

ANNUAL ELECTRONIC COMMUNICATIONS QUESTIONNAIRE (2015)

Instructions for the Fulfilling:

- All the questions of section 1, 2 and 3 should be fill. If, for a certain cell, the data was not aplicable, please indicate "n.a."
- The section 4 is optional.

Responsible for filling in the questionnaire:

Name of the person responsible for the fulfilling the questionnaire:

Telephone:

E-mail:

PART I - IDENTIFICATION INFORMATION AND ACTIVITY CHARACTERIZATION OF ELECTRONIC COMMUNICATIONS SERVICE OPERATORS

1. COMPANY IDENTIFICATION INFORMATION

1.1 Company Name ¹⁾

1.2 Registered Office ¹⁾

1) If the Company Name or the address of the Registered Office has changed, it must be proved, by sending us the updating of the commercial register; in case of permanent commercial register, please send us its representative access code; this updating/representative access code can be sent later, in order not to compromise the deadline for answering this questionnaire.

1.3 Company Contacts

1.3.1 Address

1.3.1.1 Correspondence Address

1.3.1.2 Billing address (please indicate if it is different from the correspondence address)

1.3.2 Other Contacts

(Please indicate the updated contacts)

Telephone Number(s)	<input style="width: 100%;" type="text"/>
Fax Number(s)	<input style="width: 100%;" type="text"/>
Email (general correspondence):	<input style="width: 100%;" type="text"/>
Email (to be used for ANACOM's notifications²⁾):	<input style="width: 100%;" type="text"/>
Website:	<input style="width: 100%;" type="text" value="www."/>

²⁾ E-mail to send specific notifications by ANACOM, by electronic means, valid for the purposes set out in Annex I. If the company does not have a specific email for electronic notifications, please fill out the corresponding field with "not applicable".

1.4 Board Members

1.4.1 Board members / Managers

(NB: Please indicate the person to whom ANACOM Board should address its communications)

<input type="checkbox"/>	Position:	<input style="width: 100%;" type="text"/>
	Title:	<input style="width: 100%;" type="text"/>
<input type="checkbox"/>	Name:	<input style="width: 100%;" type="text"/>
<input type="checkbox"/>	Position:	<input style="width: 100%;" type="text"/>
	Title:	<input style="width: 100%;" type="text"/>
<input type="checkbox"/>	Name:	<input style="width: 100%;" type="text"/>
<input type="checkbox"/>	Position:	<input style="width: 100%;" type="text"/>
	Title:	<input style="width: 100%;" type="text"/>
<input type="checkbox"/>	Name:	<input style="width: 100%;" type="text"/>
<input type="checkbox"/>	Position:	<input style="width: 100%;" type="text"/>
	Title:	<input style="width: 100%;" type="text"/>
<input type="checkbox"/>	Name:	<input style="width: 100%;" type="text"/>

1.4.2 According to the articles of association what are the procedures to bind your company?

(e.g. "Intervention of a board member" or "Joint intervention of two board members")

1.5 Shareholders

1.5.1 1st and 2nd Levels Shareholders at 31-12-2014

Direct company shareholders (1st Level) ³⁾	%	Indirect company shareholders (2nd Level) ⁴⁾	%
TOTAL	100%		

Notas:

3) Indicate all direct company shareholders.

4) Capital owners of the 1st level shareholders. That is, if applicable, for each direct shareholder (1st level) included in the 1st column of the table, indicates the respective direct shareholder.

Share Capital: Euros

1.5.2 Direct and indirect capital shares held by the Portuguese State at 31-12-2014

Direct Capital Shares ⁵⁾	<input type="text"/>	%
Indirect Capital Shares ⁶⁾	<input type="text"/>	%
Total	0	%

Obs.:

Notes:

5) Direct Capital Shares - Company Capital Shares held by the Portuguese State or by other entities directly owned by the Portuguese State.

6) Indirect Capital Shares - Total Capital Shares (2nd Level and following) held by entities that are:
 - participated by the Portuguese State; or/and
 - owned/participated by entities directly owned by the Portuguese State.

