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eLIC INFORMATION LEAFLET

The Autoridade Nacional de Comunicações (ANACOM) is distributing an information leaflet to publicise the radio licensing portal. That online platform was set up by ANACOM, the body in

charge of managing radio spectrum, to simplify administrative procedures and enable faster responses to requests by title-holders or applicants regarding radio networks and/or stations. (+)

REVISED SETTLEMENT OF 2014 FEES

By decision dated 14 May, ANACOM approved the revised settlement of fees owed for carrying out the activity of supplier

of publicly accessible electronic communication networks and services, with respect to 2014. (+)

STUDY ON POSTAL SECTOR DEVELOPMENT

An ANACOM-organised workshop on the subject of the "Study on Postal Sector Development" is to be held on 6 July. The study, whose main conclusions will be presented and discussed, was conducted by EGIDE - Economia e Gestão, Associação para a Investigação e Desenvolvimento do Ensino, in partnership with IMR - Instituto de Marketing

Research, at ANACOM's request. It examined the Portuguese postal market, focusing on non-residential customers, namely demand for postal services, the structure and functioning of postal markets, strategies currently followed by major postal operators and different matters associated to competition in the market. (+)

CONSULTATIONS AND TENDERS

DETERMINATION OF SPEEDS IN 800 MHZ

ANACOM has launched a public tender, per decision dated 28 May, concerning the determination of reference speeds associated to coverage obligations in the 800 MHz frequency band for each of the corresponding enterprises, under the terms of the conditions set during the respective auction. The deadline for comments to be received is 29 June; contributions should preferably be sent by email to velocidades.freguesia@anacom.pt. (+)

AUDIT OF CTT QUALITY INDICATORS

The announcement of the public tender to conduct an audit of the 2014 and 2015 annual values of the indicators for quality of service, complaints and information requests vis-à-vis the

CTT - Correios de Portugal (Portuguese postal service) was published in the second series of the official gazette (Diário da República) on 19 June. This Authority approved the tender's launch by means of a decision dated 18 June 2015.

Bids from interested parties must be submitted by 4 p.m. on 7 July via the electronic platform www.compraspublicas.com. (+)

DIRECT INSURANCE ACQUISITION

The announcement of the public tender for direct acquisition of insurance was published in the second series of the official gazette on 19 May; this Authority had approved its launch by decision dated 14 May. Bids from interested parties must be submitted by 4 p.m. on 30 June via the electronic platform www.compraspublicas.com. (+)

COMMUNICATIONS IN PORTUGAL

NEWS

ADMINISTRATIVE OFFENCE CASES

Upon verification that administrative offences involving electronic communication services had been committed, stemming from the failure to supply the Autoridade Nacional de Comunicações (ANACOM) with information about business volume that can be used to calculate the extraordinary contribution to the compensation fund for universal electronic communications service, administrative offence cases were lodged against the following companies:

- ZAPPWIMAX - Unipessoal - a reprimand was imposed, which was accepted; (+)
- ViaSat - a reprimand was imposed, which was accepted; (+)
- Wapop África Interconnect Exchange - a reprimand was imposed, which was accepted. (+)

Also with respect to electronic communications services, the practice of two administrative offences by the company IV Response was verified, for violation of the obligation to supply ANACOM with information about relevant profits earned in 2009 and 2010 in order to enter and settle the respective fee owed to ANACOM within the period set for that purpose. A single fine of 7,000 euros was imposed. (+)

It was also verified that the company LHSTUR - Transportes Urgentes, Estafetagem, had committed two administrative offences by violating the obligation to supply ANACOM with the following: (i) a declaration signed by an entity with powers to bind the corporate body, indicating the amount of relevant profits obtained in the year 2009; and (ii) information concerning the postal services it provided on 27 April 2012. A single fine of 1,250 euros was imposed. (+)

Regarding telecommunication infrastructures in buildings, the following sanctions were imposed:

