

ANNUAL ELECTRONIC COMMUNICATIONS QUESTIONNAIRE
Information referring to 2014

PART II - Financial and activity indicators from electronic communications service operators

Filling Instructions:

- Fill in the sections that refer to licensed/registered services provided by your company.
- Fill in the 2014 cells.
- Fill in the 2013 cells where indicated or whenever previously reported information has changed.

Company data:

Company Name: _____
 Name of the person responsible for filling-in the questionnaire: _____
 Telephone Nr.: _____
 E-mail: _____

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1. ELECTRONIC COMMUNICATIONS INVESTMENT

		Unit: Euros		
ELECTRONIC COMMUNICATIONS INVESTMENT ¹		2013	2014	Comments
1.1	Electronic Communications investment			
1.1.1	of which in fixed telecommunications networks ²			
1.1.1.1	- of which, optical fibre networks investment			

2. LEASED LINE SERVICES³**2.1 Revenues⁴**

		Unit: Euros		
		2013	2014	Comments
2.1.1	Leased Line Service retail revenues ^{5,7}			
2.1.2	Leased Line Service wholesale revenues ^{8,9}			
2.1.3	Total Leaded Line Service Revenues			

2.2 Activity Indicators⁹

		Unit	2013	2014	Comments
2.2.1	Number of Leased Line Service Retail Customers	1 customer			
2.2.2	Number of Leased Line Service Wholesale Customers	1 customer			
2.2.3	Number of lines leased to retail customers by capacity (National + International)				
2.2.3.1	Analogue	1 line			
2.2.3.2	Digital	1 line			
	≤ 2 Mbps	1 line			
]2; 155] Mbps	1 line			
	> 155 Mbps	1 line			
2.2.4	Number of lines leased to wholesale customers by capacity (National + International)				
2.2.4.1	Analogue	1 line			
2.2.4.2	Digital	1 line			
	≤ 2 Mbps	1 line			
]2; 155] Mbps	1 line			
	> 155 Mbps	1 line			

3. FIXED TELEPHONE SERVICE (FTS)**3.1 Revenues⁴**

		Unit: Euros		
		2013	2014	Comments
3.1.1	Retail revenues ⁸ of calling cards not included in the quarterly questionnaire on electronic communication services at a fixed location and nomadic VOIP services ¹⁰			
3.1.2	Total FTS wholesale revenues (in euros, excluding VAT and discounts) ⁶			

4. PAY TV SERVICE**4.1 Activity Indicators**

		Unit	2013	2014	Comments
4.1.1	Percentage of <u>residential</u> Pay-TV service subscribers ^{11,12} at the end of each year	%			

5. INTERNET SERVICE ACCESS AT A FIXED LOCATION

5.1 Revenues⁴

Unit: Euros

		2013	2014	Comments
5.1.1	Revenues from broadband internet access wholesale customers (net of discounts, in EUR) ⁶			

5.2 Activity Indicators

		Unidade	2013	2014	Comments
5.2.1	Fixed broadband operator switching ¹³				
5.2.1.1	Time needed to terminate a contract ¹⁴	days			
5.2.1.2	Time needed to get connected ¹⁵	days			

6. MOBILE BROADBAND INTERNET SERVICE**6.1 Subscribers - 4G networks**

		Unidade	2013	2014	Comments
6.1.1	Number of subscribers of 4G mobile broadband Internet ¹⁶	1 subscriber			
6.1.1.1	of which subscribers of specific mobile broadband Internet plans ¹⁷	1 subscriber			
6.1.1.1.1	of which subscribers with modem/pen/card devices ¹⁸	1 subscriber			

6.2 Traffic Indicators

		Unidade	2013	2014	Comments
6.2.1	Data Traffic - percentage of PS traffic originated in 4G networks ¹⁹	% of traffic volume in GB			

