

## ANNUAL ELECTRONIC COMMUNICATIONS QUESTIONNAIRE

Information referring to 2016

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

**Filling Instructions:**

- Fill in the sections that refer to licenced/registered services provided by your your company.
- Fill in the 2016 cells.
- Fill in the 2015 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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		Unit	2015	2016	Comments
I.1	Electronic Communications investment	Euros			
I.1.1	of which, in fixed telecommunications networks <sup>2</sup>	Euros			
I.1.1.1	- of which, optical fibre networks investment	Euros			

**II. HIGH QUALITY ACCESSES<sup>3</sup>****II.1 Revenues<sup>4</sup>**

		Unit	2015	2016	Comments
II.1.1	High Quality Accesses retail revenues <sup>5,7</sup>	Euros			
II.1.2	High Quality Accesses wholesale revenues <sup>6,8</sup>	Euros			
II.1.3	Total High Quality Accesses Revenues	Euros			

**II.2 Activity Indicators<sup>9</sup>**

		Unit	2015	2016	Comments
II.2.1	Number of High Quality Accesses Retail Customers	1 customer			
II.2.2	Number of High Quality Accesses Wholesale Customers	1 customer			
II.2.3	Number of High Quality Accesses to retail customers by capacity (National)	1 line			
II.2.3.1	Analogue	1 line			
II.2.3.2	Digital	1 line			
II.2.3.2.1	≤ 2 Mbps	1 line			
II.2.3.2.2	]2; 155] Mbps	1 line			
II.2.3.2.3	> 155 Mbps	1 line			
II.2.4	Number of High Quality Accesses to retail customers by capacity (International)	1 line			
II.2.5	Number of High Quality Accesses to wholesale customers by capacity (National)	1 line			
II.2.5.1	Analogue	1 line			
II.2.5.2	Digital	1 line			
II.2.5.2.1	≤ 2 Mbps	1 line			
II.2.5.2.2	]2; 155] Mbps	1 line			
II.2.5.2.3	> 155 Mbps	1 line			
II.2.6	Number of High Quality Accesses to wholesale customers by capacity (International)	1 line			

**III. FIXED TELEPHONE SERVICE (FTS)****III.1 Revenues<sup>4</sup>**

		Unit	2015	2016	Comments
III.1.2	Total FTS wholesale revenues (in euros, excluding VAT and discounts) <sup>6</sup>	Euros			
III.1.3	Revenues (in euros, excluding VAT and discounts) related to non-geographic numbers <sup>10</sup>	Euros			
III.3.1	of which retail revenues <sup>5</sup>	Euros			
III.3.2	of which revenues of the non-geographic numbers' customers <sup>11</sup>	Euros			
III.1.4	Revenues (in euros, excluding VAT, discounts and payments to non-geographic numbers' customers) related to non-geographic numbers <sup>12</sup>	Euros			
III.1.4.1	of which retail revenues <sup>5</sup>	Euros			
III.1.4.2	of which revenues of the non-geographic numbers' customers <sup>11</sup>	Euros			
III.1.5	Retail revenues <sup>5</sup> of calling cards not included in the quarterly questionnaire on electronic communication services at a fixed location and nomadic VOIP services <sup>10</sup>	Euros			

**IV. PAY TV SERVICE****IV.1 Activity Indicators**

		Unit	2015	2016	Comments
IV.1.1	Percentage of residential Pay-TV service subscribers <sup>11,12</sup> at the end of each year	%			

**V. INTERNET SERVICE ACCESS AT A FIXED LOCATION****V.1 Revenues<sup>4</sup>**

		Unit	2015	2016	Comments
V.1.1	Revenues from broadband internet access <u>wholesale</u> customers (net of discounts, in EUR) <sup>6</sup>	Euros			

**V.2 Activity Indicators**

		Unit	2015	2016	Comments
V.2.1	Fixed broadband operator switching <sup>13</sup>				
V.2.1.1	Time needed to terminate a contract <sup>14</sup>	days			
V.2.1.2	Time needed to get connected <sup>15</sup>	days			

**V.3 Bandwidth**

		Unit	2015	2016	Comments
V.3.1	Used international Internet bandwidth (traffic) <sup>16</sup>	Mbps			
V.3.2	Lit/equipped international Internet bandwidth <sup>17</sup>	Mbps			