- Francisco Manuel Silva Carreira - a single fine of 950 euros, which the offender paid; (+)
- António da Cunha Vaz - a reprimand. (+)
- José Manuel Ferreira Dias - a single fine of 1,250 euros, which the offender paid; (+)
- Mário Sousa Lopes - a reprimand. (+)

EVOLUTION OF TELECOMMUNICATION PRICES

ANACOM published on 27 May the report on the "Evolution of Telecommunication Prices", with figures referring to April. It

was drawn up based on indicators from the National Statistics Institute (INE) and Eurostat, and includes information about the consumer price index (CPI) and telecommunication prices, the monthly variation rate of the CPI and telecommunication prices, and comparison of price trends in Portugal and the European Union (EU), as well as comparison of the average variation rate of the last 12 months in Portugal and the EU. (+)

TRANSFER OF NUMBER USAGE RIGHTS

By order dated 8 May, ANACOM approved modification of the decision concerning the transfer to Optimus - Comunicações of the number usage rights held by Zon TV Cabo Portugal. (+)

COMPLAINTS RECEIVED

ANACOM received 78,239 complaints in 2014, 8.9 percent more than in the previous year. Most complaints (66,017) concern electronic communication services (84.4 percent of the total), up 13.4 percent over the previous year. More than half of the complaints refer to matters involving contracts, namely problems associated to the following: sale (33.5 percent), service cancellation (28 percent), equipment (14.1 percent) and invoicing (10.2 percent). Complaints about invoicing showed the highest year-on-year growth (up 59.6 percent). (+)

ANACOM PUBLIC PARTICIPATION

The chair of ANACOM's board of directors, Fátima Barros, took part in the regulatory perspective session of the sixth Internet of Things European Summit, held last 11 May in Brussels. She also participated in the celebration of World Telecommunications and Information Society Day on 18 May at the Portuguese Foundation for Communications.

Board member Hélder Vasconcelos represented ANACOM at a 15 May bilateral meeting with the Bureau of Telecommunications Regulation of the Macau Special Administrative Region.

Board member João Confraria attended the seventh General Assembly of the Association of Communications and Telecommunications Regulators of the Portuguese Language Countries (ARCTEL-CPLP), held last 12-14 May in Luanda, Angola.

OPERATORS/PROVIDERS OF COMMUNICATION NETWORKS AND SERVICES

PROVIDERS OF ELECTRONIC COMMUNICATION SERVICES

	No. of authorised entities ^(a)	No. of operational entities ^{(a) (b)}
Television signal distribution service (c)	14	10
Mobile telephone service		
Mobile network operators (MNO)	3	3
Mobile virtual network operators (MVNO)	8	3
Fixed telephone service	17	13
Trunking mobile service	1	1
Internet access service		
Fixed broadband	56	43
Mobile broadband	8	6
Nomad use voice over internet service (nomad VoIP) (c)	23	13
Public payphone service	11	5
Virtual calling card service	23	9

POSTAL SERVICE PROVIDERS

	No. of authorised entities ^(a)	No. of operational entities ^(a)
Postal services outside the scope of universal service	71	58 ^(e)
Postal services covered in the scope of universal service	15	10

a) Situation at 31 March 2015.

b) Includes operational entities with retail and/or wholesale offering.

c) Includes service provided in the scope of CDNs (8 operational providers) and via other platforms (2 operational providers).

d) Services provided with recourse to the '30' numbering range.

e) Includes 21 companies providing the service under the MRW brand on a franchising basis (the company IBERCOURIER owns the MRW brand), 13 companies providing the service under the NACEX brand on a franchising basis (the company LOGISTA owns the NACEX brand) and 2 companies providing the service under the ENVIALIA brand on a franchising basis.