7. DATA TRANSMISSION SERVICE (DTS)**7.1 Revenues⁴**

Unit: Euros

		2013	2014	Comments
7.1.1	Data transmission Service revenues ^{7,8,20}			

7.2 Activity Indicators

		Unit	2013	2014	Comments
7.2.1	Data transmission Service ²⁰				
7.2.1.1	Number of DTS customers	1 customer			
7.2.1.2	Total traffic generated by DTS customers	GB			

8. BUNDLED OFFERS²¹**8.1 Activity Indicators**

		2013	2014	Comments
8.1	Number of subscribers with mobile bundled offers ²²			
8.1.1	MTS+MBB			

MTS - Mobile Telephone Service; MBB - Mobile Broadband

8.2 Revenues from mobile services included in bundled offers

Unit: Euros

		2013	2014	Comments
8.2.1	Mobile services revenues included both in the mobile services quarterly questionnaire and in electronic communication services at a fixed location and nomadic VOIP services quarterly questionnaire ²³			

9. OTHER SERVICES**9.1 Electronic Communications Public Networks Activity Indicators**

	PUBLIC TELECOMMUNICATIONS NETWORKS	Unit	2013	2014	Comments
9.1.1	Optical Fibre				
9.1.1.1	Total optical fibre installed in the access/distribution network	km pair			
9.1.1.2	Total optical fibre installed in the transmission network (core network)	km pair			
9.1.2	Coaxial cable				
9.1.2.1	Total coaxial cable installed in the access/distribution network (including Hybrid fibre-coaxial)	km pair			
9.1.2.1.1	of which Hybrid fibre-coaxial	km pair			
9.1.2.2	Total coaxial cable installed in the transmission network (core network)	km par			

9.2 Revenues of terminal equipment⁴

Unit: Euros

		2013	2014	Comments
9.2.1	Revenue from the rental of terminal equipment owned by operators which are inseparable from the supply and provision of electronic communications services ²⁴			
9.2.1.1	Revenue from the rental of terminal equipment associated to fixed services (FTS, IAS, PayTV...) such as routers, set top boxes, modems and other equipment for connection to its electronic communications network;			
9.2.1.2	Revenues from terminal equipment associated to mobile services			
9.2.2	Revenue from the sale and rental of equipment excluded from the calculation of relevant income ²⁵			
9.2.2.1	Revenue from the rental of terminal equipment associated to fixed services (FTS, IAS, PayTV...) such as routers, set top boxes, modems and other equipment for connection to its electronic communications network;			
9.2.2.2	Revenues from terminal equipment associated to mobile services			

9.3 Other Electronic communication revenues⁴

Unit: Euros

		2013	2014	Comments
9.3.1	Other electronic communication revenues not included in the quarterly and annual questionnaires ²⁶			
9.3.1.1	Revenues from calls to special numbers with origin in a mobile network			
9.3.1.2	Broadcasting revenues			
9.3.1.3	Revenues from leasing capacity			
9.3.1.4	Other revenues			
9.3.1.5	(Specify. Insert as many rows as necessary)			

