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DESIGNATION OF 'UNLIMITED' OFFERS

By determination dated 19 June, the Autoridade Nacional de Comunicações (ANACOM) approved the final decision on the designation 'unlimited' used in offerings of electronic communication services. It was resolved that providers of such services should: (i) only use the expression 'unlimited traffic' or 'unlimited calls/SMS' to characterise the provision of electronic communication services actually provided 'without

limits' or 'without restrictions' throughout the contract period; (ii) provide in the respective supply conditions clear and unambiguous information about eventual measures that restrict or condition traffic, which exceptionally and per preset terms may apply to unlimited traffic offerings; (iii) explicitly mention in the supply conditions the exceptional nature of measures that restrict or condition traffic. (+)

MARKETS 1 AND 2 - EUROPEAN COMMISSION NOTIFICATION

By determination dated 4 July, ANACOM approved draft decisions that should be notified to the European Commission (EC), the Body of European Regulators for Electronic Communications (BEREC) and the national regulatory authorities of the other European Union (EU)

member states, concerning the retail markets for access to the public telephone network at a fixed location and markets for telephone services provided at a fixed location (market 1) and the wholesale market for call origination at a fixed location (market 2). (+)

CONSULTATIONS AND TENDER

SERVICE OFFERINGS AND POSTAL NETWORK DENSITY

The 26 June ANACOM determination concerning the revised proposal on rules and objectives for postal network density and minimum service offerings, presented by the concessionaire on 29 May, has been submitted for consultation by users and the CTT Correios de Portugal (Portuguese postal service). Comments should be sent by 28 July to consulta.rede.ctt@anacom.pt. (+)

DTT COVERAGE OBLIGATIONS

ANACOM approved on 4 July the holding of a consultation on the definition of terrestrial coverage obligations to include in the frequency usage right assigned to PT Comunicações (PTC). Responses should be sent by 7 August to obrigacoes.tdt@anacom.pt. (+)

MARKET 3 AND FIXED TERMINATION COSTING MODEL

ANACOM initiated last 14 July a public consultation on market 3 (concerning definition of the wholesale market for call termination in the public telephone network at a fixed location, assessment of significant market power (SMP) and the imposition, maintenance, amendment or withdrawal of regulatory obligations) and the fixed termination costing model. Comments should be sent by 26 August to mercado3@anacom.pt. (+)

ACQUISITION OF MONITORING RECEIVERS

ANACOM approved last 5 June the holding of a public tender to obtain two monitoring receivers for this Authority's spectrum monitoring and control centres. (+)

COMMUNICATIONS IN PORTUGAL

NEWS

TRANSFER OF USAGE RIGHTS

By order dated 29 May the Autoridade Nacional de Comunicações (ANACOM) approved the final decision concerning the transfer to PT Comunicações (PTC) of number usage rights held by PT Prime, effective on 29 December 2011. (+)

REGISTRATION CANCELLED

By authorisation dated 4 July, ANACOM cancelled the registration of the following electronic communication service companies: 4 Great Wireless Broadband Solutions; AMPTEL-Telecomunicações & Informática; BROADMEDIA-Comunicações Globais; Canary Wharf-Publicações, Unipessoal; CORED-Comunicações e Serviços em Rede; Delta One Portugal; FLASHAD-Eletrónica e Comunicações, Unipessoal; GLOBALTALK-Serviços de Telecomunicações; Magic Laser; and Ofertaxic. (+)

TITLES ISSUED

ANACOM issued on 4 July a declaration allowing the company Dialoga Servicios Interactivos to provide operator services in the fixed telephone network, to provide service enabling access to the public telephone network at a fixed location, to provide telephone service at a fixed location and to act as voice telephone service re-sale provider. (+)

SUPPLIER PAYMENTS

ANACOM reported that on 30 June it had no debts to suppliers outstanding for more than 60 days. (+)

MUNICIPAL RIGHTS OF WAY FEE

By determination dated 26 June, ANACOM accepted the auditing firm C&R Ribas Pacheco, SROC, selected by STV-Sociedade de Telecomunicações do Vale de Sousa for the purpose of the system set out in article 6 (audits) of Regulation no. 38/2004 of 29 September (Regulation on collection procedures and delivery to municipalities of the municipal fee for rights of way). (+)

NEW RULES FOR DISTANCE CONTRACTS

ANACOM has posted on the Consumer Portal the new rules applied to distance contracts and off-premises commercial contracts, which took effect on 13 June. The aim is to promote

transparent business practices and safeguard legitimate consumer interests.