QUALITY OF FIXED TELEPHONE SERVICE

The companies that provide fixed telephone service (FTS) have provided information about performance levels recorded in the first quarter, for quality of service

parameters regarding the period for supplying an initial connection, the problem rate per access line and the problem repair rate. (+)

ADMINISTRATIVE COSTS AND FEE COLLECTION

ANACOM approved by determination dated 28 May the financial year 2014 report on administrative costs and the amount of

fees collected, in accordance with the provisions of article 105 of the Electronic Communications Law. (+)

NEWLY ENACTED LEGISLATION

Council of Ministers Resolution no. 32-B/2015 of 22 May - determines the award to MEO - Serviços de Comunicações e Multimédia, following public tender, of the universal service of providing a complete telephone directory and a complete directory information service. (+)

Decree-Law no. 76/2015 (Series I - Diário da República of 12 May) - approves the organic structure of the General Secretariat of the Ministry of Economy. (+)

WINNER OF 2015 BEST LETTER CONTEST

The winners of the 2015 Best Letter contest, promoted in Portugal by the Autoridade Nacional de Comunicações (ANACOM) and CTT - Correios de Portugal (Portuguese postal

service), were announced on 22 May. The theme topic was 'write a letter describing the world where you would like to grow up'. (+)

PORTUGAL LEADS THE ECO COUNCIL

Portugal (via ANACOM) was elected chair of the Council of the European Communications Office (ECO), having been nominated at the 12th meeting of the ECO Council, held on

6-7 May in Biel/Bienne, Switzerland. Portugal had served as vice-chair of the Council since November 2013. (+)

NETWORK OF POSTAL ESTABLISHMENTS

The report on the network of postal establishments pertaining to CTT, the concession company for universal postal service,

and other entities that provided CTT concession postal services at the end of the first half of 2014, is now available. (+)

EUROPEAN UNION

BETTER REGULATION AGENDA

The European Commission (EC) adopted on 19 May the Better Regulation Agenda package. Highlights are the Communication and the Guidelines, which set out principles for better self-regulation and co-regulation. The aim is to promote openness and transparency in the European Union's decision-making process, with consequent advantages for citizens and companies. (+)

DIGITAL SINGLE MARKET DEBATED

The digital single market was on the agenda of the 19 May session of the European Parliament (EP). The presentation of a report on the digital market is planned. In turn, the EC adopted on 6 May the strategy for that market, including a set of specific measures to finalise by the end of 2016, which will be on the agenda of the 25-26 June European Council. (+)

ICTS IN LEARNING PROCESSES

In the scope of the Latvian presidency of the EU Council, Riga hosted on 27-28 May an international conference on information and communication technologies (ICTs) with respect to learning accessibility, with a special focus on people with special needs. This issue is one of the Latvian presidency's priorities. (+)

EUROPEAN EMERGENCY NUMBER

On 27 May, 60 members of the EP signed an open letter to the Commissioner for the Digital Economy concerning Europe's '112' emergency number. The letter highlights some key areas in need of improvement at European level: awareness of the relevance of 112, caller localisation, access to people with special needs and cross-border cooperation. (+)

OJEU

EC Implementing Decision (EU) 2015/750 of 8 May - on harmonisation of the 1452-1492 MHz frequency band for terrestrial systems able to supply electronic communication services in the Union. (+)

Corrigendum to EC Recommendation 2014/710/EU of 9 October 2014 - on relevant product and service markets in the electronic communications sector susceptible to ex ante regulation in compliance with Directive 2002/21/EC of the EP and of the Council, concerning a common regulatory framework for electronic communication networks and services. (+)

Regulation (EU) 2015/758 of the EP and of the Council of 29 April 2015 - on type-approval requirements for implementation of the on-board eCall system based on the number 112 in vehicles, which modifies Directive 2007/46/EC. (+)

COMMUNICATIONS AROUND THE WORLD

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 European Union (EU), the North Atlantic Treaty Organisation (NATO), the European Regulators Group for Postal Services (ERGP), the European Eastern Partnership (EaP) and the International Telecommunication Union (ITU).