Reference date of information: 31th December 2014

NUTS I	NUTS II	NUTS III	Municipalities	Number of Lines to the fixed telephone service (FTS) ²⁷		Number of fixed broadband Internet retail lines ³⁰				
				Residential ²⁸	Non residential ²⁹	Residential ²⁸	Non residential ²⁹			
NORTE			Viana do Castelo							
			Ponte de Lima							
			Arcos de Valdevez							
			Caminha							
			Melgaço							
			Monção							
			Paredes de Coura							
			Ponte da Barca							
			Valença							
			Vila Nova de Cerveira							
			Cávado	Braga						
				Barcelos						
				Amares						
				Terras de Bouro						
				Vila Verde						
				Esposende						
					Ave	Vila Nova de Famalicão				
						Trofa				
						Vizela				
						Guimarães				
		Santo Tirso								
		Póvoa de Lanhoso								
		Vieira do Minho								
		Fafe								
			Grande Porto			Póvoa de Varzim				
						Matosinhos				
				Porto						
				Maia						
				Valongo						
				Gondomar						
				Espinho						
				Vila Nova de Gaia						
				Vila do Conde						
					Tâmega	Felgueiras				
		Penafiel								
		Lousada								
		Paços de Ferreira								
		Amarante								
		Marco de Canaveses								
		Castelo de Paiva								
		Baião								
		Mondim de Basto								
		Cabeceiras de Basto								
			Entre Douro e Vouga	São João da Madeira						
				Santa Maria da Feira						
				Oliveira de Azeméis						
				Arouca						
				Vale de Cambra						
					Douro	Vila Real				
						Armamar				
						Lamego				
						Alijó				
						Mesão Frio				
		Sabrosa								
		Santa Marta de Penaguião								
		São João da Pesqueira								
		Carrizosa de Ansiães								
		Freixo de Espada à Cinta								
			Alto Trás-os-Montes	Sernancelhe						
				Tabuaço						
				Tarouca						
				Torre de Moncorvo						
				Vila Flor						
				Vila Nova de Foz Côa						
				Moimenta da Beira						
				Penedono						
				Peso da Régua						
					Baixo Vouga	Chaves				
		Valpaços								
		Macedo de Cavaleiros								
		Miranda do Douro								
		Mirandela								
		Mogadouro								
		Vila Pouca de Aguiar								
		Montalegre								
		Vimioso								
		Vinhais								
			Baixo Mondego	Alfândega da Fé						
				Bragança						
				Murça						
				Boticas						
				Aveiro						
				Ílhavo						
				Ovar						
				Mealhada						
				Águeda						
				Anadia						
				Oliveira do Bairro						
				Vagos						
				Sever do Vouga						
				Murtosa						
				Albergaria-a-Velha						
				Estarreja						
				Coimbra						
				Condeixa-a-Nova						
				Cantanhede						
				Mira						
				Soure						
				Montemor-o-Velho						

Reference date of information: 31th December 2014

NUTS I	NUTS II	NUTS III	Municipalities	Number of Lines to the fixed telephone service (FTS) ²⁷		Number of fixed broadband Internet retail lines ³⁰	
				Residential ²⁸	Non residential ²⁹	Residential ²⁸	Non residential ²⁹
CONTINENTE	CENTRO	B	Penacova				
			Figueira da Foz				
		Pinhal Litoral	Leiria				
			Marinha Grande				
			Batalha				
			Porto de Mós				
			Pombal				
		Pinhal-Interior-Norte	Oliveira do Hospital				
			Alvaiázere				
			Castanheira de Pêra				
			Figueiró dos Vinhos				
			Tábua				
			Vila Nova de Poiares				
			Pedrogão Grande				
			Penela				
			Arganil				
			Góis				
			Pampilhosa da Serra				
			Lousã				
			Miranda do Corvo				
			Ansião				
		Pinhal-Interior-Sul	Oleiros				
			Proença-a-Nova				
			Sertã				
			Vila de rei				
			Mação				
		Dão-Lafões	Nelas				
			Viseu				
			Mangualde				
			Carregal do Sal				
			Castro Daire				
			Mortágua				
			Oliveira de Frades				
			Penalva do Castelo				
			Aguiar da Beira				
			Santa Comba Dão				
			São Pedro do Sul				
			Satão				
			Tondela				
			Vila Nova de Paiva				
		Serra da Estrela	Vouzela				
			Seia				
		Beira-Interior-Norte	Fornos de Algodres				
			Gouveia				
			Guarda				
			Almeida				
			Celorico da Beira				
		Beira-Interior-Sul	Figueira de Castelo Rodrigo				
			Manteigas				
			Pinhel				
			Sabugal				
			Trancoso				
		Cova da Beira	Meda				
			Castelo Branco				
		Oeste	Idanha-a-Nova				
			Vila Velha de Rodão				
			Penamacor				
			Fundão				
			Belmonte				
			Covilhã				
			Caldas da Rainha				
			Alcobaça				
			Cadaval				
			Óbidos				
			Bombarral				
			Nazaré				
			Peniche				
			Torres Vedras				
		Lourinhã					
		Médio Tejo	Arruda dos Vinhos				
			Sobral de Monte Agraço				
			Atenquer				
			Entroncamento				
			Vila Nova da Barquinha				
			Ferreira do Zêzere				
			Constância				
			Torres Novas				
			Tomar				
			Abrantes				
		Grande Lisboa	Alcanena				
			Sardoal				
			Ourém				
			Lisboa				
			Oeiras				
			Amadora				
			Cascais				
			Loures				
			Sintra				
			Odivelas				
		Península de Setúbal	Vila Franca de Xira				
			Mafra				
			Almada				
			Setúbal				
			Seixal				
			Barreiro				
			Moita				
			Montijo				
			Palmela				
			Alcochete				
		Lisboa	Sesimbra				
Santarém							
Almeirim							
Golegã							
Lisboa	Rio Maior						