By providing this information ANACOM endeavours to assure that users are suitably informed about their rights with respect to distance contracts. (+)

2013 COMMUNICATIONS CUSTOMER SATISFACTION INDEX

Results of the 2013 ECSI-National Customer Satisfaction Index were released on 5 June. This ANACOM-sponsored study specifically covers fixed telephone service (FTS), mobile telephone service (MTS), subscription (pay) TV (STVS), fixed internet and mobile internet. MTS customers were notably the most satisfied overall (7.72 points), followed by FTS (7.38), STVS (7.35), mobile internet (7.27) and, lastly, fixed internet (7.15). (+)

COMPLAINTS RECEIVED BY ANACOM - 1ST QUARTER

ANACOM received 17,427 complaints about electronic communication services in the first quarter of 2014, up 18.6 percent over the 14,682 complaints received in the same period of the previous year. (+)

ANACOM AT RTP MADEIRA

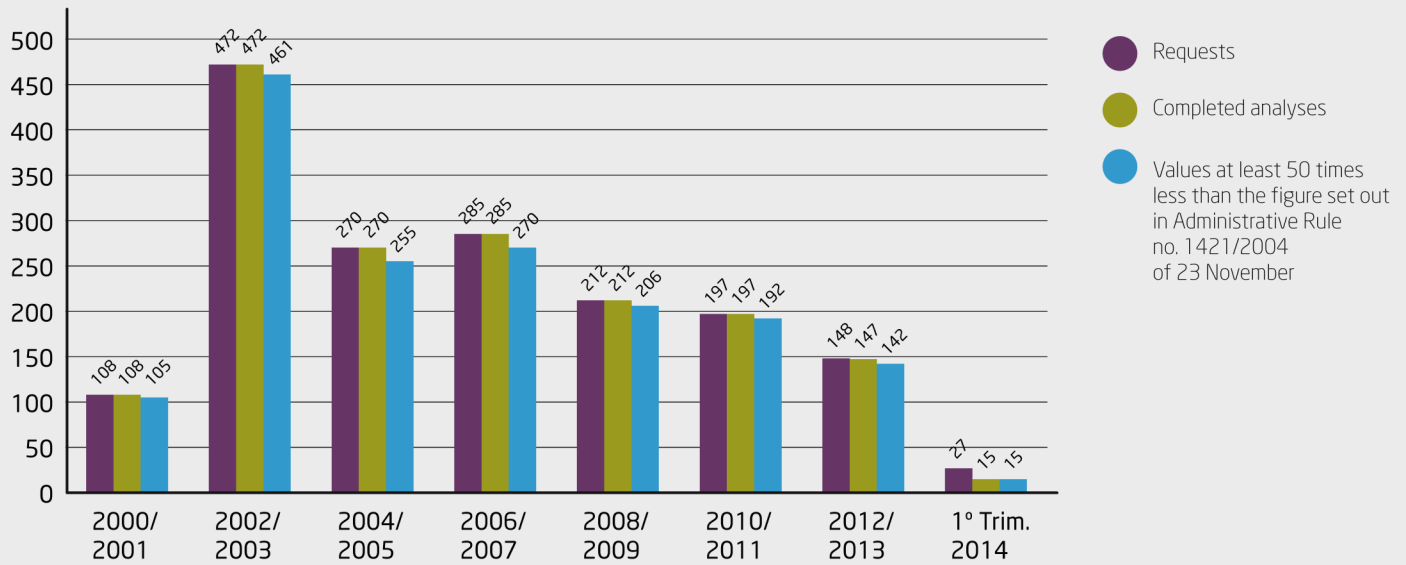
ANACOM took part on 25 June in the monthly feature of the Viva Madeira programme broadcast by RTP Madeira radio station, which explains to the general public topics associated to electronic communications or the postal sector. This participation was devoted to unblocking operator-associated devices.

