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SERVICES PACKAGE DEFINITION – FINAL DECISION

The Autoridade Nacional de Comunicações (ANACOM) approved last 27 March the decision concerning the modified definition of “services package” used in the quarterly questionnaire on electronic communication services at a fixed site and nomad voice over internet protocol (VoIP). Services package is understood to mean a commercial offering which includes two or more services placed on the

market as a single offering, with a single price and single invoice, regardless of the breakdown per each service included in the package and subscribed to in conditions not available outside the package, either because the services are not individually available (in the case of pure bundling) or because the package offer has certain associated specific conditions (in the case of mixed bundling). (+)

COVERAGE OBLIGATIONS IN 800 MHZ – FINAL DECISION

ANACOM approved last 21 March the final decision concerning both the methodology used to set and revise reference speeds associated to coverage obligations in the 800 MHz frequency

band and the corresponding information obligations, and the methodology used to verify compliance with coverage obligations and the corresponding information obligations. (+)

PUBLIC CONSULTATIONS

GUIDELINES FOR CONTRACTS

ANACOM initiated last 31 March a public consultation on options for revision of the determination concerning guidelines on minimum content to include in electronic communication service provision contracts. Comments should be submitted by 30 April 2014 to consulta-contratos@anacom.pt. (+)

PRICE PRACTICED BY PTC IN DTT

The ANACOM consultation regarding the price practiced by PT Comunicações (PTC) for codification, multiplexing, conveyance and broadcasting by digital terrestrial television (DTT) of unconditioned free access TV channels (MUX A) ended on 17 April. This decision follows the intervention request submitted to ANACOM by Rádio e Televisão de Portugal (RTP), for immediate price setting mediation. (+)

AUDIT OF NET COSTS OF UNIVERSAL SERVICE OF PTC

ANACOM approved last 21 March the launch of a consultation on results of the audit of net costs of the universal service provided by PT Comunicações (PTC) in financial years 2010 and 2011. Responses should be sent by 23 April 2014 to auditoria-clsu2010e2011@anacom.pt. (+)

NUMBER USAGE RULES

By determination dated 14 March, ANACOM approved the launch of a consultation on rules for shared use of 16xy numbers pertaining to the National Numbering Plan (NNP) for customer support services. Responses to the consultation should be sent by 2 May to consulta-regras-partilha16xy@anacom.pt. (+)

COMMUNICATIONS IN PORTUGAL

NEWS

TITLE CANCELLATIONS

By order of the Autoridade Nacional de Comunicações (ANACOM) dated 2 April, authorisations allowing the following companies to provide postal services were cancelled:

- Tempos Garantidos Correio Expresso Unipessoal; (+)
- Mailglobe - Transporte de Correio Urgente. (+)

On the same date, an ANACOM order cancelled the registration of the company Spring Fisiocol, Unipessoal, for the provision of audiotext services. (+)

On 17 March an ANACOM order cancelled the registration of the company Ericsson - Telecomunicações for the provision of value added services based on message sending. (+)

TITLES ISSUED

ANACOM issued last 18 March the declaration allowing the company CORRIDA DESENFREADA Unipessoal to provide postal services. (+)

FREQUENCY TRANSFER

ANACOM disclosed that it received from the Media Regulatory Board (ERC) a request for a decision on the intention of Rádio Canal Aberto to transfer to Costa e Osório Unipessoal the frequency usage rights it was allocated to carry out audio broadcasting activity. (+)

PAYMENTS TO SUPPLIERS - SITUATION AT 31.03.2014

ANACOM reported that on 31 March 2014 it had no debts to suppliers outstanding for more than 60 days. (+)

ELECTRONIC COMMUNICATION SERVICES

ANACOM has updated information on its site concerning hyperlinks that access the supply conditions of electronic communication service provision companies with respect to services/offers addressed to consumers (home segment). (+)

AdC APPROVES PT/OI MERGER

The Competition Authority (AdC) approved last 19 March the decision not to oppose the merger operation between OI and Portugal Telecom, indicating that it was not likely, in national territory, to significantly hamper effective competition in the relevant markets. (+)

