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PERFORMANCE LEVELS IN QUALITY OF SERVICE

The Autoridade Nacional de Comunicações (ANACOM) approved last 11 December the decision concerning publication of the quality of service performance levels associated to the reference poles access offer (RPAO), whereby the information obligations envisaged in this

Authority's decision dated 11 March 2009 on publicising wholesale offers' quality of service performance levels will be applied to the RPAO. It also determined that PT Comunicações (PTC) should publish information on the second quarter of 2015 by the end of July 2015. (+)

UNIVERSAL ELECTRONIC COMMUNICATIONS SERVICE

ANACOM approved last 19 December the draft decision on the identification of entities obliged to contribute to the compensation fund for universal electronic communications service and on setting the value of extraordinary

contributions associated to the net costs of universal service to compensate in the period prior to the designation by tender of the universal service provider, with respect to the period 2007-2009. (+)

CONSULTATIONS

MARKET 4

ANACOM approved last 19 December the holding of a public consultation on the market for high quality wholesale access in a fixed location (wholesale leased lines), evaluation of significant market power (SMP) in that market and the imposition, maintenance, amendment or withdrawal of regulatory obligations. The deadline for comments to be received is 4 February; they should preferably be sent by email to mercado4@anacom.pt. (+)

ITED-ITUR CONSULTATION

ANACOM approved by decision dated 8 January the holding of a public consultation on the draft evaluation procedures associated to the third edition of the ITED (telecommunication infrastructures in buildings) Manual and the second edition of the ITUR (telecommunication infrastructures in housing estates, urban developments and groups of buildings) Manual. Interested parties can submit technical contributions and comments to the email address entidadesited@anacom.pt by 12 February. (+)

REGISTERED MAIL - QUALITY OF SERVICE INDICATOR

On 30 December 2014 ANACOM approved the decision on setting quality of service parameters and performance objectives with respect to the provision of universal postal service to be in force during the 2015-2017 three-year period, as well as the public consultation on the minimum values and objective of QSI11 associated to delayed routing of registered mail. Comments should be submitted by 30 January to the address regime.qos.CTT2@anacom.pt. (+)

PRE-CONTRACT AND CONTRACT INFORMATION

By decision dated 30 December 2014 ANACOM approved the holding of a public consultation concerning the draft regulation on pre-contract and contract information, encompassing a consolidated system of information in this area. Interested parties are asked to submit comments by 19 February, preferably by email to regulamento-contratos@anacom.pt. (+)

COMMUNICATIONS IN PORTUGAL

NEWS

ADMINISTRATIVE OFFENCE CASES

Due to the commission of administrative offences involving electronic communications, the Autoridade Nacional de Comunicações (ANACOM) applied sanctions to the following companies:

- NOS Comunicações - for failure to comply with obligations set out in the Portability Regulation which it must follow as a mobile telephone service (MTS) provider, a single fine of 32,500 euros, paid by the offender; (+)
- MEO - Serviços de Comunicações e Multimédia - for failure to comply with contract termination obligations, a single fine of 12,500 euros, which the offender has appealed; (+)
- Telvent Portugal - for violation of the obligation to supply ANACOM with information about relevant profits earned in the years 2011 and 2012, a single fine of 4,000 euros, paid by the offender. (+)

TITLES ISSUED BY ANACOM

ANACOM issued last 6 January the declaration allowing the company NARROWNET to offer public communications network (M2M Network) and data transmission services. (+)

ANACOM also issued on 18 December the registration for the supply of value-added service to the company BINBIT Portugal, Unipessoal. (+)

ACTIVE OPERATORS

By order dated 31 December 2014, note no. 1 to declaration no. ICP-ANACOM 18/2012-SP was issued. It allows the company IBERCOURIER - Serviço de Transporte Urgente, Unipessoal, to supply postal services. (+)

EXPIRATION OF AUTHORISATIONS

By authorisation dated 29 December 2014 the registration allowing the company TVI - Televisão Independente to supply electronic communication services was cancelled. (+)

PAYMENTS TO SUPPLIERS - SITUATION AT 31.03.2014

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

FREQUENCY TRANSMISSION

ANACOM made public last 30 December that it had received a request from MEO - Serviços de Comunicações e Multimédia

manifesting the intention to transmit to PT Comunicações (PTC) the frequency usage rights it was allocated to supply terrestrial electronic communication services. (+)

