAL PORTABILITY QUESTIONNAIRE

This questionnaire collects information needed by ANACOM to oversee the functionality of portability and compliance by undertakings with obligations arising from its implementation.

The questionnaire consists of 4 parts:

- Part I: To be completed by operational companies providing the mobile telephone service (MTS);
- Part II: To be completed by operational companies providing the telephone service at a fixed location (FTS);
- Part III: To be completed by operational companies providing the nomadic VoIP service (30 numbering range);
- Part IV: To be completed by the following companies holding rights of use of numbering assigned to the services listed in points a) to g), hereinafter referred to as "other services":
  1. Operational companies which have the following numbers of the PNN, allocated on a secondary-assignment basis to their subscribers and which may be ported:
    - a) Numbers assigned to the toll-free call service (800);
    - b) Numbers assigned to shared costs service (808,809);
    - c) Numbers assigned to the universal access service (707, 708);
    - d) Numbers assigned to flat-rate call services (760, 761, 762);
    - e) Numbers assigned to the premium-rate utility service (71);
    - f) Numbers assigned to the personal number service (884);
    - g) Numbers assigned to other services considered on a case-by-case basis by decision of ANACOM.
  2. Companies in operation which, through portability, receive the numbers indicated in 1, allocated on a secondary-assignment basis by other companies.

**PART I - INFORMATION TO BE SENT BY COMPANIES  
PROVIDING THE MOBILE TELEPHONE SERVICE (MTS)**

**Company name:**

\_\_\_\_\_

**Company contact person:**

Name: \_\_\_\_\_

Contact telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

This information must be sent to ANACOM no later than the 30th calendar day after the end of each half-year period and reported up to the last day of the same six-month period. without prejudice to the obligation to notify ANACOM of the changes specified in point c), f) and g) of paragraph 2 of article 22 of *Regulamento da Portabilidade* (Portability Regulation) , as currently in force.

Where the responses to the questions in Part I in a given six-month period remain unchanged compared to the previous period, companies may choose to indicate this in the response fields.

**Date to which the information given in this response refers:**

.... /...../.....

**QUESTIONS TO BE ANSWERED - PART I**

**1. How does the company charge the price of a call made to a ported number?**

Price linked to number<sup>1</sup>: the price charged is the price of a call to the network<sup>2</sup> on which the number was first activated

Price linked to network: the price charged is the price of a call to the new network to which the number was ported

Comments: \_\_\_\_\_

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*Note: This information is required pursuant to paragraph 1 of article 108 and point c) of paragraph 1 of article 109 of Law no. 5/2004 of 10 February (current version) and is used for verification of compliance with the provisions of paragraphs 1, 6 and 8 of article 21 of the Portability Regulation<sup>3</sup>.*

**2. Does the company apply tariff plans within the scope of the mobile telephone service, where prices of voice calls, data or text messages to numbers assigned to the FTS/MTS/nomadic VoIP/"other services"<sup>4</sup> vary depending on the destination network<sup>5</sup>?**

Yes

No

Comments: \_\_\_\_\_

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*Note: This information is required pursuant to paragraph 1 of Article 108 and point c) of paragraph 1 of article 109 of Law no. 5/2004 of 10 February and is used for verification of compliance with the provisions of paragraphs 1 and 6 of article 21 of the Portability Regulation.*

**3. If the response to the previous question is affirmative and the answer to question 1 is "price linked to network", the company is under obligation to implement the solutions referred to in questions 3.1. to 3.7. indicated below:**

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<sup>1</sup> Pursuant to paragraph 8 of article 21 of Regulation no. 58/2005 of 18 August, as amended by Regulation no. 87/2009 of 18 February, and Regulation no. 302/2009 of 16 July, Regulation no. 114/2012 of 13 March and by Regulation no. 257/2018 of 8 May (hereafter the "Portability Regulation"), if the company chooses to maintain the prices of calls to ported numbers equal to those existing pre-portability - price linked to number - end-users must be clearly informed about the existence of this rule, which should especially be clarified in any advertising related to the tariff plans in question.

<sup>2</sup> This concept of "network" includes "virtual networks" where the ported number was previously allocated to an MVNO - Mobile Virtual Network Operator.

<sup>3</sup> Regulation No 58/2005 of 18 August, as amended by Regulation no. 87/2009 of 18 February, by Regulation no. 302/2009 of 16 July, by Regulation no. 114/2012 of 13 March and by Regulation no. 257/2018 of 8 May.

<sup>4</sup> "Other Services": other services which have numbers assigned to them which can be ported, specifically: toll-free call services (800); shared-cost call services (808,809), universal access services (707 and 708), flat-rate call services (760, 761, 762), premium-rate utility services (71), personal number services (884) and other services to be considered on a case by case basis by decision of ANACOM;

<sup>5</sup> In the event of an affirmative answer to this question together with the response "price linked to network" in the context of question 1, the company is subject, in particular, to the obligation to place a free audio message on mobile-mobile calls, where expressly requested by the end-user, as stated in paragraphs 1 to 5 of article 21 of the Portability Regulation and to maintain a telephone information service about prices of calls and non-call related communications to ported numbers as set out in paragraphs 6 and 7 of the same article. Likewise, under point g) of paragraph 2 of article 22, the company must also inform the regulator, with notice of no less than 5 days, in the event that it intends to cease applying the type of rate plan referenced in paragraph 1, and shall likewise indicate the date on which it will end provision of said information service.