COM.ESCOLHA VISITED RECEIVES MORE THAN 27,000 VISITS

In the first quarter of 2014 (1Q14) the COM.escolha comparison tool received 27,091 visits from 23,387 users. Some 101,469 pages were viewed, an average of 3.75 pages per visit, up 22.11 percent over the previous quarter. Compared to the fourth quarter of 2013 (4Q13), there were 41.70 percent more visits and 45.69 percent more users. (+)

WORLD CONSUMER RIGHTS DAY

ANACOM made available via its Consumer Portal last 15 March, in the scope of World Consumer Rights Day, information about the main rights of voice, internet and TV service users. (+)

QUALITY OF FIXED TELEPHONE SERVICE

Updated information about the quality of the service offering access to the public telephone network at a fixed site and publicly accessible telephone service at a fixed site in the fourth quarter of 2013 has been published, along with comprehensive figures for 2013 and the performance goals for 2014. (+)

ANACOM PUBLIC PARTICIPATION

The chair of ANACOM's management board, Fátima Barros, took part last 11 March in a workshop on cybersecurity exercises (at ANACOM headquarters in Lisbon). Board member Hélder Vasconcelos in turn represented ANACOM last 5-6 March in London at the Commonwealth Cybersecurity Forum with the theme topic of 'Developing National Cybersecurity Frameworks'.

ANACOM PRIZE - ECONOMICS OF ICTS

The ANACOM Prize for Economics of ICTs in the scope of the 'ANACOM Best Workshop Paper Award' contest was awarded to the article on "Cooperation vs. Collusion: how essentiality shapes co-opetition", by Patrick Rey and Jean Tirole at the '5th Workshop of the Economics of ICTs', held last 20-21 March at the University of Porto.

The prize aims to stimulate national production and publication of scientific articles in the area of economics, specifically regarding information and communication technologies (ICTs). (+)

HOME ELECTRONIC COMMUNICATION CUSTOMERS - AVERAGE INVOICING

	2011	2012	2013	Var. (%) 2012/2013
FTS+MTS+FBB+MBB+STV	:	:	75,93	:
FTS+FBB+MBB+STV	55,34	54,02	53,29	-1,3%
FTS+MTS+FBB+STV	:	:	78,24	:
FTS+FBB+STV	52,23	49,07	49,17	0,2%
FTS+STV	36,57	31,83	31,63	-0,6%
FBB+STV	47,90	45,70	41,47	-9,3%
FTS+FBB	28,64	27,33	27,55	0,8%
Stand-alone STV	28,68	27,10	25,84	-4,6%
Stand-alone FBB	21,17	20,95	21,54	2,8%
Stand-alone FTS	16,64	15,55	14,69	-5,5%
MTS	16,71	15,22	14,66	-3,7%
MBB-cards/modem	18,07	15,50	15,37	-0,8%
BLM-mobile phone	:	11,18	11,73	4,9%
Total	21,15	19,95	20,04	0,5%

Note 1: The total line refers to the average price of each invoice paid by home customers, including other modes of minor sampling importance not listed in the table.

Note 2: The annual variation refers to variation of the average invoice paid by home customers, reflecting annual variation of the price of services as well as variation of the quality associated to offerings (e.g. number of channels, download speed and new services, among others) and the user consumption pattern.

Base: Voice electronic communication service invoices per service (does not count non-responses)

Unit: Average invoice in euros (w/IVA), %

Source: MARKTEST - Telecommunications Barometer Study, 2011, 2012, 2013

NON-RESERVED POSTAL SERVICE RATES

By decision dated 27 March, ANACOM did not oppose the proposed prices for non-reserved services included in universal service as submitted by the Portuguese postal service (CTT - Correios de Portugal). (+)

RESERVED POSTAL SERVICE RATES

By determination dated 21 March, ANACOM decided not to oppose the entrance into force on 1 April of the proposed prices and discounts for reserved services submitted by the Portuguese postal service (CTT). (+)

NEWLY ENACTED LEGISLATION

Law no. 16/2014 (Series I - D.R. of 4 April) - second modification of Law no. 17/2012 of 26 April, which establishes the legal system applicable to the provision of fully competitive postal services in national territory, as well as international services with origin or destination in national territory. (+)

Council of Ministers Resolution no. 26/2014 (Series I - D.R. of 3 April) - authorises spending to acquire implementation services for the Northern Operational Centre of the 112.pt system and switching services with the Southern Operational Centre of the 112.pt system. (+)