ANACOM TWITTER

ANACOM has attained the figure of 15,690 followers on Twitter. It has been present in that social network since February 2009 with the goal of enhancing the dissemination of information published on its institutional website and knowledge about its activity among a broader public. (+)

OVER-THE-TOP SERVICES

ANACOM released last 19 December information about the use of over-the-top (OTP) services - instant messaging and voice and video calls via internet - in Portugal and the European Union (EU). The report namely includes figures on the changing percentage of OTT service users by age, household social class, education level, household income profiles and employment condition. (+)

EVOLUTION OF TELECOMMUNICATION PRICES

ANACOM published last 26 December the report "Evolution of Telecommunication Prices", with information referring to November 2014. It was drawn up based on indicators from the National Statistics Institute (INE) and Eurostat, and includes information about the following: the consumer price index (CPI) and telecommunication prices, monthly variation rate of the CPI and telecommunication prices, comparison of price changes in Portugal and the EU, and comparison of the average variation rate of the last 12 months in Portugal and the EU. (+)

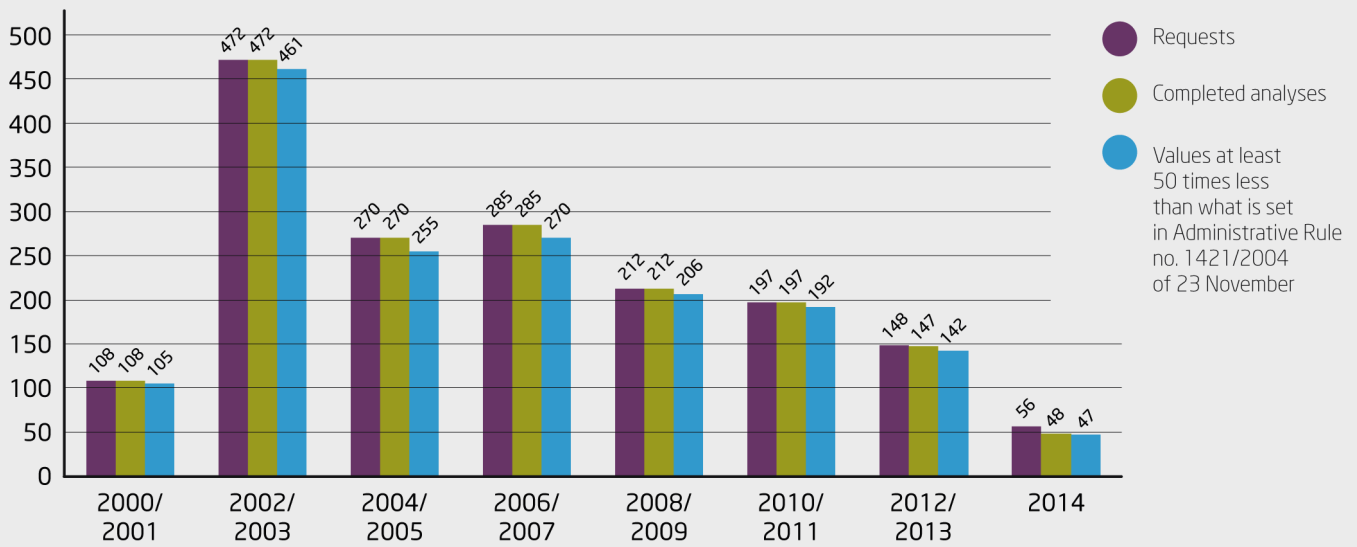
eNTFA - FREQUENCIES PORTAL

The eNTFA ANACOM frequencies portal was launched on 13 January 2014 and recorded 17,634 views in its first year of operation, with 91.5 percent of usage originating in Portugal. Lisbon accounted for 73.7 percent of visits, followed by Porto with 9.6 percent. (+)

PORTUGAL DIGITAL AGEDA ACTIVITIES REPORT

The 2013 activities report of the Portugal Digital Agenda is now available. It summarises the activities undertaken, especially in six fundamental action areas. (+)