**3.1. On what date did provision of the free audio message (provided upon express request) commence, as referred to in paragraphs 1 to 3 of article 21 of the Portability Regulation? If activation of this free audio message, upon express request, has been interrupted and later resumed, please indicate the date on which such provision was resumed.**

*Note: this information is required pursuant to point a) of paragraph 2 of article 22 of the Portability Regulation.*

A: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**3.2. How many complaints have been received each month about the audio message? Please provide separated data according to i) complaints received due to message not being played, and ii) complaints received about the message's provision as under paragraph 1 to 3 of article 21 of the Portability Regulation.**

*Note: this information is required pursuant to point b) of paragraph 2 of Article 22 of the Portability Regulation.*

Year: \_\_\_\_\_

Complaints	1st six-month period						2nd six-month period						Total for year
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
i) due to message not being played													
ii) due to provision of message													

**3.2.1. What classification criteria are used by the company for the purposes of reporting the information requested in point 3.2?**

A: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**3.3. On what date was the option enabling free deactivation of the audio message by the calling end-user implemented (in accordance with paragraph 5 of article 21 of the Portability Regulation)? If this functionality was interrupted and then restored, the most recent date of its implementation should be indicated.**

*Note: This information is required pursuant to paragraph 1 of Article 108 and point c) of paragraph 1 of article 109 of Law no. 5/2004 of 10 February and is used for verification of compliance with the provisions of point d) of paragraph 4 of article 21 of the Portability Regulation.*

A: \_\_\_\_\_  
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 \_\_\_\_\_  
 \_\_\_\_\_

**3.4. Describe the procedures which calling end-users need to follow in order to activate and deactivate the playing of the audio message, as under paragraphs 1 and 5 of article 21 of the Portability Regulation<sup>6</sup>.**

*Note: this information is required under point c) of paragraph 2 of Article 22 of the Portability Regulation and may be made available by ANACOM on its website and in response to requests for information it receives on this issue.*

A: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**3.5. Please indicate the total quantity of number [of customers of the company] who, at the end of each six-month period, had the playing of the audio message provided for in paragraph 1 of article 21 of the Portability Regulation as active.**

*Note: this information is required under point d) of paragraph 2 of Article 22 of the Portability Regulation.*

Year: \_\_\_\_\_

End of 1st half of year	End of 2nd half of year

**3.6. On what date did the company make a telephone service available (via a toll-free number) for provision of information on the prices of calls and non-call-related communications to ported numbers (as under paragraphs 6 and 7 of article 21 of the Portability Regulation)? If availability of this service was**

\_\_\_\_\_

<sup>6</sup> If these procedures are modified, the regulator must be notified at least five working days in advance, and informed of the date on which such alterations are to enter into operation.

**interrupted and subsequently resumed, please indicate the date on which availability was resumed.**

*Note: This information is required pursuant to paragraph 1 of Article 108 and point c) of paragraph 1 of article 109. of Law no. 5/2004 of 10 February (current version) and is used for verification of compliance with the provisions of paragraphs 6 and 7 of article 21. of the Portability Regulation.*

A:

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**3.7. Please indicate the current number(s) giving access to the telephone information service providing information on the prices of calls and non-call-related communications to ported numbers, as implemented by the company under the terms of paragraphs 6 and 7 of article 21 of the Portability Regulation<sup>7</sup>.**

Toll-free number(s):

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Other number(s) (not toll-free) and their price(s) (excluding VAT):

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*Note: this information is required under point f) of paragraph 2 of article 22. of the Portability Regulation and may be made available by ANACOM on its website and in response to requests for information it receives on this issue.*

**4. Please provide information on any charges (excluding VAT) established by the company (as a Recipient Provider) and applied to subscribers of the mobile telephone service for the portability of numbers assigned to the mobile telephone service and the respective mode of payment (up-front payment, payment in instalments, etc.). Please send this information separated according to tariff plan.**

**In this context, please also indicate whether some or all of these prices are partially or entirely convertible into calls. Where prices are subject to partial conversion, please indicate the amount actually convertible into calls.**

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<sup>7</sup> These telephone numbers will be published on ANACOM's website. In the event that the number changes, the new telephone number(s) must be reported ANACOM with notice of no less than 5 working days prior to the date of entry into service, pursuant to point f) of paragraph 2 of article 22 of the Regulation Portability. In the event that this information service is discontinued, the date of cessation is to be notified to ANACOM, also with no less than five working days prior notice, pursuant to paragraph g) of the same article.