Decree-Law no. 35/2014 (Series I - D.R. of 7 March) - revokes Decree-Law no. 31/2003 of 17 February, which modifies and replaces the concession bases for public telecommunications service. (+)

Administrative Rule no. 57/2014 (Series I - D.R. of 7 March) - sets for years 2013 and 2014 the percentages the Competition Authority receives as own revenue from fees charged to various regulatory bodies for services rendered. (+)

PORTED NUMBERS

	2013												2014		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
FTS	1425721	1437160	1451434	1464822	1473104	1486516	1495659	1505001	1514536	1525533	1535946	1541795	1552461	1830680	1578202
MTS	547219	570771	592773	617513	640928	664212	691120	720142	743747	845454	921407	979055	1034918	1274670	1051699
NGS ¹	1926	1948	2223	2241	2253	2410	2612	2614	2620	2616	2616	2632	2647	2831	2676
Total	1974866	2009879	2046430	2084576	2116285	2153138	2189391	2227757	2260903	2373603	2459969	2523482	2590026	3108181	2632577

FTS – fixed telephone service; MTS – mobile telephone service; NGS – non-geographic services

Note: In this table some previously disclosed figures had to be corrected. The rectifications concern the process of merger by incorporation of PT PRIME – Soluções Empresariais de Telecomunicações e Sistemas, S.A. into PT Comunicações, S.A.

¹ Includes 626 ported numbers from the '30' numbering range (numbers associated to nomad VoIP service).

EUROPEAN UNION

EUROPEAN PARLIAMENT VOTES TO END ROAMING RATES

The European Parliament (EP) voted last 3 April in favour of eliminating roaming rates by Christmas 2015, in the scope of a broader vote on the 'Connected Continent' (single telecommunications market) legislative package submitted by the European Commission (EC). (+)

EU CONSUMER SUMMIT

The European Consumer Summit of the European Union (EU) was held last 1-2 April in Brussels. The aim was to study progress to date on making consumer policy compatible with the digital era, and what remains to be done to face new challenges to ensure that consumers take full advantage of the digital sector. (+)

ENISA MARKS A DECADE

The European Network and Information Security Agency (ENISA) is this year marking its tenth anniversary. Ten years on, the Agency affirms that cybersecurity is ever more crucial for the economy and of key importance on the political and social agenda. Commemorations of the tenth anniversary will be held throughout the year, with local and international events meant to review the past, ongoing developments and future challenges. (+)

CLOUD COMPUTING IN EUROPE

To ascertain what can help make Europe a trusted region for cloud computing, the European Commission (EC) has disseminated a questionnaire, available until this 2 May, to gather the opinion of current and future users, cloud computing

service providers and other eventual stakeholders, regarding the ideas put forward by the European Cloud Partnership (ECP) Steering Board for the so-called Trusted Cloud Europe. (+)

EUROBAROMETER - ELECTRONIC COMMUNICATIONS

The European Commission (EC) disclosed in March results of the "Special Eurobarometer 414, e-Communications and Telecom Single Market Household Survey", conducted by TNS Opinion & Social for the EC's Directorate-General for Communication Networks, Content and Technology. The report presents information about the attitude of families and citizens of the European Union (EU) regarding the main electronic communication services: fixed and mobile telephony, internet access, TV transmission services and service packages. (+)

DIGITAL LIFE IN 2025

In the scope of the World Wide Web's 25th anniversary, the Pew Research Centre published last 11 March the report on "Digital Life in 2025" concerning the internet's future, specifically aspects associated to net neutrality, cybersecurity, data privacy, the internet of things and social impact. (+)

GEOGRAPHIC DISPARITY OF BROADBAND

The European Commission (EC) disclosed last 25 March figures showing that the 400 million European internet users are subject to major variations in price, speed and available range of broadband, depending on their geographic location. Four recent studies indicate that there is no pattern or consistency in broadband markets in the European Union (EU). (+)

COMMUNICATIONS AROUND THE WORLD

BROADBAND ACCESS

The European Commission (EC) disclosed last 25 March the Communications Committee (COCOM) working document concerning the situation of broadband access in the European Union (EU), reported for July 2013. The document presents the latest statistics from European broadband markets, including the number of fixed and mobile broadband subscriptions, competition data, broadband speeds and next generation access technologies. (+)