CEPT

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

- 26th meeting of WG NaN PT FNI - 19-20 May in Limassol, Cyprus; (+)
- meeting of WG FM PT22 - 5-8 May in Copenhagen; (+)
- 34th meeting of WG FM PT44 - 28-30 April in Zagreb; (+)
- 9th meeting of CPG PT-D - 21-24 April in Vilnius; (+)
- 6th meeting of CPG 15 - 3-6 February in Floriana, Malta. (+)

The 50th CERP plenary meeting was held on 28-29 May in Sofia. (+)

Also, the 12th ECO Council meeting took place on 6-7 May in Biel/Bienne, Switzerland. (+)

EU

The following meetings were held in the EU context:

- Seminar on postal statistics organised by the EC - 21 May in

Brussels; (+)

- 5th meeting of the RSPG WG on efficient spectrum awards and use of harmonised bands for electronic communication services - 6 May in London; (+)
- 4th meeting of the RSPG WG dedicated to the RSPP - 5 May in London; (+)
- 38th meeting of the EMC ADCO - 21-23 April in Vilnius; (+)
- 51st meeting of the RSC - 18 March in Brussels. (+)

NATO

The 9th meeting of C3B CaP 3 was held on 11 March in Brussels. (+)

ERGP

The Contact Network met on 26 May in Vilnius. (+)

EaP

The following were held in Brussels:

- Senior Officials Meeting (SOM) - 7 May; (+)
- Workshop on digital economy - 6 May. (+)

ITU

Geneva hosted on 12-21 May the meeting of the Council and on 17 May the ceremony marking the Union's 150th anniversary. (+)

5G TECHNOLOGY - COOPERATION BETWEEN THE EU AND JAPAN

The EU and Japan have signed a cooperation agreement concerning the fifth mobile generation (5G). The aim is to meet the wireless internet's growing needs and to complement current efforts to set up a digital single market. The parties believe this agreement will enable

common standards to be found so that new radio frequencies harmonised for 5G spectrum can be identified and applications developed, namely for connected vehicles and e-health. Plans call for 12 million euros to be invested in the next two years. (+)

HIRING AT THE ITU

Applications for the following vacant positions can be submitted to the ITU, a United Nations specialised agency based in Geneva:

- Junior SAP Basis Analyst (until 21 July); (+)
- Legal Officer (until 20 July). (+)

BEREC

ANACOM PRESIDENCY 2015

PRESIDENCY

In the scope of her new duties as chair of the Body of European Regulators for Electronic Communications (BEREC), the president of the Autoridade Nacional de Comunicações (ANACOM), Fátima Barros, actively participated in several events during the month of May, of which the following speeches stand out:

- At the 29 May video-conference with the vice-chairs of

BEREC and the Independent Regulators Group (IRG); (+)

- At the 19 and 28 May meetings in Brussels about the study on the sector's future; (+)

- At the Internet of Things European Summit on 11 May in Brussels; (+)

- At the what-if meeting between BEREC and the European Commission (EC) on 8 May in Brussels. (+)

WORKING GROUP MEETINGS

The following meetings were held in May:

- meeting of drafters of the expert working group on New Generation Networks (EWG NGN) - May 28-29 May in Brussels; (+)

- meeting of EWG Market and Economic Analysis (MEA) - 21

May in Brussels; (+)

- meeting of EWG Net Neutrality (NN) - 19-20 May in Riga; (+)

- meeting of the Contact Network - 14-15 May in Budva, Montenegro. (+)

OTHER NEWS

• The Latvian capital Riga hosted on 18-19 May the third meeting of the Consumer Justice Enforcement Forum (COJEF II). Among the participants was the co-chair of BEREC's EWG End User, who gave a presentation on that body's role in building consumer capacities in the telecommunications sector.