EVALUATION OF NON-IONISING RADIATION



'760' NUMBERING RANGE - REQUEST REJECTED

By decision dated 19 December 2014 the Autoridade Nacional de Comunicações rejected the request submitted by several entities with a view to having a protective and/or provisional

urgent measure adopted to ensure immediate cessation of the business practice of Vodafone Portugal - Comunicações Pessoais. (+)

ANNUAL QUESTIONNAIRES

The annual questionnaires on electronic communications and postal services are now available and must be filled out by the respective providers and operators by 13 February. This information is requested by ANACOM to accompany the

sector and help produce annual publications, specifically those deriving from this Authority's legal and statutory obligations. Responses to these questionnaires should be submitted either by email to dee.stats@anacom.pt or by post. (+)

NEWLY ENACTED LEGISLATION

Decree-Law no. 2/2015 (Series I - Diário da República of 6 January) - proceeds with the second amendment of Decree-Law no. 195/99 of 8 June, extending the deadline to submit requests to return to consumers the amount of the collateral for certain essential public services and creating for providers of those services additional obligations to supply information to consumers to whom that collateral has yet to be returned. (+)

Decree-Law no. 4/2015 (Series I - D.R. of 7 January) - per the legislative authorisation granted by Law no. 42/2014 of 11 June approves the new Code of Administrative Procedure. (+)

Law no. 82-A/2014 (Series I - D.R. of 31 December) - approves the Major Planning Options for 2015. (+)

Law no. 82-B/2014 (Series I - D.R. of 31 December) - approves the State Budget for 2015 (amends Law no. 5/2004 of 10 February, subsequently amended, Decree-Law no. 123/2009 of 21 May and Decree-Law no. 151-A/2000 of 20 July).

The Council of Ministers of 23 December 2014 approved ANACOM's bylaws, adjusting them to the system set out in the framework law for regulatory bodies. The approved changes uphold the independence and efficiency required of this Authority, both as an independent regulatory body and regarding its duties to assist the government. (+)

PORTED NUMBERS

2014												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
FTS ¹	1552461	1830680	1578202	1590955	1557780	1570488	1580315	1587594	1600909	1615130	1624522	1641054
MTS ^{1 and 2}	1034918	1274670	1051699	1125722	1136197	1189769	1254915	1310544	1370301	1430120	1480843	1532464
NGS	2647	2831	2676	2728	2825	2897	2907	3001	3082	3111	3123	3176
Total	2590026	3108181	2632577	2719405	2696802	2763154	2838137	2901139	2974292	3048361	3108488	3176694

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

Note:

- 1 On 29.12.2014 MEO Serviços de Comunicações e Multimédia, S.A., (MEO) was merged via incorporation into PT Comunicações, S.A., (PTC), with the latter adopting the name of the former. This process had impact on the quantity of ported numbers, because numbers that were previously ported between the two companies involved in the merger are no longer counted.
- 2 At the end of the fourth quarter of 2014 this included 806 ported numbers from the '30' numbering range (numbers associated to nomad VoIP service) existing at the end of the month; numbers previously ported between the former OPTIMUS - Comunicações, S.A. and the former ZON TV Cabo Portugal, S.A. are no longer counted.

ENISA STUDIES

CERTIFICATION OF INTELLIGENT NETWORKS IN EUROPE

The European Network and Information Security Agency (ENISA) has published a report describing the need to harmonise European practices for certifying intelligent networks that cover the full distribution chain and are backed by a European platform, namely based on an intelligent networks architecture model. (+)

INFRASTRUCTURE PROTECTION

ENISA released last 17 December a document addressed to member states containing recommendations meant to protect their electronic communication infrastructures against interference caused by construction work. The aim is to help member states evaluate the need to implement an automated information system to prevent damage and to develop a tool for that purpose. (+)

INVENTORY OF CERT ACTIVITIES IN EUROPE

ENISA published last 15 December a document aiming to convey a general idea of the current situation of computer emergency response teams (CERTs) in the European context. The document supplies a list of teams by country, as well as a catalogue of cooperation, support and standardisation actions. (+)

SECURITY GUIDE FOR ICT PROCUREMENT

The "Security Guide for ICT Procurement" published by ENISA on 11 December 2014 aims to help electronic communication service providers better manage security risks in their dealings with suppliers of products and services involving information and communication technologies (ICTs). The guide identifies security risks which can namely lead to interruption of electronic communication services. (+)