2. ELECTRONIC COMMUNICATIONS NETWORKS AND SERVICES

2.1 Electronic Communications Networks (Portugal)

2.1.1 Please indicate the EC networks that the company has started operating in Portugal or that have ceased, along with the respective provision launching/ceasing date.

Name of the EC Network ⁷⁾ :	Type of provision		Provision launching (DD/MM/YY)	Date ceased (DD/MM/YY)
	Wholesale ⁸⁾	Retail ⁹⁾		
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

2.1.2 Does your company use and/or own infrastructures suitable for the accommodation of electronic communications networks (conduits, poles, towers, etc.)¹⁰⁾ ?

uses holds not applicable

2.1.2.1 If you have answered that your company only "uses" these infrastructures, please indicate the entity that owns or is responsible for managing the same infrastructure:

2.1.2.2 If you have answered that your company "holds" those infrastructures, please indicate whether these infrastructures are used by third parties?

Yes No

If "yes", indicate which entities use these infrastructures:

⁷⁾ Please complete with the service/network abbreviation according to the attached list (annex II).

⁸⁾ Wholesale provision: provision aimed at other undertakings that provide electronic communications networks and services.

⁹⁾ Retail provision: provision aimed at end-users, that is, both at residential users (consumers) and at business/professional purpose users who do not provide publicly available electronic communications networks and services.

¹⁰⁾ Infrastructure suitable for the accommodation of electronic communications networks, as defined in point h) of paragraph n.1 of article 3 of Decree-Law n. 123/2009 of 21 May.

2.2 Electronic Communications Services (Portugal)

2.2.1 Please indicate the services that the company has started providing in Portugal or that have ceased, along with the respective provision launching/ceasing date.

Name of the Service ¹¹⁾ :	Type of provision		Provision launching (DD/MM/YY)	Date ceased (DD/MM/YY)
	Wholesale ¹²⁾	Retail ¹³⁾		
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

¹¹⁾ Please complete with the service/network abbreviation according to the attached list (annex II).

¹²⁾ Wholesale provision: provision aimed at other undertakings that provide electronic communications networks and services.

¹³⁾ Retail provision: provision aimed at end-users, that is, both at residential users (consumers) and at business/professional purpose users who do not provide publicly available electronic communications networks and services.

2.2.2 If your company provides telephone service at a fixed location, please identify the technology that is used for providing this service in Portugal (eg. circuit switching, VoIP, GSM, etc.).

2.3 Reseller Offers of Electronic Communications Services (Portugal)

2.3.1 Is your company a support operator of resellers of electronic communications services to final users (resale voice telephone traffic, resale internet access services, resale leased lines, etc.)?

Yes No

If so, please identify the resale providers supported in your company offers, the support services your company provides and the launching of this provision to each resale provider:

Reseller	Service ¹⁴⁾	(DD/MM/YY)

2.3.2 Is your company a reseller of electronic communications services to final users (resale voice telephone traffic, resale internet access services, resale leased lines, etc.)?

Yes No

If so, please identify the support operator(s) which supports your resale services, the resale service(s) your company provides and the respective provision launching

Support Operator	Resale Service ¹⁴⁾	(DD/MM/YY)

¹⁴⁾ Please complete with the service abbreviation according to the attached list (annex II).

2.4 Which is the main commercial Brand used by your company to offer electronic communications services in Portugal?

2.5 Geografic area of activity

Please identify the geografic areas where your EC services are provided in Portugal:

Service	Portugal Continental	Only some areas of the continental territory (Portugal)	Azores	Madeira
<div style="border: 1px solid black; height: 20px;"></div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div style="border: 1px solid black; height: 20px;"></div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div style="border: 1px solid black; height: 20px;"></div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div style="border: 1px solid black; height: 20px;"></div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If the services are only provided in some areas of the continental territory (Portugal), please identify those areas (municipality):

2.6 Please identify the market segments of your electronic communications business in Portugal:

Residential Segment (15)

Non-residential Segment (16)

Obs.:

¹⁵⁾ The residential segment includes the offers available for residential customers. It is considered a residential customer every user who mostly do not use the service in question as intermediate consumption of their economic activity. As a proxy, the classification resulting from the "NIF - Número de Identificação Fiscal" (Tax Identification Number) should be used (customers without NIF or with NIFs starting with 1 and 2 are non-business customers). Other equivalent criteria may be used, which should, in these cases, be explained.