Reference date of information: 31th December 2014

NUTS I	NUTS II	NUTS III	Municipalities	Number of Lines to the fixed telephone service (FTS) ²⁷		Number of fixed broadband Internet retail lines ³⁰	
				Residential ²⁸	Non residential ²⁹	Residential ²⁸	Non residential ²⁹
ALENTEJO	ALENTEJO	Lezíria do Tejo	Azambuja				
			Cartaxo				
			Chamusca				
			Coruche				
			Alpiarça				
			Salvaterra de Magos				
		Alentejo Litoral	Benavente				
			Sines				
			Grândola				
			Odemira				
			Alcácer do Sal				
		Alto Alentejo	Santiago do Cacém				
			Castelo de Vide				
			Nisa				
			Arronches				
			Campo Maior				
			Crato				
			Elvas				
			Avis				
			Fronteira				
	Alter do Chão						
	Monforte						
	Mora						
	Ponte de Sôr						
	Portalegre						
	Alentejo Central	Marvão					
		Gavião					
		Évora					
		Montemor-o-Novo					
		Borba					
		Estremoz					
		Arraiolos					
		Redondo					
		Reguengos de Monsaraz					
		Mourão					
	Baixo Alentejo	Sousel					
		Vendas Novas					
		Viana do Alentejo					
		Alandroal					
		Vila Viçosa					
		Portel					
		Beja					
		Vidigueira					
		Castro Verde					
		Barrancos					
	ALGARVE	Algarve	Serpa				
			Aljustrel				
			Ourique				
			Cuba				
			Mértola				
Alvito							
Almodôvar							
Moura							
Ferreira do Alentejo							
Faro							
Loulé							
Olhão							
Portimão							
Lagoa							
Tavira							
Albufeira							
São Brás de Alportel							
Vila Real de Santo António							
AÇORES	RAA	Monchique					
		Lagos					
		Aljezur					
		Castro Marim					
		Alcoutim					
		Vila do Bispo					
		Silves					
		Região Autónoma dos Açores	Ponta Delgada				
		Angra do Heroísmo					
		Horta					
		Lagoa					
		Vila Franca do Campo					
		Ribeira Grande					
		Praia da Vitória					
		Calheta					
		Povoação					
		Santa Cruz da Graciosa					
Lajes das Flores							
Santa Cruz das Flores							
Nordeste							
Lajes do Pico							
Velas							
Madalena							
São Roque do Pico							
Vila do Porto							
Corvo							
MADEIRA	RAM	Região Autónoma da Madeira	Funchal				
		Santa Cruz					
		Câmara de Lobos					
		Machico					
		Porto Santo					
		Ribeira Brava					
		Ponta do Sol					
		Santana					
		Calheta					
		São Vicente					
Porto Moniz							
Total							