**VI. MOBILE BROADBAND INTERNET SERVICE****VI.1 Subscribers - 4G networks**

		Unit	2015	2016	Comments
VI.1.1	Number of subscribers of 4G mobile broadband Internet <sup>18</sup>	N.º estações móveis			
VI.1.1.1	of which subscribers of specific mobile broadband Internet plans <sup>19</sup>	N.º estações móveis			
VI.1.1.1.1	of which subscribers with modem/pen/card devices <sup>20</sup>	N.º estações móveis			

**VI.2 Traffic Indicators**

		Unit	2015	2016	Comments
VI.2.1	Data Traffic - percentage of PS traffic originated in 4G networks <sup>21</sup>	% of traffic volume in GB			

**VII. DATA TRANSMISSION SERVICE (DTS)****VII.1 Revenues<sup>4</sup>**

		Unit	2015	2016	Comments
VII.1.1	Data transmission service revenues <sup>7,8,22</sup>	Euros			
VII.1.1.1	of which Low-Power Wide Area (LPWA) communication technologies	Euros			

**VII.2 Activity Indicators**

		Unit	2015	2016	Comments
VII.2.1	<b>Data transmission service<sup>22</sup></b>				
VII.2.1.1	Number of DTS customers	1 customer			
VII.2.1.1.1	of which related to Low-Power Wide Area (LPWA) communication technologies	1 customer			
VII.2.1.2	Number of devices related to Low-Power Wide Area (LPWA) customers communication technologies	1 device			
VII.2.1.3	Total traffic generated by DTS customers	GB			
VII.2.1.3.1	of which related to Low-Power Wide Area (LPWA) communication technologies	GB			

**VIII. CONTRACT DURATION OF BUNDLED SERVICES**

		Unit	2015	2016	Comments
VIII.1	Number of customers with bundled services contracted / renewed during the year, by contract duration:				
VIII.1.1	0 months	1 customer			
VIII.1.2	6 months	1 customer			
VIII.1.3	12 months	1 customer			
VIII.1.4	24 months	1 customer			

Note: refers to the the contract duration when the contract was established / renewed.

**IX. OTHER SERVICES****IX.1 Electronic Communications Public Networks Activity Indicators**

		Unit	2015	2016	Comments
IX.1.1	<b>Optical Fibre</b>				
IX.1.1.1	Total optical fibre installed in the access/distribution network	km pair			
IX.1.1.2	Total optical fibre installed in the transmission network (core network)	km pair			
IX.1.2	<b>Coaxial cable</b>				
IX.1.2.1	Total coaxial cable installed in the access/distribution network (including Hybrid fibre-coaxial)	km pair			
IX.1.2.1.1	of which Hybrid fibre-coaxial	km pair			
IX.1.2.2	Total coaxial cable installed in the transmission network (core network)	km pair			

**IX.2 Revenues of terminal equipment** <sup>4</sup>

		Unit	2015	2016	Comments
IX.2.1	Revenue from the rental of terminal equipment owned by operators which are inseparable from the supply and provision of electronic communications services <sup>21</sup>	Euros			
IX.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;	Euros			
IX.2.1.2	Revenues from terminal equipment associated to mobile services	Euros			
IX.2.2	Revenue from the sale and rental of equipment excluded from the calculation of relevant income <sup>22</sup>	Euros			
IX.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;	Euros			
IX.2.2.2	Revenues from terminal equipment associated to mobile services	Euros			

**IX.3 Other Electronic communication revenues** <sup>4</sup>

		Unit	2015	2016	Comments
IX.3.1	<b>Other electronic communication revenues not included in the quarterly and annual questionnaires</b> <sup>23</sup>	Euros			
IX.3.1.1	Revenues from calls to special numbers with origin in a mobile network	Euros			
IX.3.1.2	Broadcasting revenues	Euros			
IX.3.1.3	Revenues from leasing capacity	Euros			
IX.3.1.4	Other revenues	Euros			
IX.3.1.5	<i>(Specify. Insert as many rows as necessary)</i>	Euros			

## X. INDICATORS BY MUNICIPALITY

Reference date of information: 31th December 2016

NUTS I	NUTS II	NUTS III	Municipalities	Number of Lines to the fixed telephone service (FTS) <sup>24</sup>		Number of fixed broadband Internet retail lines <sup>27</sup>	
				Residential <sup>25</sup>	Non residential <sup>26</sup>	Residential <sup>25</sup>	Non residential <sup>26</sup>
NORTE		Minho-Lima	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				
			Celorico de Basto				
			Ribeira de Pena				
			Cinfães				
			Resende				
		Paredes					
		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				
			Carrazeda de Ansiães				
			Freixo de Espada à Cinta				
			Sernancelhe				
			Tabuaço				
			Tarouca				
			Torre de Moncorvo				
			Vila Flor				
			Vila Nova de Foz Côa				
			Moimenta da Beira				
		Penedono					
		Peso da Régua					
		Alto Trás-os-Montes	Chaves				
			Valpaços				
			Macedo de Cavaleiros				
			Miranda do Douro				
			Mirandela				
			Mogadouro				
			Vila Pouca de Aguiar				
			Montalegre				
			Vimioso				
			Vinhais				
			Alfândega da Fé				
			Bragança				
Murça							
Boticas							