ANACOM PUBLIC PARTICIPATION

The chair of ANACOM's management board, Fátima Barros, took part in the 19th plenary meeting and in the Office workshop of the Body of European Regulators for Electronic Communications (BEREC), as well as in the General Assembly of the Independent Regulators Group (IRG), held last 4-6 June in Malahide, Ireland. She also participated in the plenary meeting of the European Regulators Group for Postal Services (ERGP) held on 24-25 June in Lisbon.

Board member João Confraria took part as a speaker in the 2014 Regulation Seminar held by the International Association of Portuguese Language Communications (AICEP).

EVALUATION OF NON-IONISING RADIATION



ADMINISTRATIVE COSTS AND FEE COLLECTION

The Autoridade Nacional de Comunicações (ANACOM) approved by determination dated 12 June the financial year 2013 report on administrative costs and the amount of fees collected, in accordance with article 105 of the Electronic Communications Law. Also approved was the return to

various electronic communication network and service suppliers of the amount of 12,448,610.32 euros, as a result of lower regulation costs in the years 2009, 2010, 2011 and 2012 due to the removal of provisions. (+)

NET COSTS OF UNIVERSAL SERVICE OF PT COMUNICAÇÕES

ANACOM approved by determination dated 12 June the final decision on results of the audit of net costs of the universal service provided by PT Comunicações (PTC) during financial

years 2010 and 2011, which includes the understanding about several questions raised. (+)

PT COMUNICAÇÕES CAPITAL COST RATE (2014)

ANACOM decided on 23 May that the capital cost rate PT should apply in financial year 2014 is 10.42 percent, in the context of results from the cost accounting system for 2014. This rate

was set in compliance with the methodology used to calculate PTC's capital cost rate, approved by determination dated 5 December 2013. (+)

NEWLY ENACTED LEGISLATION

Resolution of the Legislative Assembly of the Azores Autonomous Region no. 17/2014/A (Series I - Diário da República of 24 June) - Considers that the proposal presented by the national government concerning television in the Azores does not resolve the essence of questions regarding public radio and television service for the Azores and reiterates that the provision of public radio and television service in the Azores is a responsibility of the state.

COMMUNICATIONS AROUND THE WORLD

EUROPEAN UNION

DATA COLLECTION AND EXPLOITATION

The European Commission (EC) has urged governments to accede to the potential of large data volumes, in response to requests from citizens and industry. To help take full advantage of data potential, the Commission wants to work with the Parliament and with the Council to reform data protection standards in the European Union (EU) and see to final adoption of the directive on network and information security, thereby

assuring the confidence level needed for that purpose. (+)

AGREEMENT ON 5G MOBILE TECHNOLOGY

The EC and South Korea have signed a joint declaration on strategic cooperation in the area of information and communication technologies (ICTs) and fifth generation (5G) mobile. The declaration also envisages further dialogue about the future of communication networks, namely cloud computing. (+)

STUDIES AND CONSULTATIONS

ERGP - PUBLIC CONSULTATION ON BEST PRACTICES

The European Regulators Group for Postal Services (ERGP) has placed in public consultation the document on "Best Practices in the Field of Consumer Protection, Quality of Service and Complaint Handling (developing comparative working measures for NRAs)". Interested parties should submit their comments in English to the email address markt-ergp@ec.europa.eu by 29 August. (+)

UN STUDY ON eGOVERNMENT

Results from the survey on e-government carried by the United Nations (UN) in 2014 have been published. The study on "eGovernment for the Future we Want" covers crucial topics associated to electronic governance in a context of sustainable development. (+)

INTERNATIONAL ROAMING REPORT

The International Telecommunication Union (ITU) has released a report on "Regulatory Analysis of International Mobile Roaming Services", whose aim is to advise governments and regulators about suitable strategy and decisions for each country in the area of international roaming. (+)

WORLD SUMMIT ON THE INFORMATION SOCIETY

The ITU released on 10 June the report titled "Final WSIS Targets Review: achievements, challenges and the way forward", which evaluates objectives of the World Summit on the Information Society (WSIS). The document was produced by the Partnership on Measuring ICT for Development, coordinated by the ITU. (+)