Other participants included representatives from the EC, universities, consumer associations and governments. The discussion focused on a number of matters associated to protection of consumers in the electronic communications

sector, unfair business practices, control and application of the regulatory framework, community case law and misleading advertising.

• BEREC has placed in public consultation the draft report on oligopoly analysis and regulation, which was discussed and approved at the Board of Regulators meeting last 4 June in Bergen, Norway. Interested parties may submit contributions until 1 August to the email address pm@bereg.europa.eu, preferably in English. (+)

700 MHZ FREQUENCY - CONSULTATION RESULTS

The EC published on 10 June results of the public consultation on the Lamy Report, released in September 2014 and concerning the ultra high frequency (UHF) band. They indicate the need for European Union (EU) coordination and efficient transition in terms of costs, as conditions to ensure successful freeing up of the 700 MHz frequency band.

In the wake of adoption of the digital single market strategy, the EC will present specific proposals concerning coordinated release of that band.

This decision helps achieve the EU goal regarding spectrum: at least 1200 MHz for wireless broadband by 2015 (per the radio spectrum policy programme). (+)

RESULTS OF THE COUNCIL OF EU MINISTERS

The Council of Ministers of Transportation, Telecommunications and Energy of the European Union (EU) met on 11-12 June in

Luxembourg, chaired by Latvian Transportation Minister Anrijs Matiss. (+)

NEWS FROM OTHER COUNTRIES

GERMANY - Bundesnetzagentur

- Three companies were selected in the pre-qualification phase for the auction of spectrum for mobile broadband in the 700 MHz frequency band. The aim is to encourage the rapid establishment of broadband networks, namely in rural areas. (+)

ARGENTINA - Comisión Nacional de Comunicaciones (CNC)

- A resolution has been issued which obliges advanced mobile communications operators to provide information about the status of infrastructure deployment for the provision of fourth generation (4G) services. (+)

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

- The extension of the 29 June 2010 decision on market definition, analysis of competition conditions, identification of operators with significant market power (SMP) and determination of appropriate measures for the retail leased lines market (market 7) has been approved. (+)

BRAZIL - Agência Nacional de Telecomunicações (ANATEL)

- Statistics have been released about pay-TV access in March, recording 19.76 million, 1.31 million more than in March 2014. A total of 29.09 percent of the 66.08 million Brazilian households have pay-TV service. (+)

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

- A consultation has been launched on the review of the market for call access and origination in fixed networks. The regulator proposes maintaining Telefónica's obligations, in so far as there is no effective competition and the operator retains significant market power (SMP), which allows operators that do not have their own network to offer their customers fixed telephony service. (+)

FINLAND - Finnish Communications Regulatory Authority (FICORA)

- Formal cooperation between the Nordic national regulatory authorities (NRAs) has been announced, with an annual rotating presidency, to be held in 2015 by Finland. This decision results from the need for enhanced cooperation felt by those NRAs and the opportunity to provide input from Nordic experience to ongoing European debate. (+)

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

- Results of the second scoreboard on the quality of fixed

internet access service have been released, referring to the second half of 2014. Although still in trial phase, the results complete the regularly published scoreboards on the quality of access to fixed network and fixed telephony services and the coverage of mobile telephony services. (+)

INDIA - Telecom Regulatory Authority of India (TRAI)

- Figures on telecommunication service subscribers have been released, notably highlighting portability requests regarding mobile service, which increased from 150.01 million at the end of February to 153.85 million at the end of March. The number of active wireless users registered in the Visitor Location Register (VLR) was 862.63 million, 88.94 percent of total subscribers. (+)

IRELAND - Commission for Communications Regulation (ComReg)

- A call to present contributions on mobile costing model development for wholesale non-geographic number rates has been issued. (+)

- An informative note was released on 19 May concerning the regulator's intervention in situations involving fraud or abusive use of electronic communication networks and services, the main aim being to protect end users. For an incident to be labelled fraud or abusive use in the scope of Regulation 23(2), which transposed article 28(2) of the Universal Service Directive into the Irish legal order, ComReg will follow the guidelines of the Body of European Regulators for Electronic Communications (BEREC) regarding that same provision. (+)