PUBLIC SPEECHES BY NEELIE KROES

The most recent public speeches by European Commission (EC) Vice-President Neelie Kroes on sector-related subjects are now available. The following stand out: "The Frontline of Freedom: defending the open internet and net neutrality", at the European Parliament Civil Liberties, Justice and Home Affairs (LIBE) Committee (Brussels, 31 March); "Photonics Enabling the Economy: from factories of the future to better broadband", at the Photonics21 2014 Annual Meeting (Brussels, 28 March); "Why the Digital Economy Matters", at the Handelsblatt

Conference TK-Gipfel 2014 (Dusseldorf, 26 March); "The Data Gold Rush", at the European Data Forum (Athens, 19 March); "Want to Build Tomorrow's Internet?", at the Future Internet Assembly (Athens, 18 March); "Plenary Debate on the Network and Information Security Directive", at the European Parliament (Strasbourg, 12 March); "Securing our Digital Economy", at the CEBIT Cyber Security Conference (Hanover, 10 March). (+)

BROADBAND SERVICE QUALITY

The European Commission (EC) published last 25 March a study on the quality of service (QoS) of broadband in 30 European countries, with information referring to October 2013. The document focuses on aspects such as downstream capacity, upstream capacity, voice over internet protocol (VoIP), internet navigation, user diagram protocol (UDP) latency, UDP packet loss, domain name system (DNS) resolution and video streaming. Tests were conducted in 9,467 homes to gather data; in Portugal 73 participated in the group of DSL family technologies (xDSL), 67 in subscription TV and 67 in fibre to a given point in the access network (FTTx). (+)

BEREC

STATEMENT CONCERNING THE BROADBAND STUDY

By means of a statement concerning the European Commission's study on the quality of broadband service in Europe, BEREC expressed support for the EC's efforts to measure broadband speeds and indicated it was available to take part in the third research phase planned for 2014, specifically to perfect the methodology used. (+)

'CONNECTED CONTINENT' LEGISLATIVE PACKAGE

BEREC has published a statement concerning the European Parliament's vote on the 'Connected Continent' legislative package, submitted by the European Commission (EC) with the aim of creating a single telecommunications market. BEREC indicated it was pleased with the general approach taken by the EP. (+)

OPINION ABOUT LATVIAN PROPOSAL

BEREC published last 18 March an opinion about the European Commission's notification to Latvia under article 7a of Directive

2002/21/EC.

The EC expressed serious doubts about the measure put forward by the Latvian National Regulatory Authority (SPRK) regarding remedies in the fixed termination call market, which may imply barriers to the internal market. In BEREC's opinion, the EC's doubts are justified. (+)

PUBLIC CONSULTATION

BEREC initiated last 17 March a public consultation on the "Draft BEREC Report on Monitoring Quality of Internet Access Services in the Context of Net Neutrality"; interested parties can reply until 28 April. (+)

12TH INTERNATIONAL ROAMING REPORT

BEREC published last 6 March the 12th report on international roaming in European public mobile telephone networks. The report presents results from the 12th survey of roaming data, conducted by that body via the national regulatory authorities and covering the period from 1 April to 30 September 2013. (+)

ANACOM INTERNATIONAL ACTIVITY

The Autoridade Nacional de Comunicações (ANACOM) represents the Portuguese communications sector before international sector-related organisations and took part in recent meetings in the scope of the European Conference of Postal and Telecommunications Administrations (CEPT), the Postal Union of the Americas, Spain and Portugal (UPAEP), the European Telecommunications Standards Institute (ETSI), the Body of European Regulators for Electronic Communications (BEREC), the European Regulators Group for Postal Services (ERGP), the European Union (EU) and the Latin American Forum of Telecommunications Regulatory Authorities (Regulatel).