*Note: this information is required under point a) of paragraph 4 of article 22. of the Portability Regulation and will be used pursuant to the powers and responsibilities provided for in paragraph 2 of article 20 of the same Regulation and in assessing compliance with article 54. of Law no. 5/2004 of 10 February (current version). This information may be provided by ANACOM on its website and in response to enquiries received from national and international organisations.*

End of _____ half of _____				
Tariff Plans	Retail prices (excluding VAT) charged for the portability of numbers assigned to the MTS and any discounts	Indicate whether prices (excluding VAT) are partially or fully convertible into calls (and the amount that is convertible)	Method of payment (e.g. up-front payment, payment in instalments)	Other information

**5. Please indicate the wholesale prices (excluding VAT), with respect to portability of numbers assigned to the mobile telephone service, which your company as Holding or Donor Provider charges to Recipient Providers<sup>8</sup>. This information should also include details of any discounts provided (tariff discounts, depending, for example, on the size of the contiguous blocks of numbers to be ported).**

*Note: this information is required pursuant to point b) of paragraph 4 of article 22 of the Portability Regulation. This information may be provided by ANACOM on its website and in response to enquiries received from national and international organisations.*

End of \_\_\_\_\_ half of \_\_\_\_\_

<sup>8</sup> Paragraph 2 of article 54 of Law no. 5/2004, of 10 February (current wording), states that "interconnection prices in respect of the provision of number portability shall follow the principle of cost orientation and direct charges to subscribers, if any, and shall not act as a disincentive for the use of such facilities." Paragraph 2 of article 19 of Regulation No 58/2005 of 18 August determines that the administrative costs incurred per ported number may be recovered by the Holding or Donor Provider from the Recipient Providers, and shall not exceed amounts provided for in the RIO.

Wholesale prices (excluding VAT) charged for the portability of numbers assigned to MTS and any discounts provided	Recipient Providers	Other information

*Note: If the prices and discounts are identical for all Recipient Providers, please enter "All Recipient Providers" in the column "Recipient Providers".*

**6. Please provide information, in the context of mobile services and as at the end of each six-month period, on the percentage of numbers associated with mobile accesses, which are ported-in, on the number of ported-in numbers associated with the provision of M2M services and the number of ported-in numbers associated with provision of the mobile broadband service via PC/tablet/pen/router.**

Notes:

*This information is required pursuant to paragraph 1 of article 108 and point f) of paragraph 1 of article 109 of Law No 5/2004 of 10 February (current version). This information may be made available by ANACOM on its website in aggregate form (in which case, the confidentiality of data received from each provider company will be safeguarded).*

*Even if at the end of the six-month period to which the questionnaire refers, your company has no ported-in numbers associated with active mobile stations, values must be given for indicators 4, 8 and 11 in the following table. This data will be required to calculate, in aggregate terms, the following ratios: "quantity of ported numbers in the market assigned to active mobile accesses / quantity of numbers in the market assigned to active mobile accesses", "quantity of ported numbers in the market assigned to active mobile accesses of residential customers / quantity of numbers in the market assigned to active mobile accesses of residential customers " and "quantity of ported numbers in the market assigned to active mobile accesses of non-residential customers / quantity of numbers in the market assigned to active mobile accesses of non-residential customers".*

**Prior note:** *In the context of the following table, "ported-in numbers" mean ported-in numbers associated with the provider's active mobile accesses. For the sake of simplification, some indicators use only the designation "ported-in", to keep the designation of these indicators short.*

Year \_\_\_\_\_



Indicators	End of 1st half of year	Variation over six months	End of 2nd half of year	Variation over six months
<b>1. Quantity of ported-in numbers associated with provider's active mobile accesses</b> <sup>9 10</sup>				
<b>1.1. Quantity of ported-in numbers which ceased to be between the beginning and end of the six-month period</b> <sup>11</sup>				
<b>1.2. Quantity of numbers that were ported-in between the beginning and the end of the six-month period</b> <sup>11</sup>				
<b>2. Quantity of ported-in numbers associated with active mobile accesses with connection exclusively via PC/tablet/pen/router</b> <sup>9 10</sup>				
<b>3. Quantity of ported-in numbers associated with active mobile accesses used to provide M2M services</b> <sup>9 10</sup>				
<b>4. Quantity of numbers associated with provider's active mobile accesses (including ported-in numbers but excluding ported-out numbers)</b> <sup>9 10 11</sup>				
<b>4.1. Quantity of numbers which were associated with provider's active mobile accesses and that ceased to be between the beginning and the end of the six-month period</b> <sup>9 10</sup>				
<b>4.2. Quantity of numbers that were associated with the provider's active mobile accesses between the beginning and the end of the six-month period</b> <sup>9 10</sup>				
<b>5. Quantity of numbers associated with provider's active mobile accesses, excluding those associated with mobile accesses used exclusively for broadband</b>				
<b>6. Ratio "Indicator 1 / Indicator 4"</b>				

<sup>9</sup> Mobile access means all the terminal equipment and software necessary to access the services available on mobile networks. Such terminal equipment includes mobile phones, smartphones, PC, tablet, pen, router, etc.

<sup>10</sup> Active mobile accesses: all mobile accesses which, at the end of the six-month period in question, are eligible to make use of one of the services (i.e., eligible to make or receive voice calls or messages or to access a data transmission service), without necessarily being used (i.e., they are "live" on the network registry system). The number of active SIM/USIM cards should be used for calculation purposes. Offered cards which, although active, have not yet been recharged and pre-active cards should not be considered for calculation purpose (e.g. where available in retail outlets or warehouses). Includes Machine-to-Machine (M2M) mobile accesses.