MALTA - Malta Communications Authority (MCA)

- The decision on universal service obligations applied to electronic communications has been published. The obligations take force on 1 July and will be valid for a four year period. (+)

- Per MCA's responsibility to promote information and communication technologies (ICTs) in business operations, the regulator is promoting an initiative that aims to identify and counter eventual mistakes involving marketing in the internet, while highlighting its efficiency as a competitive advantage. (+)

UNITED KINGDOM - Office of Communications (Ofcom)

- A consultation has been launched on the review of the wholesale markets for call origination and termination in fixed networks. The aim is to ascertain their competitive effectiveness and the eventual need for regulatory measures that assure voice service provision in retail markets. (+)

1ST QUARTER 2015 STATISTICS RELEASED

INTERNET ACCESS SERVICE

At the end of the first quarter (1Q15), the penetration of fixed site internet access service stood at 27.8 per 100 inhabitants for fixed accesses and 44.1 per 100 inhabitants for effectively used mobile accesses. Fixed broadband service (residential customers) penetration was 3 for every 5 classic families and 41.1 per 100 classic family households.

Fibre optics (fibre-to-the-home and fibre-to-the-building - FTTH/FTTB) contributed the most to growth of the number of accesses, up 8.1 percent over the previous quarter and 34.8 percent compared to the first quarter of 2014 (1Q14). In absolute terms, the growth in the number of FTTH/FTTB accesses in 1Q15 was the highest ever, with nearly 50,000 new accesses. (+)

MOBILE SERVICES

At the end of 1Q15 mobile service penetration stood at 157.8 per 100 inhabitants. The penetration rate of effectively used mobile stations was 122.6 per 100 inhabitants. The number of mobile stations authorised to use the service was 16.5 million. Of that total, 12.8 million (77.7 percent) were effectively used in the last quarter. Excluding modem cards and mobile stations associated to machine-to-machine (M2M) communications, the number of mobile stations/active user devices effectively used in 1Q15 was 11.7 million, 1.8 percent less than in the previous quarter and 0.4 percent more than in 1Q14. (+)

PAY-TV SERVICES

At the end of 1Q15 there were nearly 3.4 million pay-TV service subscribers, up 54,000 over the previous quarter and

194,000 year-on-year.

The number of pay-TV service subscribers increased for all technologies in 1Q15. The service's growth was due above all to offerings borne on fibre optics (FTTH/FTTB), where subscriber numbers rose by 7 percent compared to the previous quarter.

Total revenue of pay-TV service (stand-alone and packages encompassing that service) totalled 406 million euros in 1Q15. Triple/quadruple/quintuple play packages were the main driver of the growth in revenue. (+)

ELECTRONIC COMMUNICATION SERVICE PACKAGES

In 1Q15 the number of package offer subscribers reached 3 million, 2.6 percent more than in the previous quarter and 12 percent more year-on-year. It is estimated that nearly 74 of every 100 classic families have a multiple play package, up 7 percent over 1Q14. Triple/quadruple/quintuple play packages account for 82.9 percent of total package offers. The most common mode is triple play (44.4 percent), followed by quintuple play (35.7 percent), which has grown the most in recent quarters. (+)

FIXED TELEPHONE SERVICES

At the end of 1Q15 the penetration rate of main telephone accesses stood at 44.6 accesses per 100 inhabitants, the highest figure recorded since such statistics have been gathered (fourth quarter of 2006). The number of main telephone accesses rose to 4.66 million, up 1.5 percent over the previous quarter and 2.6 percent year-on-year. (+)

WORKSHOP

Estudo sobre o desenvolvimento do sector postal

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AUTORIDADE NACIONAL DE COMUNICAÇÕES

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