RESULTS FROM THE 7TH ERGP PLENARY MEETING

The seventh plenary meeting of the European Regulators Group for Postal Services (ERGP) approved reports on the following subjects: best practices for consumer protection, quality of service and complaint handling; challenges to overcome when implementing a cost calculation

methodology (benchmark of experiences); end-to-end competition and access to European postal markets; and 2011-2013 activities. The plenary session also adopted the ERGP working programme for 2015, which was available for public consultation until 12 January. (+)

COMMUNICATIONS AROUND THE WORLD

EUROPEAN UNION

LATVIA HEADS COUNCIL OF THE EUROPEAN UNION

Latvia assumed last 1 January the presidency of the Council of the European Union (EU), which it will hold until this coming 30 June. This term is the second of the presidential triumvirate (a system created in 2009 by the Lisbon Treaty) which began on 1 July 2014 with the Italian presidency and will end with Luxembourg's presidency from 1 July to 31 December 2015. (+)

SMS TERMINATION MARKET

The European Commission (EC) has opened a far-reaching investigation following a proposal by the French national regulatory authority (NRA), the Autorité de Régulation des Communications Électroniques et des Postes (ARCEP), to continue regulating the market for short message service (SMS) termination. (+)

INTERNET USE IN 2014

The EC released last 16 December statistics on internet usage by EU citizens in 2014, highlighting the fact that one of every five individuals uses the cloud to save files. Internet use has become widespread, with two thirds (65 percent) of individuals between 16 and 74 years old using it daily (in 2006 the figure was less than a third). (+)

EUROPEAN COMMISSION WORKING PLAN FOR 2015

The EC adopted last 16 December its working plan for 2015. A total of 23 activities are defined in the scope of ten priority policy areas for the next twelve months. The aim is to promote job creation, economic growth and investment. (+)

BROADCASTING/BROADBAND CONVERGENCE

An EC report on challenges and opportunities arising from convergence between broadcasting and broadband and its impact on spectrum and network usage was published last 15 December. The document highlights that current audiovisual consumption is dominated by traditional TV via broadcasting networks. This situation may undergo major changes by 2030 due to the growing role played by fixed broadband and wireless fidelity (WiFi) in content supply and distribution. (+)

BROADBAND COVERAGE IN EUROPE

A study that monitors progress on goals set by the Digital Agenda, i.e. broadband access for all by 2013 and high-speed broadband access (at least 30 Megabits (Mbps) per download speed second) for all by 2020, was published on 15 December 2014. (+)

BEREC

ANACOM ASSUMES CHAIR IN 2015

ANACOM president Fátima Barros is the new chair of BEREC, a body comprising the 28 European telecommunications sector regulators and which advises the EC. In the scope of those duties she will coordinate work by European regulators and interaction with the Commission in 2015. (+)

OPINIONS ON PHASE II INVESTIGATION

BEREC adopted last 29 December an opinion concerning the measure proposed by ARCEP regarding the draft regulation for the wholesale short message service (SMS) termination market. (+)

BEREC also adopted on 15 December an opinion concerning the measure proposed by BNetzA with respect to call termination

in individual public telephone networks at a fixed location in Germany (market 3). (+)

ANACOM PARTICIPATION IN MEETINGS

ANACOM president and BEREC vice-chair in 2014 Fátima Barros attended last 3-5 December in Brussels the 21st BEREC plenary meeting and the Heads Workshop, and on 15-16 December the meeting of the Office.

IMPACTS OF ROAM LIKE AT HOME

BEREC published last 17 December the document approved by the Board of Regulators concerning the analysis of impacts of Roam Like at Home (RLAH), based on information received from the NRAs of all member states, operators and interested parties. (+)

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 Union (EU), the Radio and Telecommunications Terminal Equipment Compliance Association (R&TTECA), the European Conference of Postal and Telecommunications Administrations (CEPT), the Organisation for Economic Cooperation and Development (OECD) and the Body of European Regulators for Electronic Communications (BEREC).