CEPT

In the scope of work by the Electronic Communications Committee (ECC), the following meetings were held:

- 33rd meeting of EFIS-MG - 27-28 February in Copenhagen; (+)
- 4th meeting of CPG PT-B - 21-23 March in Copenhagen; (+)
- 20th meeting of WG NaN PT FN1 - 5-6 March in Copenhagen; (+)
- meeting of WG NaN PT TRIS - 18-19 March in Biel/Bienne, Switzerland; (+)
- 36th meeting of the Committee - 11-14 March in Cluj-Napoca, Romania. (+)

The Lithuanian capital Vilnius hosted last 18-19 March a meeting of WG UPU of the European Committee for Postal Regulation (CERP). (+)

Lastly, Com-ITU met on 10-13 March in Copenhagen. (+)

UPAEP

The annual session of the AEC was held on 12-14 March in Montevideo, Uruguay. (+)

ETSI

The 63rd General Assembly was held on 18-19 March in Mandelieu, France. (+)

BEREC

Meetings of the following groups were held in Brussels:

- EWG MEA - 7 March; (+)
- Group of experts on Framework Implementation - 5 March. (+)

ERGP

The Cost Accounting/Price Regulation subgroup met on 13-14 March in Paris. (+)

EU

COCOM held its 57th meeting on 27 March in Brussels. (+)

REGULATEL

The Executive Committee and the working groups met on 10-12 March in Cartagena, Colombia. (+)

COOPERATION BETWEEN LABORATORIES

The electromagnetic compatibility (EMC) testing area of ANACOM's Testing and Calibration Laboratory (LEC) took part in the international Lab Comparison Programme approved by the Asia Pacific Laboratory Accreditation Cooperation (APLAC). The programme's aim is to evaluate the competence of participating

labs when conducting EMC trials in accordance with standard CISPR22 of the Special International Committee on Radio Interference (CISPR), specifically the electric field (V/m) test in the 30 MHz-1 GHz band, which is especially relevant for ANACOM's spectrum management. (+)

WTDC-14

The sixth World Telecommunications Development Conference (WTDC-14) of the International Telecommunications Union (ITU) was held from last 30 March to 10 April in Dubai, United Arab Emirates. WTDC-14 adopted the Dubai Action Plan, a package of activities meant to help developing countries promote sustainable development of networks, services and information and communication technologies (ICTs).

The WTDC is the top body of the ITU Telecommunications

Development Sector (ITU-D) and is held every four years. Its aim is to set strategies for balanced development of global and regional telecommunications, paying special attention to expanding and modernising the networks and services of developing countries, besides mobilising necessary resources. The WTDC is also responsible for determining ITU-D's working programmes and guidelines, with a view to determining issues and priorities associated to telecommunications development. (+)

NEWS FROM OTHER COUNTRIES

AUSTRALIA - Australian Communications and Media Authority (ACMA)

- ACMA released last 24 March the June 2013 results regarding the cloud computing market, revealing a number of developments and highlighting its increasingly important role in the digital economy. (+)

BELGIUM - Belgian Institute for Postal services and Telecommunications (BIPT)

- By ministerial order dated 5 March 2014 the regulator implemented a technical solution enabling emergency services whose assistance is provided on-site to be accessed via text messages. The measure covers operators that offer or resell second generation (2G) mobile services. (+)

BRAZIL - Agência Nacional de Telecomunicações (ANATEL)

- In compliance with the obligation established by ANATEL to disclose universal connection targets, the fixed telephony concession companies began a campaign to publicise the 'people's telephone', addressed to people enrolled in the Single Registry for Social Programmes. (+)

CANADA - Canadian Radio-television and Telecommunications Commission (CRTC)

- The CRTC announced that starting on 18 March '911' emergency services can be accessed via text messaging, thereby enabling access by users with hearing and speech disabilities. (+)

CROATIA - Croatian Post and Electronic Communications Agency (HAKOM)

- The regulator disclosed on 21 March the creation of a new telephone number to support postal service users. (+)

SPAIN - Comisión Nacional de los Mercados y la Competencia (CNMC)

- The CNMC reported on 24 March that next generation broadband accesses had increased by 30 percent, indicates the report on "Geographic Analysis of Broadband Services and NGA Deployment in Spain", with information from June 2013. (+)

USA - National Telecommunications & Information Administration (NTIA)

- The NTIA announced last 14 March the intention to transfer key functions in the scope of the internet's domain name system (DNS) to the global multi-stakeholder community, with a view to optimising the model for internet governance and policy formulation. The measure is supported by the Internet

Corporation for Assigned Names and Numbers (ICANN), to convoke global stakeholders. (+)

USA - Federal Communications Commission (FCC)