OJEU

Regulation (EU) no. 651/2014 of the Commission of 16 June 2014, which declares certain categories of aid to be compatible with the internal market, per application of articles 107 and 108 of the Treaty. (+)

Opinion of the European Economic and Social Committee concerning "New Measures regarding the Single European Telecommunications Market", covering the following documents: proposed regulation of the European Parliament and of the Council setting measures concerning the European single market for electronic communications meant to create a connected continent, which amends Directives 2002/20/EC, 2002/21/EC and 2002/22/EC and Regulations (EC) nos. 1211/2009 and (EU) 531/2012 (COM (2013) 627 final – 2013/0309 (COD)); and Commission Communication to the European Parliament, to the Council, to the European Economic and Social Committee and to the Committee of the Regions concerning the single telecommunications market (COM (2013) 634 final). (+)

EUROPEAN UNION PRESIDENCY

Italy assumed the European Union (EU) presidency on 1 July, marking the beginning of a new presidential trio alongside Latvia and Luxembourg. The main priorities of the presidency's programme are employment and economic growth, promotion of democracy, freedom and security, full exercise of citizenship rights, and strengthened role of Europe in the world. (+)

REFORM OF STATE AID

The European Commission (EC) published on 13 June a communication setting criteria for granting state aid to implement projects of common European interest, in accordance with EU rules regarding state aid. The communication is part of the reform programme for state aid to promote sustained, intelligent and inclusive growth. (+)

DIRECTIVE ON CONSUMER RIGHTS

The EC has published guidelines for interpreting Directive 2011/83/EU of 25 October 2011 on consumer rights, which took effect on 13 June in the EU member states. The directive's aim is to help ensure that the internal market performs well, approaching member states' legislation, especially in matters associated to pre-contract information, formal requirements and the right to free termination of distance contracts and off-premises contracts. (+)

NEW ROAMING RATES

The new top limits for retail roaming rates (voice Eurotariff, SMS Eurotariff and data Eurotariff) took force on 1 July, as set out in Regulation (EU) no. 531/2012 of 13 June. The ceilings for the voice, SMS and data (internet and MMS) Eurotariffs applicable to intra EU/European Economic Area (EEA) communications are henceforth the following: (+)

- calls made - 0.19 euros per minute + IVA;
- calls received - 0.05 euros per minute + IVA;
- SMS sent - 0.06 euros + IVA;
- MMS and internet sent - 0.20 euros + IVA per Mbyte.

CLOUD COMPUTING GUIDELINES

The EC has released guidelines on cloud computing services in order to inform business users about the advantages of using

such services. The document was produced by the Cloud Select Industry Group in the scope of the EC's strategy to promote confidence in cloud computing. (+)

PUBLIC SPEECHES BY NEELIE KROES

The most recent public speeches on sector-related topics by EC vice-president Neelie Kroes have been posted, of which the following stand out: "Our Single Market is Crying out for Copyright Reform", at the Information Influx International Conference (2 July in Amsterdam); "Electronics: Europe is open for business", at the public-private partnership launch (30 June in Brussels); "Coding: connect and scale up!", at the Future Classroom Lab (25 June in Brussels); "What Next for Internet Governance after NETmundial?", at the meeting of the high level group of the Internet Corporation for Assigned Names and Numbers (ICANN) (23 June in London); "Europe and Australia are Essential Partners", at the Australia Business Council (20 June in Sydney, Australia); "Europe is Ready for Change", at the Melbourne Press Club (18 June in Melbourne, Australia); "Innovation in a Startup Europe", at the Founders' Forum (12 June in London); and "Inclusive Governance for a Global Internet", at the World Summit on the Information Society (10 June in Geneva). (+)

EUROPEAN COMMISSION eGOVERNMENT FIGURES

Portugal continues to lead the provision of online public services in the EU, indicate results of the newly-released European eGovernment Benchmark 2013. This EC-conducted evaluation of European countries' performance continues to rank Portugal among the leading countries in online attendance of citizens and businesses. (+)

INTERCONNECTED COMMUNITIES

The EC launched last 10 July the Interconnected Communities initiative, which aims to encourage the spread of broadband, facilitating access to financing and the development of suitable business models.