Active mobile accesses should be considered where covered by a contractual relationship which is in force as at the end of the reporting period. That is, if a contractual relationship has ended during the six-month period being reported, the mobile accesses associated with this contract should not be counted.

<sup>11</sup> In the context of this table, "ported-in numbers" are the ported-in numbers associated with active mobile accesses of the provider.

Indicators	End of 1st half of year	Variation over six months	End of 2nd half of year	Variation over six months
7. Quantity of ported-in numbers associated with provider's active mobile accesses associated with residential customers <sup>9 10 12</sup>				
8. Quantity of numbers associated with provider's active mobile access associated with residential customers (including ported-in numbers but excluding ported-out numbers) <sup>9 10 11 12</sup>				
9. Ratio "Indicator 7 / Indicator 8"				
10. Quantity of ported-in numbers associated with provider's active mobile accesses associated with non-residential customers <sup>9 10 12</sup>				
11. Quantity of numbers associated with provider's active mobile accesses associated with non-residential customers (including ported-in numbers but excluding ported-out numbers) <sup>9 10 11 12</sup>				
12. Ratio "Indicator 10 / Indicator 11"				

**7. The company should then respond to Parts II, III and IV of this questionnaire, depending on whether it is also in possession or receipt of other numbers from the PNN through portability that can be ported, including:**

- numbers of the "2" range (Please also complete Part II);
- numbers of the "30" range (Please also complete Part III);
- numbers of the 800, 808, 809, 707, 708, 760, 761, 762, 71, 884 ranges or others which ANACOM may designate on a case by case basis (Please also complete Part IV).

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<sup>12</sup> Residential customer: any customer who does not use the service in question as intermediate consumption of their economic activity. Equivalent criteria may be used, provided that they are explained and approved by ANACOM.

**PART II - INFORMATION TO BE SENT BY COMPANIES  
PROVIDING THE TELEPHONE SERVICE AT A FIXED  
LOCATION (FTS)**

**Company name:**

\_\_\_\_\_

**Company contact person:**

Name: \_\_\_\_\_

Telephone contacts: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

This information must be sent to ANACOM no later than the 30th calendar day after the end of each half-year period and reported up to the last day of the same six-month period. without prejudice to the obligation to notify ANACOM of the changes specified in points f) and g) of paragraph 2 of article 22 of *Regulamento da Portabilidade* (Portability Regulation) in force.

Where the responses to the questions in Part II in a given six-month period remain unchanged compared to the previous period, companies may choose to indicate this in the response fields.

**Date to which the information given in this response refers:**

.... /...../.....

**QUESTIONS TO BE ANSWERED - PART II**

Note:

Questions 1 to 3 below should be answered by all companies providing the FTS, regardless of mode of access offered (direct and/or indirect).

**1. How does the company charge the price of a call made to a ported number?**

- Price linked to number<sup>13</sup>: The price charged is the price of a call to the network on which the number was first activated
- Price linked to network: the price charged is the price of a call to the new network to which the number was ported

Comments: \_\_\_\_\_

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*Note: This information is required pursuant to paragraph 1 of article 108 and point c) of paragraph 1 of article 109 of Law no. 5/2004 of 10 February (current version) and is used for verification of compliance with the provisions of paragraphs 1, 6 and 8 of article 21 of the Portability Regulation <sup>14</sup>.*

**2. Does the company apply tariff plans within the scope of the telephone service at a fixed location, where prices of voice calls, data or text messages to numbers assigned to the FTS/MTS/nomadic VoIP/"other services"<sup>15</sup> vary depending on the destination network<sup>16</sup>?**

- Yes
- No

Comments: \_\_\_\_\_

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*Note: This information is required pursuant to paragraph 1 of article 108 and point c) of paragraph 1 of article 109 of Law no. 5/2004 of 10 February, and is used for verification of compliance with the provisions of paragraph 6 of article 21 of the Portability Regulation.*

**3. If the response to the previous question is affirmative and the answer to question 1 is "price linked to network", the company is under obligation to implement the solutions referred to in questions 3.1. and 3. 2. indicated below:**

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<sup>13</sup> Pursuant to paragraph 8 of article 21 of the Portability Regulation, if the company chooses to maintain the prices of calls to ported numbers equal to those existing pre-portability - price linked to number - end-users must be clearly informed about the existence of this rule, which should especially be clarified in any advertising of the tariff plans in question.

<sup>14</sup> Regulation No 58/2005 of 18 August, as amended by Regulation no. 87/2009 of 18 February, by Regulation no. 302/2009 of 16 July, by Regulation no. 114/2012 of 13 March and by Regulation no. 257/2018 of 8 May.

<sup>15</sup> "Other Services": other services which have numbers assigned to them which can be ported, specifically: toll-free call services (800); shared-cost call services (808,809), universal access services (707 and 708), flat-rate call services (760, 761, 762), premium-rate utility services (71), personal number services (884) and other services to be considered on a case by case basis by decision of ANACOM;

<sup>16</sup> In the event of an affirmative answer to this question together with the response "price linked to network" in the context of question 1, the company is subject, in particular, to the obligation to place a free audio message on mobile-mobile calls, where expressly requested by the end-user, as stated in paragraphs 1 to 5 of article 21 of the Portability Regulation and to maintain a telephone information service about prices of calls and non-call related communications to ported numbers as set out in paragraphs 6 and 7 of the same article. Likewise, under point g) of paragraph 2 of article 22, the company must also inform ANACOM, with notice of no less than 5 days, when it intends to cease applying the type of tariff plan referenced in paragraph 1, and shall likewise give indication of the date on which it will discontinue provision of said information service.