- The FCC launched last 7 March an interactive webpage with best practices regarding Text-to-911, which enables written messages to be sent to the American emergency service (911). (+)

FINLAND - Finnish Communications Regulatory Authority (FICORA)

- FICORA disclosed last 10 March that a sixth of broadband subscriptions are for 100 megabits per second (Mbps). In late 2013 Finland registered about 1.7 million fixed broadband subscribers, with 16 percent having a nominal data network-to-user transfer speed of at least 100 Mbps. (+)
- The regulator announced last 4 March the updated secure communications guidelines, which henceforth include information about smartphone use. The document identifies potential threats and publicises available means of protection. (+)

FRANCE - Autorité de Régulation des Communications Électroniques et des Postes (ARCEP)

- In a press release dated 14 March, ARCEP welcomed the reestablishment of sanction powers and the clarification of rules associated to fibre optic resources in buildings. (+)

IRELAND - Commission for Communications Regulation (ComReg)

- The regulator initiated last 20 March a consultation on wholesale rates for non-geographic numbers, which ran until 3 April. (+)

UNITED KINGDOM - Office of Communications (Ofcom)

- Ofcom announced last 19 March that heads of the United Kingdom's economic regulators had joined to launch the UK Regulators Network (UKRN). The aim is to improve coordination between regulated sectors and thereby increase investment and efficiency for the benefit of consumers. (+)
- Ofcom published last 24 March a consultation on the portability charging process, namely regarding wholesale rates among operators. The consultation runs until 12 May. (+)

SWITZERLAND - Federal Office of Communications (OFCOM)

- OFCOM disclosed last 14 March the Federal Council's revised Telecommunications Services Ordinance (TSO), meant to adjust the costs of unbundled copper-wire connections (last mile) to technological developments. (+)

eNTFA - FREQUENCIES PORTAL

The Autoridade Nacional de Comunicações (ANACOM) has put out an information brochure on the eNTFA Frequencies Portal, an electronic platform for researching information about the National Table of Frequency Allocations (NTFA), made available last 8 January.

The portal enables simple and intuitive consultations

regarding all information associated to frequency planning and usage. To that end, it has five sections (radiocommunications, applications, radio interfaces, licence exemptions, usage and reserves), with a previously selected frequency band as a reference. Searches can also be narrowed using additional criteria. (+)

COMPLAINTS - 2013

In 2013 ANACOM received 63,822 complaints, more than the 2012 figure of 57,220. Nearly 74 percent were submitted via the complaints book. During the same period this Authority also received 2,388 information requests, 52 suggestions, 81 petitions and 107 communications of another nature.

Electronic communication services account for the most complaints - 81 percent of total complaints received by this Authority. Standing out are multiple or package services,

subscription TV service and fixed internet access service, which recorded the highest number of complaints per thousand customers. They mainly concerned problems with contract terms, equipment, breakdowns, customer attendance, invoicing and portability.

Digital terrestrial television (DTT) accounted for only 2 percent of total complaints received, 83 percent less than the previous year. (+)

2014 UEFA CHAMPIONS LEAGUE FINAL

Regarding the UEFA Champions League final to be held on 24 May 2014, ANACOM informs that due to intense usage of radio devices, and to prevent interference between various radio systems used to cover the event, interested parties should submit their requests by 7 May directly to this Authority's website (Online Services/Forms section) or by sending the

'Modelo 61 ANACOM' form to the email address edge@anacom.pt. Allocation of the radio licence requested by interested parties grants them the right to use radiocommunication stations or networks per certain set conditions and limits, except in cases of licence exemption duly identified in appendix 4 of the National Table of Frequency Allocations (NTFA). (+)

AGENDA

MEETINGS

ITU

World Telecommunications Development Conference (WTDC-14)
(29 March to 10 April)

UPU

Meeting of the Council of Administration (CA) and the Postal Operations Council (POC)
(7 and 11 April)

EUTELSAT

Advisory Committee
(28 April)

EVENTS

- "5th International Conference on Electromagnetic Fields, Health and Environment (EHE2014)",
Porto, 24-25 April; (+)
- "3rd Annual Conference on Public Procurement - Smart Public Procurement: efficient management through e-procurement",
Athens, 20 June. (+)

SPECTRU

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