In this regard, the EC has invited public, semi-public and private, local, regional or national bodies to submit by this coming 15 October concepts and plans for projects that can be replicated in the European Union. (+)

BEREC

BEREC LAUNCHES ELECTRONIC NEWSLETTER

The Body of European Regulators for Electronic Communications (BEREC) published last 30 June the first issue of the BEREC

E-News electronic newsletter, which among other issues covers results of its 19th plenary meeting, held last 5-6 June in Dublin, Ireland. (+)

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 Radio and Telecommunications Terminal Equipment Compliance Association (R&TTE CA), the European Committee for Electrotechnical Standardisation (CENELEC), the International Telecommunication Union (ITU), the Organisation for Economic Cooperation and Development (OECD), the Body of European Regulators for Electronic Communications (BEREC), the Independent Regulators Group (IRG), the European Regulators Group for Postal Services (ERGP) and the European Union (EU).

CEPT

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

- 80th meeting of WG FM - 26-30 May in Trondheim, Norway; (+)
- 37th meeting of the ECC - 24-27 June in Aarhus, Denmark; (+)
- meeting of PT NP of WG NaN - 18-19 June in Lillesand, Norway. (+)

R&TTE CA

Amsterdam hosted last 19-20 May a meeting between the R&TTE CA and the EUANB. (+)

CENELEC

The following CENELEC meetings were held:

- 49th meeting of TC210 - 13-14 May in Biel/Bienne,

Switzerland; (+)

- meeting of TC 46X, 46XA and 46XC - 17-18 June in Lisbon. (+)

ITU

The following meetings were held in the scope of the ITU:

- 14th GSR - 3-5 June in Manama, Bahrain; (+)
- TSAG meeting - 17-20 June in Geneva. (+)

OECD

The 67th meeting of the CDEP took place on 19-20 June in Paris. (+)

BEREC

The following BEREC meetings were held in Brussels:

- EWG-NGN - 25 June; (+)
- IR EWG - 10 June; (+)
- EWG NN - 12 June. (+)

The meeting of the Board of Regulators and the Management Committee was held on 5-6 June in Malahide, Ireland. (+)

IRG

The General Assembly was held on 6 June in Malahide, Ireland. (+)

ERGP

The plenary meeting was held on 25 June in Lisbon. (+)

EU

The following meetings were held in the scope of the EU:

- LAP - conference call on 25 June; (+)
- Postal Directive Committee - 10 June in Brussels; (+)
- COCOM - 30 June in Brussels. (+)

AICEP REGULATION SEMINAR

The Regulation Seminar of the International Association of Portuguese Language Communications (AICEP) was held from last 30 June to 1 July in Luanda, Angola, where the theme topic was 'The Role of Communications in Economic

Growth'. Management board member João Confraria attended, representing ANACOM on the panel considering 'Perspectives on the Development of Communications'.

VISIT FROM TURKEY UNDER THE EUROPEAN LDV PROGRAMME

ANACOM hosted on 25 June a visiting delegation from Turkey in the scope of the European Leonardo da Vinci (LdV) programme. This EU initiative aims to encourage transnational cooperation in the area of professional

training, promoting innovation and disseminating the best of each member state. The meeting focused on next generation networks, especially in rural areas.

NEWS FROM OTHER COUNTRIES

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

- The BIPT published on 27 June information about the main legal and regulatory obligations associated to offerings for wireless (WiFi) internet access in public locations. Under those obligations municipalities that permanently or temporarily provide internet access service in public spaces are considered operators. Excluded from that obligatory aspect are municipal administrations, libraries and schools. (+)

BULGARIA - Communications Regulation Commission (CRC)

- The regulator began on 3 June a public consultation on the draft decision concerning the amendment of technical requirements for the operation of electronic communication networks for fixed and mobile satellite services and associated equipment. (+)

BRAZIL - Agência Nacional de Telecomunicações (ANATEL)

- ANATEL published on 1 July the new Publicly Used Telephone Regulations, which enable fixed telephony concessionaires to provide new telecommunication services, applications and functions to stimulate the use of public telephones.