## Reference date of information: 31th December 2016

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				Residential <sup>25</sup>	Non residential <sup>26</sup>	Residential <sup>25</sup>	Non residential <sup>26</sup>
CONTINENTE	CENTRO	Baixo Vouga	Aveiro				
			Ílhavo				
			Ovar				
			Mealhada				
			Águeda				
			Anadia				
			Oliveira do Bairro				
			Vagos				
			Sever do Vouga				
			Murtosa				
			Albergaria-a-Velha				
		Estarreja					
		Baixo Mondego	Coimbra				
			Condeixa-a-Nova				
			Cantanhede				
			Mira				
			Soure				
			Montemor-o-Velho				
			Penacova				
		Pinhal Litoral	Figueira da Foz				
			Leiria				
			Marinha Grande				
			Batalha				
		Pinhal-Interior-Norte	Porto de Mós				
			Pombal				
			Oliveira do Hospital				
			Alvaiázere				
			Castanheira de Pêra				
			Figueiró dos Vinhos				
			Tábua				
			Vila Nova de Poiares				
			Pedrogão Grande				
			Penela				
			Arganil				
			Góis				
			Pampilhosa da Serra				
		Pinhal-Interior-Sul	Lousã				
			Miranda do Corvo				
			Ansião				
			Oleiros				
		Dão-Lafões	Proença-a-Nova				
			Sertã				
			Vila de rei				
			Mação				
			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							
Vouzela							
Serra da Estrela	Seia						
	Fornos de Algodres						
	Gouveia						
Beira-Interior-Norte	Guarda						
	Almeida						
	Celorico da Beira						
	Figueira de Castelo Rodrigo						
	Manteigas						
	Pinhel						
	Sabugal						
Trancoso							
Beira-Interior-Sul	Meda						
	Castelo Branco						
	Idanha-a-Nova						
Cova da Beira	Vila Velha de Rodão						
	Penamacor						
	Fundão						
Oeste	Belmonte						
	Covilhã						
	Caldas da Rainha						
	Alcobaça						
	Cadaval						
	Óbidos						
	Bombarral						
	Nazaré						
	Peniche						
	Torres Vedras						
	Lourinhã						
	Arruda dos Vinhos						
	Sobral de Monte Agraço						
Alenquer							
Médio Tejo	Entroncamento						
	Vila Nova da Barquinha						
	Ferreira do Zêzere						
	Constância						
	Torres Novas						
	Tomar						
	Abrantes						
	Alcanena						
	Sardoal						
Ourém							

## Reference date of information: 31th December 2016

NUTS I	NUTS II	NUTS III	Municipalities	Number of Lines to the fixed telephone service (FTS) <sup>24</sup>		Number of fixed broadband Internet retail lines <sup>27</sup>	
				Residential <sup>25</sup>	Non residential <sup>26</sup>	Residential <sup>25</sup>	Non residential <sup>26</sup>
	LISBOA	Grande Lisboa	Lisboa				
			Oeiras				
Amadora							
Cascais							
Loures							
Sintra							
Odivelas							
Vila Franca de Xira							
Mafra							
Almada							
Setúbal							
Seixal							
Barreiro							
Moita							
Montijo							
Palmela							
Alcochete							
Sesimbra							
ALENTEJO	Lezíria do Tejo	Santarém					
		Almeirim					
		Golegã					
		Rio Maior					
		Azambuja					
		Cartaxo					
		Chamusca					
		Coruche					
		Alpiarça					
		Salvaterra de Magos					
	Benavente						
	Alentejo Litoral	Sines					
		Grândola					
		Odemira					
		Alcácer do Sal					
		Santiago do Cacém					
	Alto Alentejo	Castelo de Vide					
		Nisa					
		Arronches					
		Campo Maior					
		Crato					
		Elvas					
		Avis					
		Fronteira					
		Alter do Chão					
		Monforte					
		Mora					
		Ponte de Sôr					
	Portalegre						
	Marvão						
	Gavião						
	Alentejo Central	Évora					
		Montemor-o-Novo					
		Borba					
		Estremoz					
		Arraiolos					
Redondo							
Reguengos de Monsaraz							
Mourão							
Sousel							
Vendas Novas							
Viana do Alentejo							
Alandroal							
Vila Viçosa							
Portel							
Baixo Alentejo	Beja						
	Vidigueira						
	Castro Verde						
	Barrancos						
	Serpa						
	Aljustrel						
	Ourique						
	Cuba						
	Mértola						
	Alvito						
Almodôvar							
Moura							
Ferreira do Alentejo							