**3.1. On what date did the company make available the telephone service (via a toll-free number) giving information on the prices of calls and non-call-related communications to ported numbers (as under paragraphs 6 and 7 of article 21. of the Portability Regulation)? If availability of this service was interrupted and subsequently resumed, please indicate the date on which availability was resumed.**

*Note: This information is required pursuant to paragraph 1 of article 108 and point c) of paragraph 1 of article 109 of Law no. 5/2004 of 10 February (current version) and is used for verification of compliance with the provisions of paragraphs 6 and 7 of article 21 of the Portability Regulation.*

A: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**3.2. Please indicate the current number(s) giving access to the telephone information service providing information on the prices of calls and non-call-related communications to ported numbers, as implemented by the company under the terms of paragraphs 6 and 7 of article 21 of the Portability Regulation<sup>17</sup>?**

Toll-free number(s):

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Other number(s) (not toll-free) and their price(s) (excluding VAT):

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

*Note: this information is required pursuant to point f) of paragraph 2 and paragraph 3 of article 22. of the Portability Regulation and may be made available by ANACOM on its website and in response to requests for information it receives on this issue.*

**4. Please provide information on any charges (excluding VAT) established by the company (as a Recipient Provider) and applied to subscribers of the fixed telephone service for the portability of numbers assigned to this service (numbers in "2" numbering range) and the respective mode of payment (up-front payment, payment in instalments, etc.). Please send this information separated according to tariff plan.**

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<sup>17</sup> These telephone numbers will be published on ANACOM's website. In the event that the number changes, the new telephone number must be reported ANACOM with notice of no less than 5 working days prior to the date of entry into service, pursuant to point f) of paragraph 2 of article 22 of the Regulation Portability. In the event that this information service is discontinued, the date of cessation is to be notified to ANACOM, also with no less than five working days prior notice, pursuant to paragraph g) of the same article.

In this context, please also indicate whether some or all of these prices are partially or entirely convertible into calls. Where prices are subject to partial conversion, please indicate the amount actually convertible into calls.

Notes:

The information required in this section should only be sent to ANACOM by companies that offer FTS in the form of direct access.

This information is required under point a) of paragraph 4 of article 22. of the Portability Regulation and will be used pursuant to the powers and responsibilities provided for in paragraph 2 of article 20 of the same Regulation and in assessing compliance with article 54 of Law no. 5/2004 of 10 February (current version). This information may be provided by ANACOM on its website and in response to enquiries received from national and international organisations.

End of \_\_\_\_\_ half of \_\_\_\_\_

Tariff Plans	Retail prices (excluding VAT) charged for the portability of numbers assigned to FTS and any discounts provided	Indicate whether prices (excluding VAT) are partially or fully convertible into calls (and the amount that is convertible)	Method of payment (e.g. up-front payment, payment in instalments).	Other information

**5. Please indicate the wholesale prices (excluding VAT), with respect to portability of numbers assigned to the telephone service at a fixed location which your company as Holding or Donor Provider charges to Recipient Providers<sup>18</sup>. This information should also include details of any discounts provided (tariff**

<sup>18</sup> Paragraph 2 of article 54 of Law no. 5/2004, of 10 February (current wording), states that "interconnection prices in respect of the provision of number portability shall follow the principle of cost orientation and direct charges to subscribers, if any, and shall not act as a disincentive for the use of such facilities." Paragraph 2 of article 19 of Regulation No 58/2005 of 18 August determines that the administrative costs incurred per ported number may be recovered by the Holding or Donor Provider from the Recipient Providers, and shall not exceed amounts provided for in the RIO.

discounts, depending, for example, on the size of the contiguous blocks of numbers to be ported).

Notes:

The information required in this section should only be sent to ANACOM by companies that offer FTS in the form of direct access.

This information is required under point b) of paragraph 4 of article 22. of the Portability Regulation. This information may be provided by ANACOM on its website and in response to enquiries received from national and international organisations.

End of _____ half of _____		
Wholesale prices (excluding VAT) charged for the portability of numbers assigned to FTS and any discounts provided	Recipient Providers	Other information

NOTE: If the prices and discounts are identical for all Recipient Providers, please enter "All Recipient Providers" in the column "Recipient Providers" .

**6. Information about the percentage, as at the end of each half year period, of numbers assigned to FTS customers which are ported-in in respect of the total numbers of customers with ported-in numbers assigned to the FTS.**

Notes:

The information required in this section should only be sent to ANACOM by companies that offer FTS in the form of direct access.

This information is required pursuant to paragraph 1 of article 108 and point f) of paragraph 1 of article 109 of Law No 5/2004 of 10 February (current version). This information may be made available by ANACOM on its website in aggregate form (in which case, the confidentiality of data received from each provider company will be safeguarded).