EU

The following meetings were held in the EU scope:

- 3rd meeting of the RSPG working group on Efficient Awards and Use of Spectrum Harmonised for Electronic Communications Service - 15-16 October 2014 in London; (+)
- 1st meeting of the EMC Committee, 21st meeting of the EMC working party, 40th TCAM meeting and 6th meeting of the TCAM Experts Group - 11-14 November 2014 in Brussels. (+)

R&TTECA

Meeting of the R&TTECA and EUANB were held last 8-9 December in the German city of Munich. (+)

CEPT

The following meetings were held in the scope of the ECC's work:

- meeting of SRD/MG - 10-12 December 2014 in Mainz, Germany; (+)
- meeting of WG NaN PT NP - 4-5 December 2014 in Lisbon. (+)

OECD

Paris hosted last 10-12 December the 68th meeting of the CDEP.

BEREC

The 21st plenary meeting was held on 4-5 December 2014 in Brussels. (+)

BEREC WORKSHOPS

Two BEREC-organised workshops were held on 3 December. The theme of the first was 'What Would be the Vision for a Telecoms Single Market in Europe?'. It focused on the single market for electronic communications and included speeches by representatives from the European Commission (EC), the Bundesnetzagentur (BNetzA) and the Office of

Communications (OfCom). The second was on 'International Roaming' and included speeches by EC representatives and the chairs of BEREC's working group on International Roaming, followed by a discussion about various controversial questions and aspects of the Roam Like at Home clause.

RSPG/BEREC WORKSHOP

Brussels hosted last 11 November a workshop jointly organised by the Radio Spectrum Policy Group (RSPG) and BEREC, whose theme was 'Facilitating Access to Radio Spectrum: lessons learned after 20 years of awards'.

This event encouraged discussions and the sharing of spectrum allocation experience gained by European countries in the last

20 years, namely with a view to determining best practices. At the same time, the participants sought to identify future challenges that administrations with spectrum allocation responsibilities will have to face.

ANACOM was represented on the speakers' panel.

ECC PUBLISHES 2015-2020 STRATEGY PLAN

CEPT's Electronic Communications Committee (ECC) has published its strategy plan for the period from 2015 thru 2020, which identifies the following as priority areas: application of the new digital dividend in the 700 MHz band, spectrum for wireless broadband (including 5G), the response to needs for

low power short range devices (SRDs), including spectrum for the internet of things, programme making and special events, civil protection and disaster relief, migration to next generation networks (NGNs) and numbering and addressing for machine-to-machine communications (M2M). (+)

NEWS FROM OTHER COUNTRIES

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

- The decision of the Conference of Regulators for the electronic communications sector (CRC) concerning renewal and correction of the decision dated 1 July 2011, on analysis of the broadband internet market, was announced last 18 December. (+)

BRAZIL - Agência Nacional de Telecomunicações (ANATEL)

- The schedule of Council meetings in 2015 was published on 5 January; they will be open to the public and transmitted by internet and intranet. Plans call for the possibility of stakeholders being able to orally comment on matters being considered, per previous request addressed to the secretary of the Executive Council. (+)

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

- The public consultation on analysis of the wholesale broadband market, namely the markets for wholesale local access in a fixed location (3a), wholesale central access in a fixed location for widely available products (3b) and high quality wholesale access in a fixed location (4), was launched last 19 December. The aim is to ensure effective competition and to promote investment in next generation networks (NGN). (+)

USA - Federal Communications Commission (FCC)

- The launch of a new online help-page for consumers was announced on 5 January. It will be hosted on the FCC website and aims to streamline the process for obtaining information and answers and also to make it easier to submit complaints. (+)

FINLAND - Finnish Communications Regulatory Authority (FICORA)

- A communication on information security problems in 2014 was published last 31 December. The phenomenon has recorded a rise in cyber threats such as online fraud and vulnerabilities associated to encrypted traffic. (+)

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

- The decision on mobile termination prices and fixed

termination prices was published on 9 December 2014. On 1 January 2017 they will respectively drop from the current 0.8 cents to 0.74 cents per minute, and from 0.08 cents to 0.077 cents per minute (+)

- The public consultation on the strategic review of spectrum for ultra-high speed mobile systems began last 16 December and will run for two months. (+)

IRELAND - Commission for Communications Regulation (ComReg)