	Indicator	Description
1	Electronic Communications Investment	All telecommunications network investment (both tangible and intangible) should be included. Technical cost investment: includes tangible and intangible fixed assets and advances to suppliers of fixed assets. License fees should be excluded.
2	Fixed network investment	Fixed network investment (both tangible and intangible) should be included. Technical cost investment: includes tangible and intangible fixed assets and advances to suppliers of fixed assets. License fees should be excluded.
3	Leased Lines	Leased lines are dedicated, fixed-bandwidth, symmetric data connections that link two locations permanently. Leased lines can be used for carrying data and/or voice traffic through fiber optical, copper or radio links. Leased lines include traditional lines supported in PDH or SDH, and copper pairs/+ SHDSL and Ethernet.
4	Revenues	Revenues already reported in the quarterly questionnaires (electronic communication services at a fixed location and nomadic VOIP services and Mobile Telephony Services) should not be included. 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 other electronic communications service.
6	Wholesale Revenues	Revenue from the provision of services to other operators and service providers, with respect to access and interconnection. Wholesale customers are all operators and providers of electronic communications services that use them as an 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 electronic communications services sold downstream to their end customers, eg resale of network traffic.
7	Leaded Lines retail revenues	Retail Revenues from leased lines should exclude revenues from retail internet access services already reported in Quarterly questionnaire of EC at a fixed location and nomadic VoIP and should also exclude Data Transmission Service revenues. If it is not possible to split the retail leased lines revenues and Data Transmission Service revenues, revenues must be reported in the data transmission service indicator. It should be noted that the same revenue can not be reported in two different indicators.
8	Leaded Lines wholesale revenues	If it is not possible to split the retail leased lines revenues and Data Transmission Service revenues, revenues must be reported in the data transmission service indicator. It should be noted that the same revenue can not be reported in two different indicators.
9	Leased Lines Activity Indicators	When the leased lines offer is made by satellite access, this ought to be duly noted.
10	Other revenues of calling cards	Calling Cards revenues from operators which do not have calling card assigned numbers and that do not report revenues on the quarterly questionnaire on electronic communication services at a fixed location and nomadic VOIP. It should be included in this indicator all traffic revenues from calling cards (originated in the "882" numbering range), generated by the provider who sells the cards to the end-user.
11	Percentage of residential Pay-TV service subscribers	Percentage of residential Pay-TV service subscribers (included in the indicator 2.5.1+2.5.2+2.5.3+2.5.4+2.5.5+2.5.6 of the "Electronic communication services at a fixed location and nomadic VOIP services" questionnaire, at the end of each year.
12	Residential Pay-TV subscriber	Residential customers are users who do not use the service in question as intermediate consumption of their economic activity. Other equivalent criteria may be used, which should, in these cases, be explained.
13	Fixed Broadband Operator Switching	These indicators are aimed at measuring how much time it takes to change operator in fixed broadband. These figures should target only the cases belonging to the 95 percentile in both indicators. Those cases should be excluded, where (1) the customer requests to terminate a contract or get connected later than the standard timing proposed by the operator and (2) the process is delayed purely due to the lack of cooperation of the customer.
14	Time needed to terminate a contract	This indicator should measure the maximum number of calendar days needed to terminate a contract starting with the initiation by the customer and ending with the termination of the contract. Binding contracts giving discounts are out of scope, but general notice periods are to be included. The indicator refers to residential contracts. See also note 13.
15	Time needed to get connected	This indicator should measure the maximum number of calendar days needed to connect a customer starting with the initiation of the process (which may be the signing of the contract) and ending with the start of the service. Time needed to terminate the old contract should not be included. The indicator refers to residential customers. See also note 13.
16	Number of subscribers of 4G mobile broadband Internet	This indicator should include only those SIM cards, with a valid contract, that generated internet traffic on a domestic LTE network in the last 30 days of the reference year. Subscriptions which only offer "walled garden" or email-only services (or SMS/MMS only) should not be considered.