Even if at the end of the six-month period to which the questionnaire refers, there are no ported numbers assigned on a secondary assignment basis to FTS customers, your company should still enter the values of indicators 2, 5 and 8 included in the following table. This data will be required to calculate, in aggregate terms, the ratios "quantity of ported numbers in the market assigned to FTS / quantity of numbers in the market assigned to FTS allocated to direct access customers", "quantity of ported numbers in the market assigned to the FTS allocated to residential customers with direct access/ quantity of numbers in the market assigned to the FTS allocated to residential customers with direct access" and "quantity of ported numbers in the market assigned to the FTS allocated to non-residential customers with direct access/ quantity of numbers in the market assigned to the FTS allocated to non-residential customers with direct access".

**Note:** In the context of the following table, "ported-in numbers" mean ported-in numbers assigned by the company to direct access customers. For the sake of simplification, some indicators use only the designation "ported-in", to keep the designation of these indicators short

Year

Indicators	End of 1st half of year	Variation over six months	End of 2nd half of year	Variation over six months
<b>1. Quantity of ported-in numbers allocated to company's direct access customers (for the FTS)<sup>19</sup></b>				
<b>1.1. Quantity of ported-in numbers that ceased to be between the beginning and the end of the six-month period<sup>20</sup></b>				
<b>1.2. Quantity of numbers that were ported-in between the beginning and the end of the six-month period <sup>20</sup></b>				
<b>2. Quantity of numbers assigned to the FTS, allocated to the company's direct access customers (including ported-in numbers but excluding ported-out numbers) <sup>19</sup></b>				
<b>2.1. Quantity of numbers allocated to the company's direct access customers between the beginning and the end of the six-month period <sup>19</sup></b>				
<b>2.2. Quantity of numbers allocated to the company's direct access customers ,</b>				

<sup>19</sup> All users who are covered by at least one contractual relationship which is in force should be considered, in particular in the subscriptions to the FTS or subscriptions to a bundle of services including the FTS. Only direct access clients be considered under this item. Direct access exists when there is a line installed from the premises where the customer has his address and, if necessary, from the customer's terminal equipment, to an entry point of a public switched telecommunications network. Access to the customer will have to be provided with own infrastructure over the final segment of the network, with the installation of cables or fixed wireless access equipment. Customers covered by the SLRO should therefore not be considered when calculating this indicator.

<sup>20</sup> In the context of this table, "ported-in numbers" are the ported-in numbers allocated to the company's direct access customers.



Indicators	End of 1st half of year	Variation over six months	End of 2nd half of year	Variation over six months
between the beginning and the end of the six-month period <sup>19</sup>				
3. Ratio "Indicator 1 / Indicator 2"				
4. Quantity of ported-in numbers allocated to the company's residential direct access customers (FTS) <sup>21 19</sup>				
5. Quantity of numbers assigned to the FTS, allocated to the company's direct access residential customers (including ported-in numbers but excluding ported-out numbers) <sup>21 19 20</sup>				
6. Ratio "Indicator 4 / Indicator 5"				
7. Quantity of ported-in numbers allocated to the company's non-residential direct access customers <sup>21 19</sup> (FTS)				
8. Quantity of numbers assigned to the FTS, allocated to the company's non-residential direct access customers (including ported-in numbers but excluding ported-out numbers) <sup>21 19 20</sup>				
9. Ratio "Indicator 7 / Indicator 8"				
10. Quantity of direct access customers <sup>19</sup> (FTS) that have ported-in numbers allocated to them				

**7. The company should also respond to Parts I, III and IV of this questionnaire, depending on whether it is also in possession or receipt of other numbers from the PNN through portability that can be ported, including**

- numbers of the 91, 92, 93 and 96 numbering ranges (Please also complete Part I);
- numbers in the 30 numbering range (Please also complete Part III);
- numbers of the 800, 808, 809, 707, 708, 760, 761, 762, 71, 884 numbering ranges or others which ANACOM may designate on a case by case basis (Please also complete Part IV).

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<sup>21</sup> Residential customer: any customer who does not use the service in question as intermediate consumption of their economic activity. Equivalent criteria may be used, provided that they are explained and approved by ANACOM.

**Part III - INFORMATION TO BE SENT BY PROVIDERS OF THE  
NOMADIC USE VOIP SERVICE (holders of number of 30  
numbering range)**

**Company name:**

\_\_\_\_\_

**Company contact person:**

Name: \_\_\_\_\_

Telephone contacts: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

This information must be sent to ANACOM no later than the calendar day after the end of each half-year period and reported up to the last day of the same six-month period.

Where the responses to the questions in Part III in a given six-month period remain unchanged compared to the previous period, companies may choose to indicate this in the response fields.

**Date to which the information given in this response refers:**

.... /...../.....