- A document responding to the public consultation launched on 11 April 2014 concerning the estimated costs of capital appropriate for the mobile, fixed and broadcasting telecommunication sectors was published last 18 December. (+)

MOROCCO - Agence Nationale de Réglementation des Télécommunications (ANRT)

- A communication plan implemented last 25 December via radio stations publicised the new rules on mandatory identification of subscribers of mobile services using 2nd and 3rd generation (2G and 3G) subscriber identity modules (SIMs). (+)
- With respect to implementation of the national broadband development plan, a pilot project was launched last 17 December with the aim of providing broadband connections to rural communities. (+)

UNITED KINGDOM - Office of Communications (Ofcom)

- A public consultation on the draft 2015/2016 annual plan was launched on 19 December. It includes the ten priorities identified by the regulator, as well as six themes that characterise the main areas to develop. (+)

VENEZUELA - Comisión Nacional de Telecomunicaciones (Conatel)

- A new list of recently type-approved brands and equipment and device models certified for use in telecommunications networks operating in national territory was published on 30 December 2014. The aim of the measure is to guarantee the integrity and quality of telecommunications networks, radio spectrum and the security of users and operators. (+)

2014 ITU REPORT

The sixth edition of the annual report "Measuring the Information Society" published by the International Telecommunication Union (ITU) is now available. The document present key data

associated to information and communication technologies (ICTs) and benchmarking tools used to measure the information society, including the ICT Development Index (IDI). (+)

ANACOM - VACANT POST FOR TELECOMMUNICATIONS AND COMPUTER ENGINEER

Applications in the hiring process launched by the Autoridade Nacional de Comunicações (ANACOM) can be

submitted until 31 January 2015. (+)

3RD QUARTER 2014 POSTAL SERVICE STATISTICS

Postal service traffic totalled 208 million objects, 3.7 percent less than in the previous quarter and 4.2 percent less year-on-year. Nearly 90.3 percent of traffic is covered by the universal service limits and about 53.8 percent is bulk mail. About 95.5

percent of all objects were sent to the national market and 4.5 percent to other countries. The CTT group holds a 94.7 percent share of total postal traffic. (+)

WORKSHOP ON UPDATING T'COM INFRASTRUCTURE SYSTEMS - PORTO AND LISBON

The António Cupertino de Miranda Foundation in Porto and the Portuguese Foundation for Communications in Lisbon will respectively host this coming 10 and 12 February workshops for trainers specialised in updating the ITED and ITUR systems. The actions are meant to provide explanations and stimulate debate about technical aspects of the third edition of the

ITED Manual of technical prescriptions and specifications for telecommunication infrastructures in buildings, and the second edition of the ITUR Manual of technical prescriptions and specifications for telecommunication infrastructures in housing estates, urban developments and groups of buildings. They will be the subject of the new training for planners and installers. (+)

CANDIDATES FOR THE ANACOM PRIZE ON THE ECONOMICS OF ICTS

The candidacy process for the ANACOM Prize on the Economics of ICTs addressed to the contests for the ANACOM Best Workshop Paper Award and the ANACOM Young Researcher

Award runs until 9 February. The prize will be awarded during the 6th Workshop on the Economics of ICTs, to be held on 9-10 April 2015 at the University of Évora. (+)

ANACOM SIGNS PROTOCOLS WITH UNIVERSITIES

ANACOM signed last 12 November two cooperation protocols, one with the University of Aveiro and the other with the ISCTE Lisbon University Institute (ISCTE-IUL). The aim is to enhance existing synergies in both institutions. Joint actions are envisaged in that regard, to promote research and development projects and also to provide technical/

scientific advice in areas involving telecommunication infrastructures in buildings (ITED) and telecommunication infrastructures in housing estates, urban developments and groups of buildings (ITUR). The actions include end-of-course projects, master's dissertations and doctoral theses, among others. (+)

AGENDA

MEETINGS

EU
WG Telecom (13, 20 and 27 January)

ERGP
Supervisory Group (23 January)

ITU
CWG Internet (2 and 3 February)

BEREC
Meeting of EWG Chairs (22 January)
CN (5 and 6 February)
Workshop and plenary meeting
(25, 26 and 27 February)

EMERG
CN (28 and 29 January)

ITSO
IAC (12 and 13 February)

SPECTRU

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