## Reference date of information: 31th December 2016

NUTS I	NUTS II	NUTS III	Municipalities	Number of Lines to the fixed telephone service (FTS) <sup>24</sup>		Number of fixed broadband Internet retail lines <sup>27</sup>	
				Residential <sup>25</sup>	Non residential <sup>26</sup>	Residential <sup>25</sup>	Non residential <sup>26</sup>
ALGARVE	ALGARVE	Algarve	Faro				
			Loulé				
			Olhão				
			Portimão				
			Lagoa				
			Tavira				
			Albufeira				
			São Brás de Alportel				
			Vila Real de Santo António				
			Monchique				
			Lagos				
			Aljezur				
			Castro Marim				
			Alcoutim				
			Vila do Bispo				
Silves							
AÇORES	RAA	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							
<b>Total</b>							

Nota	Indicador	Descrição
1	Electronic Communications Investment	All telecommunications network investment (both tangible and intangible) should be included. Technical cost investment: includes tangible and intangible fixed 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 advanced assets. License fees should be excluded.
3	High quality accesses	High quality accesses are dedicated, fixed-bandwidth, symmetric data connections that link two locations permanently. High quality accesses can be used for carrier traffic through fiber optical, copper or radio links. High quality accesses 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) should 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 of electronic communications services that use them as an input for the provision of electronic communications services. These services may be used to develop or support the provision of other electronic communications services sold downstream to their end customers, eg resale of network traffic.
7	High quality accesses retail revenues	Retail Revenues from high quality accesses should exclude revenues from retail internet access services already reported in Quarterly questionnaire of EC at a fixed location and nomadic VoIP and should also exclude Data Transmission Service revenues. If it is not possible to split the retail high quality accesses revenues and Data Transmission Service revenues, revenues must be reported in the data transmission service indicator. Should be noted that the same revenue can not be reported in two different indicators.
8	High quality accesses wholesale revenues	If it is not possible to split the high quality accesses lines revenues and Data Transmission Service revenues, revenues must be reported in the data transmission service indicator. Should be noted that the same revenue can not be reported in two different indicators.
9	High quality accesses Activity Indicators	When the high quality accesses offer is made by satellite access, this ought to be duly noted.
10	Revenues (in euros, excluding VAT and discounts) related to non-geographic numbers	Filled in by non-geographic numbers' customers. Revenues should be net of discounts and VAT. Should be included payments to other entities, namely interconnection costs, content costs or payments to non-geographic numbers' customers.
11	Revenues of the non-geographic numbers' customers	Include revenues generated by the non-geographic number's customers (monthly fees or other revenues).
12	Revenues (in euros, excluding VAT, discounts and payments to non-geographic numbers' customers) related to non-geographic numbers	Filled in by non-geographic numbers' customers. Include generated net revenues. Revenues should be net of discounts, VAT and payments to non-geographic numbers' customers. Interconnection payments should be included.
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 indicators. Those cases should be excluded, where (1) the customer requests to terminate a contract or get connected later than the standard timing proposed in 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 indicator 15.
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 termination of the old 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 indicator 14.
16	International bandwidth usage, in Mbit/s	Neste indicador, os prestadores que disponham ou ofereçam ligações internacionais ("gateway internacional"), devem reportar todos os tipos de tráfego cursado nos seus circuitos internacionais, independentemente do tipo de suporte/tecnologia utilizado. No caso do tráfego de entrada ser superior ao tráfego de saída, deve apenas ser reportado o tráfego de entrada, e vice-versa. A unidade de reporte é Mbps. (Ou seja, o indicador em causa deve refletir a soma o total de bits cursado nos circuitos internacionais dividido pelo número de segundos (ou seja, o método equivalente)).
17	Lit/equipped international bandwidth capacity, in Mbit/s	Neste indicador, os prestadores que dispõem ou oferecem serviços de "gateway internacional", devem reportar a capacidade dos seus circuitos internacionais no âmbito da referência, independentemente do tipo suporte/tecnologia utilizado. A unidade de reporte é Mbps. Deve ser excluída a capacidade de reserva.
18	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 period. Subscribers which only offer "walled garden" or email-only services (or SMS/MMS only) should not be considered.
19	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" services (or SMS/MMS only) should not be considered. Bundled offers (i.e., voice and data access) are excluded.
20	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.
21	Data Traffic - percentage of PS traffic originated in 4G networks	Percentage of mobile broadband Internet traffic (in GB) using 4G networks only.
22	Data transmission services	Data transmission Services through Frame Relay, IP MPLS, Ethernet, Switching, etc.
23	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 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.
24	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, including lines to the fixed telephone service ("Number of lines - fixed telephone service"). <b>Lines should be accounted for in the municipality corresponding to the address where the line is physically installed.</b>
25	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 be explained.
26	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 be explained.
27	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"). <b>Lines should be accounted-for in the municipality corresponding to the address where access is physically installed.</b>