¹⁶⁾ The non-residential segment includes the offers available for non-residential customers. It is considered a non-residential customer every user who mostly use the service in question as intermediate consumption of their economic activity. As a proxy, the classification resulting from the "NIF - Número de Identificação Fiscal" (Tax Identification Number) should be used (customers without NIF or with NIFs starting with 1 and 2 are non-business customers). Other equivalent criteria may be used, which should, in these cases, be explained.

2.7 Please, indicate whether your company has currently available for subscription any stand-alone offers (service offers that can be subscribed isolated, ie not necessarily integrated in bundles of services):

2.7.1 Residential segment:

Yes

No

If yes, please identify which service(s) are offered on a stand-alone basis (eg. fixed voice, fixed broadband, television, mobile broadband, mobile voice, etc.).

2.7.2 Non-residential segment:

Yes

No

If "yes", please identify which service(s) are offered on a stand-alone basis (eg. fixed voice, fixed broadband, television, mobile broadband, mobile voice, etc..)

2.8 If you have retail offers aimed at business users indicate whether any of them is "standardized" ¹⁷⁾:

Yes No

¹⁷⁾ Standard offers: those offers which include common terms and conditions of service provision, corresponding to a pattern determined *a priori* in a contract or standard contract, as well as those in which the service user may only enter into a contract in predefined terms.

2.9 Conditions of Provision

Please identify the link of your Website where is available the information on the conditions for CE services provision in Portugal (according to ANACOM’s Determination of 21/04/2006 amended by determination of 10/10/2011 ¹⁸⁾:

www.

Obs.:

¹⁸⁾ According to point 5 xii) of the determination, when having an internet website, those undertakings must notify ANACOM of the (URL) page which allows access to information made available to the public on conditions of provision and use of publicly available electronic communications services.

<http://www.anacom.pt/render.jsp?contentId=1101389>

Obligations provided for herein apply to the disclosure of information related to the standard offer of publicly available electronic communications services to end-users, including, duly adapted, the offers aimed for citizens with special needs (please see the definition of "standard offer" in note ¹⁷⁾).

2.10 If your company is providing mobile service, please indicate whether it supports the provision of "mobile payments":

Yes No

If you have answered "yes" to the previous question, please identify (optional answer) which companies provide mobile payments supported on your mobile service:

3. CUSTOMER SERVICE AND TECHNICAL ASSISTANCE

3.1 Please, identify which type of contact channel¹⁹⁾ that the company provides to the customer (eg. shops, mobile points of service, call centers, form on the website, email, postal mail, fax, etc.).. Identify also the type of requests (different types of requests / complaints) that are received in each of these types of contact channels:

		Type of requests
Shops:	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>
Call centers:	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>
Mobile points of service:	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>
Other (specify by channel type):		
<input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>

Obs.:

3.2 Please, for each type of contact channel¹⁹⁾, identify its quantity:

No. of Shops:

No. of call center:

No. of mobile points of service:

Other (specify by channel type):

3.3 Please identify the average number of service stations effective assets by type of contact channel¹⁹⁾:

Shops:

Call center:

Mobile points of service:

Other (specify by channel type):

3.4 Please identify, for each type of contact channel¹⁹⁾, the average number of days per month and the average number of hours per day of attendance:

	Average number of days/month	Average number of hours/day
Shops:	<input type="text"/>	<input type="text"/>
Call center:	<input type="text"/>	<input type="text"/>
Mobile points of service:	<input type="text"/>	<input type="text"/>
Other:	<input type="text"/>	<input type="text"/>

¹⁹⁾ Channel contact with active clients during the year 2014.