17	Number of subscribers of 4G mobile broadband Internet with a specific mobile broadband Internet plan	This indicator should include only those SIM cards, with a valid contract, that generated any internet traffic on a domestic LTE network in the last 30 days and with a specific mobile broadband Internet plan. Include stand-alone plans and complementary plan that require an additional subscription. Subscriptions which only offer "walled garden" or email-only services (or SMS/MMS only) should not be considered. Bundled offers (i.e., voice and data access) are excluded.
18	Number of subscribers of 4G mobile broadband Internet with a specific mobile broadband Internet plan and using modem/pen/card devices	This indicator should include only those SIM cards, with a valid contract, that generated any internet traffic on a domestic LTE network in the last 30 days and with a specific mobile broadband Internet plan and using modem/ pen/ card devices. Include stand-alone plans and complementary plan that require an additional subscription. Subscriptions which only offer "walled garden" or email-only services (or SMS/MMS only) should not be considered. Bundled offers (i.e., voice and data access) are excluded.
19	Data Traffic - percentage of PS traffic originated in 4G networks	Percentage of mobile broadband Internet traffic (in GB) using 4G networks only.
20	Revenues from other data transmission services	Data transmission Services through Frame Relay, IP MPLS, Ethernet, Switching, etc.
21	Bundled offers	For bundled services it should be considered a commercial offer which includes 2 or more services (fixed telephone service, fixed broadband, pay-TV, mobile telephone service, mobile broadband, etc.), marketed as a single offer and offered for a single price.
22	Number of subscribers with a double play offer that includes MTS and MBB	By 'Number of subscribers' is meant the number of contracts with the provider of electronic communications services for the supply of a bundle offer which includes mobile voice and mobile broadband in 31 December 2013.
23	Mobile services revenues included both in the mobile services quarterly questionnaire and in electronic communication services at a fixed location and nomadic VOIP services quarterly questionnaire	Mobile services revenues included both in the mobile services quarterly questionnaire and in electronic communication services at a fixed location and nomadic VOIP services quarterly questionnaire. 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.
24	Revenue from the rental of terminal equipment owned by operators which are inseparable from the supply and provision of electronic communications services	Revenue from the rental of terminal equipment owned by operator which are inseparable from the supply and provision of electronic communications services (according to "Circular interpretativa" sent in 01-06-2012 in the letter ANACOM-S038780/2012, concerning the clearance of the relevant income for the calculation of fees due from suppliers of electronic communications networks and services pursuant to the Administrative Rule no. 1473-B/2008 of december 17, changed by the Administrative Rule no. 567/2009, of may 27, and by the Administrative Rule no. 291-A, of november 4, which proceeded to republication)
25	Revenue from the sale and rental of equipment excluded from the calculation of relevant income	Revenue from the sale and rental of equipment excluded from the calculation of relevant income concerning the clearance of the relevant income for the calculation of fees due from suppliers of electronic communications networks and services pursuant to the Administrative Rule no. 1473-B/2008 of december 17, changed by the Administrative Rule no. 567/2009, of may 27, and by the Administrative Rule no. 291-A, of november 4, which proceeded to republication and according to the 'circular interpretativa' of ICP-ANACOM (Letter ANACOM-S038780/2012 of 01-06-2012).
26	Other electronic communications revenues	"Other" electronic communications revenues not included in other questionnaires (or in this questionnaire) but considered in the calculation of relevant income for payment of fees, such as Revenues from calls to special numbers with origin in a mobile network, broadcasting revenues, Revenues from leasing capacity, etc. Specify and insert as many rows as necessary.
27	Number of Lines to the fixed telephone service (FTS)	Fixed telephony lines included in the indicator 1.1.2 of the "Electronic communication services at a fixed location and nomadic VOIP services" statistic indicators, at the end of 2014 ("Number of lines - fixed telephone service"). Lines should be accounted for in the municipality corresponding to the address where the line is physically installed.
28	Number of Lines from residential customers	Residential customers are the users who do not use the service in question as an input of their economic activity. Other equivalent criteria may be used, which should, in these cases, be explained.
29	Number of Lines from non-residential customers	Non-residential customers are users who use the service in question as an input of their economic activity. Other equivalent criteria may be used, which should, in these cases, be explained.
30	Number of fixed broadband Internet retail lines	Fixed broadband Internet retail lines, included in the indicator 1.2 of the "Electronic communication services at a fixed location and nomadic VOIP services" statistic indicators, at the end of 2014 ("Number of broadband Internet retail lines, by type of access technology"). Lines should be accounted-for in the municipality corresponding to the address where access is physically installed.