**QUESTIONS TO BE ANSWERED - PART III**

**1. Please provide information on any charges (excluding VAT) established by the company (as a Recipient Provider) and applied to subscribers of the Nomadic VoIP service for the portability of numbers assigned to this service (numbers in the 30 numbering range) and the respective mode of payment (up-front payment, payment in instalments, etc.). Please send this information separated according to tariff plan.**

**In this context, please also indicate whether some or all of these prices are partially or entirely convertible into calls. Where prices are subject to partial conversion, please indicate the amount actually convertible into calls.**

Note:

*This information is required under point a) of paragraph 4 of article 22. of the Portability Regulation (Regulation no. 58/2005 of 18 August, as amended by Regulation no. 87/2009 of 18 February, by Regulation no. 302/2009 of 16 July, by Regulation no. 114/2012 of 13 March and by Regulation no. 257/201 of 8 May) and will be used pursuant to the powers and responsibilities provided for in paragraph 2 of article 20 of the same Regulation and in assessing compliance with article 54 of Law no. 5/2004 of 10 February (current version). This information may be provided by ANACOM on its website and in response to enquiries received from national and international organisations.*

End of \_\_\_\_\_ half of \_\_\_\_\_

Tariff Plans	Retail prices (excluding VAT) charged for the portability of numbers in 30 numbering range and any discounts provided	Indicate whether prices (excluding VAT) are partially or fully convertible into calls (and the amount that is convertible)	Method of payment (e.g. up-front payment, payment in instalments).	Other information

**2. Please indicate the wholesale prices (excluding VAT) which, with respect to portability of numbers in the 30 numbering range, your company as Holding or Donor Provider charges to Recipient Providers<sup>22</sup>. This information should also**

<sup>22</sup> Paragraph 2 of article 54 of Law no. 5/2004, of 10 February (current wording), states that "interconnection prices in respect of the provision of number portability shall follow the principle of cost orientation and direct charges to subscribers, if any, and shall not act as a disincentive for the use of such facilities." Paragraph 2 of article 19 of Regulation No 58/2005 of 18 August determines that the administrative costs incurred per ported number may be recovered by the Holding or Donor Provider from the Recipient Providers, and shall not exceed amounts provided for in the RIO.

include details of any discounts provided (tariff discounts depending, for example, on the size of the contiguous blocks of numbers to be ported).

*Note: This information is required under point b) of paragraph 4 of article 22. of the Portability Regulation. This information may be provided by ANACOM on its website and in response to enquiries received from national and international organisations.*

**End of \_\_\_\_\_ half of \_\_\_\_\_**

Wholesale prices (excluding VAT) charged for the portability of numbers in the 30 numbering range and any discounts applied	Recipient Providers	Other information

NOTE: If the prices and discounts are identical for all Recipient Providers, please enter "All Recipient Providers" in the column "Recipient Providers".

### 3. Information about the percentage, as at the end of each half year period, of numbers in the 30 numbering range which are ported-in

Notes:

*This information is required pursuant to paragraph 1 of article 108 and point f) of paragraph 1 of article 109 of Law No 5/2004 of 10 February (current version). This information may be made available by ANACOM on its website in aggregate form (in which case, the confidentiality of data received from each provider company will be safeguarded).*

*Even if at the end of the six-month period to which the questionnaire refers, there are no ported numbers in the 30 numbering range assigned on a secondary assignment basis to customers, your company should still enter the values of indicators 2, 5 and 8 included in the following table. This data is required to calculate, in aggregate terms, the following ratios: "quantity of ported numbers in the market assigned to the nomadic VoIP service / quantity of numbers in the market assigned to the nomadic VoIP service allocated to customers of this service", "quantity of ported numbers in the market assigned to the nomadic VoIP service and allocated*

to residential customers of this service/ quantity of numbers in the market assigned to the nomadic VoIP service and allocated to residential customers of this service" and "quantity of ported numbers in the market assigned to the nomadic VoIP service and allocated to non-residential customers of this service/ quantity of numbers in the market assigned to the nomadic VoIP service and allocated to non-residential customers of this service".

Year \_\_\_\_\_

Indicators	End of 1st half of year	Variation over six months	End of 2nd half of year	Variation over six months
1. Quantity of ported-in numbers allocated to the company's customers (nomadic VoIP service) <sup>23</sup>				
2. Quantity of numbers assigned to the nomadic VoIP service assigned to the company's customers (including ported-in numbers but excluding ported-out numbers) <sup>23</sup>				
3. Ratio "Indicator 1 / Indicator 2"				
4. Quantity of ported-in numbers allocated to the company's residential customers of the company (for the nomadic VoIP service) <sup>24</sup>				
5. Quantity of numbers assigned to the nomadic VoIP service assigned to the company's residential customers (including ported-in numbers but excluding ported-out numbers) <sup>24</sup>				
6. Ratio "Indicator 4 / Indicator 5"				
7. Quantity of ported-in numbers allocated to the company's non-residential customers (for the nomadic VoIP service) <sup>24</sup>				
8. Quantity of numbers assigned to the nomadic VoIP service assigned to the company's non-residential customers (including ported-in numbers but excluding ported-out numbers) <sup>24</sup>				
9. Ratio "Indicator 7 / Indicator 8"				

<sup>23</sup> Any user with a contractual relationship with the nomadic VoIP provider shall be considered as a customer if they have been allocated a numbering resource, regardless of whether or not the service has been actually used (origination or reception of calls) in the six-month period being reported.

<sup>24</sup> Residential customer: any customer who does not use the service in question as intermediate consumption of their economic activity. Equivalent criteria may be used, provided that they are explained and approved by ANACOM.