4. ELECTRONIC COMMUNICATIONS PROJECTS (This section is optional)

4.1 Major Projects undertaken over the last year, including new generation networks (NGN) projects:

4.2 Major Projects planned for this year, including new generation networks (NGN) projects:

ANNEX I

ADDRESSES FOR ELECTRONIC NOTIFICATIONS

As indicated in previous communications we have sent, when companies communicate to ANACOM email address(es) to be used by this Authority in its electronic notifications, those addresses will be valid for the purposes specified in paragraph 1 of article 6 of Decree-Law 290-D/99, dated 2 August (amended by Decree-Law n. 62/2003, of 3 April, 165/2004, of 7 June, 116-A/2006, of 16 June and 88/2009). These addresses will also be used to receive, by electronic means, the answers or documents which are remitted in response to such notifications, following the rules established in that Decree-Law as well as in Law no. 7/2007 of 5 February, which regulate the validity, effectiveness and probative value of the

For that purpose, ANACOM will add a qualified electronic signature to its notifications, which will be sent by email to the mail address that each company communicates to this Authority.

In certain situations, the message's reception by the companies must be proven by providing a confirmation message addressed to ANACOM, using the same communication path. Similarly, this Authority will confirm the receipt of replies and other documents remitted by electronic means and to which the companies have added a qualified electronic signature.

ANNEX II

ANNUAL ELECTRONIC COMMUNICATIONS QUESTIONNAIRE (2015)

LIST OF ELECTRONIC COMMUNICATION NETWORKS AND SERVICES	ABBREVIATION
A) Electronic Communication Networks	
1. Fixed Network	
1.1. Fixed telephone network	RTF
1.2. Other fixed networks	ORF
2. Mobile Network	
2.1. Mobile telephone network	RTM
2.2. Other mobile networks	ORM
3. Satellite Network	RS
4. Radiocommunication network between fixed points, including fixed wireless access network (FWA, BWA)	RRPF
5. Electric network when used for transmission of signals	RE
6. Network used for broadcast and distribution of radio and television programs to the public	RTDRTP
7. Cable distribution network	RDC
8. LAN wireless network	RW
9. Digital terrestrial television	TDT
10. Other networks	OR
B) Electronic Communication Services	
1. Service of access to the public telephone network at a fixed location	SARTP
2. Leased lines services	SCA
2.1 Leased lines services (wholesale)	SCA (G)
2.2 Leased lines services (retail)	SCA (R)
3. Mobile services	
3.1 Mobile telephone services (including MVNO)	STM/MVNO
3.2 Mobile service with Shared Resources	SMRP
3.3 Satellite mobile service	SCMPVS
3.4 Aeronautic mobile service	SCMA
3.5 Mobile communication services on board vessels	MCV
4. Fixed voice services	
4.1 Telephone service at a fixed location	STF
4.2 Nomadic VoIP services	VoIP-N
4.3 VoIP services without numbering	VoIP
4.4 CUG voice transport services	TVGFU
5. Distribution of television service	
5.1 Distribution of television signals service	SDTV
5.2 Satellite distribution of television service (DTH - Direct-to-Home)	DTH
6. Data transmission services	
6.1 Internet access services	SAI
6.2 Satellite Internet access services	SAIVS
6.3 Fixed switched data transmission services	SFCTD
6.4 Short data messages	SMS
6.5 Other data services	OSD
7. International traffic transport services	STTI
8. Virtual private network services (VPN)	VPN
9. Services via satellite	SVS

10. Public pay-telephone services	PP
11. Virtual phone card services	SCVC
12. Resale of services	
12.1 Resale of leased lines services	SRC
12.2 Resale of telephone voice traffic services	RTTV
12.3 resale of internet access services	RSAI
12.4 Resale of short data messages	RSMS
12.5 Resale of satellite service	RSS
12.6 Other resale of services	OSR
13. Other services	OS