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

- Anti-spam legislation took force in Canada on 1 July. The aim is to protect consumers from main forms of spam and online threats such as identity theft, phishing and spyware. (+)

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

- The regulator has set the definitive prices Vodafone and Orange will have to pay for access to the last section of the Telefónica network (shared fibre optics in buildings). These prices are equal to those of Jazztel and less than the rates initially proposed by Telefónica.

FINLAND - Finnish Communications Regulatory Authority (FICORA)

- FICORA has drawn up a recommendation for telecommunications operators about the kind of information to provide to customers who use services totally or partially implemented outside the country or provided by foreign companies. (+)
- A survey conducted by the regulator indicates that 89 percent of the Finnish people have an internet connection at home; the number of mobile and fixed broadband users has increased in recent years. (+)

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

- ARCEP adopted last 27 June decisions resulting from the analysis of broadband and very high speed broadband markets for the period between mid-2014 and mid-2017. These decisions took into account observations from the European Commission (EC). (+)
- On 23 June the regulator published the result of the 15th survey about mobile service quality, conducted periodically since 1997 to evaluate that service's provision in French metropolitan areas.

GREECE - National Regulatory Authority (EETT)

- The regulator has begun a public consultation for an audit of the Hellenic Telecommunications Organization (OTE), specifically concerning its price control obligations, cost accounting and accounts separation for the years 2015 and 2016. (+)

IRELAND - Commission for Communications Regulation (ComReg)

- ComReg has begun a consultation to gather opinions regarding the application of Decision 2012/688/EC of November 2012, on harmonisation of frequency bands in 1920-1980 MHz and 2110-2170 MHz (paired terrestrial 2 GHz band) for the provision of electronic communication services in the European Union (EU) via terrestrial systems. (+)
- The regulator published last 24 June information about the application of roaming regulations by Irish mobile operators. (+)

UNITED KINGDOM - Office of Communications (Ofcom)

- The regulator has disseminated a guide with advice about mobile phone use outside the United Kingdom in the wake of new roaming rates that took force on 1 July. (+)
- Ofcom has published figures about complaints recorded from January to March 2014 involving telecommunication and pay-TV service providers. (+)

SWITZERLAND - Federal Office of Communications (OFCOM)

- The regulator has released information about frequency licensing for wireless radio communications during the European athletics championship to be held on 12-17 August in Zurich. (+)
- OFCOM has published the 2013 annual report, which includes information about media, postal service, telecommunications, information society, spectrum management and licensing, among others. (+)

THE COMMUNICATIONS SECTOR IN 2013

The Autoridade Nacional de Comunicações (ANACOM) has published a report on "The Communications Sector - 2013", which describes the communications sector and explains its progress during the year under analysis. The report is divided into eight chapters: electronic communications summary;

electronic communications user; package offerings; internet access service; pay-TV service; telephone service at a fixed location and nomad VoIP; mobile telephone service; and postal services. (+)

REPORTING SECURITY BREACH NOTIFICATIONS

ANACOM has counted since June a centre for reporting notifications of security breaches or integrity losses in electronic communication networks and services with a major impact on interconnected networks and users. The centre operates every day, 24 hours a day. It receives real-time updated information from companies about security violations or integrity losses that significantly affect the performance of

public communication networks or publicly available electronic communication services. Notifications should be sent to the following address: notifica@anacom.pt.

The circumstances, format and procedures applied to companies obliged to report security violations or integrity losses were set out by ANACOM in a determination dated 12 December 2103. (+)

QUESTIONNAIRES ABOUT ECONOMIC/FINANCIAL INFORMATION - 2013

ANACOM asked companies that provide electronic communication networks and services and companies that provide postal services to fill out questionnaires about economic/financial information concerning the year 2013, which are posted on its website. The questionnaires cover

information necessary in the scope of ANACOM's oversight powers; some is also used in annual publications produced by this Authority. The requested information must be sent in by 21 July, preferably to dee.stats@anacom.pt.

SUPPLY CONDITIONS FOR ELECTRONIC COMMUNICATION SERVICES

Information on the ANACOM website concerning hyperlinks for accessing the supply conditions of companies that provide

electronic communication services has been updated with respect to services/offerings addressed to consumers (home segment).

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