<b>XI. ENQUIRIES RECEIVED</b>				
<b>Indicator number</b>	<b>Indicator</b>	<b>Unit</b>	<b>2016</b>	<b>Notes</b>
<b>I.1</b>	<b>Number of Enquiries</b>	-		
I.1.1	(of which) Complaints	1 Complaint		
I.1.1.1	By subject			
I.1.1.1.1	Customer service	1 Complaint		
I.1.1.1.2	Service malfunction	1 Complaint		
I.1.1.1.3	Initial connection or alteration of service	1 Complaint		
I.1.1.1.4	Internet access speed	1 Complaint		
I.1.1.1.5	Manner in which service is/was sold	1 Complaint		
I.1.1.1.6	Suspension of service	1 Complaint		
I.1.1.1.7	Cancellation of service	1 Complaint		
I.1.1.1.8	Billing and Charges	1 Complaint		
I.1.1.1.9	Other contractual issues	1 Complaint		
I.1.1.1.10	Number portability (fixed or mobile)	1 Complaint		
I.1.1.1.11	Equipment unlocking	1 Complaint		
I.1.1.1.12	Other equipment issues	1 Complaint		
I.1.1.1.13	Other issues	1 Complaint		
I.1.1.1.14	Unidentified issues	1 Complaint		
I.1.1.2	By means of contact			
I.1.1.2.1	Physical retail outlets	1 Complaint		
I.1.1.2.2	Website/Online stores	1 Complaint		
I.1.1.2.3	Customer helplines (Call Centres)	1 Complaint		
I.1.1.2.4	Mobile customer service points	1 Complaint		
I.1.1.2.5	Other	1 Complaint		
I.1.2	(of which) Other enquiries	1 Enquire		
I.1.2.1	By subject			
I.1.2.1.1	Contracting / Subscription of services or changes to terms and conditions	1 Enquiry		
I.1.2.1.2	Other issues	1 Enquiry		
I.1.2.2	By means of contact			
I.1.2.2.1	Physical retail outlets	1 Enquiry		
I.1.2.2.2	Website/Online stores	1 Enquiry		
I.1.2.2.3	Customer helplines (Call Centres)	1 Enquiry		
I.1.2.2.4	Mobile customer service points	1 Enquiry		
I.1.2.2.5	Other	1 Enquiry		
<b>II. MEANS OF CONTACT</b>				
<b>II.1</b>	<b>Physical means of contact - monthly average over the year</b>	-		
II.1.1	Number of physical retail outlets	1 Outlet		
II.1.2	Number of Call Centres	1 Call Center		
II.1.3	Number of mobile customer service points	1 Point		
II.1.4	Number of other means (Please list. Add rows if necessary.)			
<b>II.2</b>	<b>Number of Active Customer Service Points - monthly average over the year</b>	-		
II.2.1	In stores	1 service point		
II.2.2	Customer helplines (Call Centres)	1 service point		
II.2.3	Mobile customer service points	1 service point		
II.2.4	Other	1 service point		
<b>II.3</b>	<b>Number of operating hours - monthly average over the year</b>	-		
II.3.1	In stores	1 Hour		
II.3.2	Customer helplines (Call Centres)	1 Hour		
II.3.3	Mobile customer service points	1 Hour		
II.3.4	Other	1 Hour		
<b>III. NUMBER OF CUSTOMERS</b>				
<b>III.1</b>	<b>Average number of customers reported by provider</b>	1 Customer		

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