Indicators	End of 1st half of year	Variation over six months	End of 2nd half of year	Variation over six months
10. Number of customers (of the nomadic VoIP service) allocated ported-in numbers in the 30 numbering range <sup>23</sup>				

**4. The company should also respond to Parts I, II and IV of this questionnaire, depending on whether it is also in possession or receipt of other numbers from the PNN through portability that can be ported, including**

- numbers of the 91, 92, 93 and 96 numbering ranges (Please also complete Part I);
- numbers in the “2” numbering range (Please also complete Part II);
- numbers of the 800, 808, 809, 707, 708, 760, 761, 762, 71, 884 numbering ranges or others which ANACOM may designate on a case by case basis (Please also complete Part IV).

**PART IV - INFORMATION TO BE SENT BY COMPANIES HOLDING RIGHTS OF USE OF NUMBERS ASSIGNED TO "OTHER SERVICES"<sup>25</sup> (800, 808, 809, 707, 708, 760, 761, 762, 71, 884 numbering range and other ranges designated on a case-by-case basis by decision of ANACOM.**

**Company name:**

\_\_\_\_\_

**Company contact person:**

Name: \_\_\_\_\_

Telephone contacts: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

This information must be sent to ANACOM no later than the calendar day after the end of each half-year period and reported up to the last day of the same six-month period.

**Date to which the information given in this response refers:**

.... /...../.....

Where the responses to the questions in Part IV in a given six-month period remain unchanged compared to the previous period, companies may choose to indicate this in the response fields.

**QUESTIONS TO BE ANSWERED - PART IV**

**1. Please provide information on any charges (excluding VAT) established by the company (as a Recipient Provider) and applied to customers of the 800, 808, 809, 707, 708, 760, 761, 762, 71, 884 NUMBERING RANGES FOR PORTABILITY and the respective mode of payment (up-front payment, payment in instalments, etc.).**

\_\_\_\_\_

<sup>25</sup>Other Services": other services which have numbers assigned to them which can be ported, specifically: toll-free call services (800); shared-cost call services (808,809), universal access services (707 and 708), flat-rate call services (760, 761, 762), premium-rate utility services (71), personal number services (884) and other services to be considered on a case by case basis by decision of ANACOM;

*Note: this information is required under point a) of paragraph 4 of article 22. of the Portability Regulation. <sup>26</sup> and will be used pursuant to the powers and responsibilities provided for in paragraph 2 of article 20 of the same Regulation and in assessing compliance with article 54 of Law no. 5/2004 of 10 February (current wording). This information may be provided by ANACOM on its website and in response to enquiries received from national and international organisations.*

**End of \_\_\_\_\_ half of \_\_\_\_\_**

<b>Numbers</b>	<b>Retail prices (excluding VAT) charged for the portability of numbers and any discounts provided</b>	<b>Method of payment (e.g. up-front payment, payment in instalments).</b>	<b>Other information</b>
800 numbering range			
808 numbering range			
809 numbering range			
707 numbering range			
708 numbering range			
760 numbering range			
761 numbering range			
762 numbering range			
71 numbering range			
884 numbering range			

<sup>26</sup> Regulation No 58/2005 of 18 August, as amended by Regulation no. 87/2009 of 18 February, by Regulation no. 302/2009 of 16 July, by Regulation no. 114/2012 of 13 March and by Regulation no. 257/2018 of 8 May.



**2. Please indicate the wholesale prices (excluding VAT), with respect to portability of numbers in the 800, 808, 809, 707, 708, 760, 761, 762, 71, 884 numbering ranges which your company as Holding or Donor Provider charges to Recipient Providers<sup>27</sup>.**

*Note: this information is required pursuant to point b) of paragraph 4 of article 22 of the Portability Regulation. This information may be provided by ANACOM on its website and in response to enquiries received from national and international organisations.*

Numbers	Wholesale prices (excluding VAT) charged for the portability of numbers and any discounts provided	Recipient Providers	Other information
800 numbering range			
808 numbering range			
809 numbering range			
707 numbering range			
708 numbering range			
760 numbering range			
761 numbering range			
762 numbering range			
71 numbering range			
884 numbering range			

*NOTE: If the prices and discounts are identical for all Recipient Providers please enter "All Recipient Providers" in the column "Recipient Providers".*

<sup>27</sup> Paragraph 2 of article 54 of Law no. 5/2004, of 10 February (current wording), states that "interconnection prices in respect of the provision of number portability shall follow the principle of cost orientation and direct charges to subscribers, if any, and shall not act as a disincentive for the use of such facilities." Paragraph 2 of article 19 of Regulation No 58/2005 of 18 August determines that the administrative costs incurred per ported number may be recovered by the Holding or Donor Provider from the Recipient Providers, and shall not exceed amounts provided for in the RIO.

**3. The company should also respond to Parts I, II and Iii of this questionnaire, depending on whether it is also in possession or receipt of other numbers from the PNN through portability that can be ported, including:**

- numbers of the 91, 92, 93 and 96 numbering ranges (Please also complete Part I);
- numbers in the “2” numbering range (Please also complete Part II);
- numbers in the “30” numbering range (Please also complete Part III).