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## PORTABILITY REGULATION

The Autoridade Nacional de Comunicações (ANACOM) approved last 13 April the regulation amending the Portability Regulation. The aim is to resolve the problem of high rejection rates for

portability requests, which have not improved in the last few years, and also to shorten provider switching times and cases of improper portability. (+)

## CHARGING FOR BILLS ON PAPER OR ANY OTHER SUPPORT

ANACOM recommends that telecom operators should not charge any amount for providing bills not broken down in detail or with only minimum details to their subscribers, whether on paper or on any other support. This recommendation followed complaints by consumers and news reports indicating that starting in April MEO-Serviços de Comunicações e Multimédia planned to charge

for sending paper invoices to mobile voice and fixed and mobile internet package customers. This Authority also determined that at least NOS and NOWO should envisage in the contracts they use and their publicity of the conditions for supplying their services, that the mailing of a bill on paper implies an additional charge for their subscribers. (+)

## ELECTRONIC COMPLAINT HANDLING

By decision dated 23 March, ANACOM approved the draft decision on dematerialisation of the process of transmitting information and documentation between electronic communication service providers and ANACOM, with respect to handling complaints submitted via the complaints book and the requisites that

should be followed when responding to those complaints. This draft decision also determines requisites that should be followed by service providers when responding to complaints submitted via the complaints book (physical and electronic formats). It was submitted to prior hearing for a period of ten days. (+)

## CONSULTATIONS

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### MARKET 1

ANACOM launched on 23 March a public consultation concerning the wholesale markets for call termination in public telephone networks at a fixed location, involving definition of relevant market, assessment of single market power (SMP) and the imposition, maintenance, amendment or withdrawal of regulatory obligations, as well as specification of the price control obligation for those wholesale markets. Interested parties are asked to submit written comments in Portuguese to the email address

[terminacoesfixas2018@anacom.pt](mailto:terminacoesfixas2018@anacom.pt) by 18 May. (+)

### SPECTRUM IN 700 MHZ - DEADLINE EXTENDED

By decision dated 13 April ANACOM approved extending for an additional period of ten working days the deadline of the public consultation on spectrum provision in the 700 MHz frequency band. Contributions can thus be received until 7 May; they should be sent in writing and in Portuguese to the email address [faixa-700@anacom.pt](mailto:faixa-700@anacom.pt). (+)

# COMMUNICATIONS IN PORTUGAL

## NEWS

### ADMINISTRATIVE OFFENCE CASES

The Autoridade Nacional de Comunicações (ANACOM) has imposed the following sanctions for the commission of unlawful administrative offences in the area of electronic communication services:

- Vodafone Portugal-Comunicações Pessoais - single fine of 70,000 euros, currently within the period for appealing the decision; (+)
- REPART-Sistemas de Comunicação de Recursos Partilhados - fine of 1,000 euros; after being notified of the decision the offender proceeded to pay the fine and the costs applied; (+)
- MEO-Serviços de Comunicações e Multimédia - single fine of 50,000 euros, currently within the period for appealing the decision; (+)
- Associação de Moradores do Litoral de Almancil - single fine of 2,000 euros; currently within the period for appealing the decision. (+)

### ANACOM WEBSITE - 2017

In 2017 the ANACOM website received 915,688 visits from 625,585 visitors. Some 2,141,491 pages were viewed, 314,153 more (up 16.98 percent) than in the previous year. Audio content counted 14,687 visits, up 152.5 percent year-on-year.

The computer was the device most used to access the ANACOM website, accounting for nearly 444,000 sessions, up 12.3 percent. The number of accesses by mobile phone increased by 41.2 percent (191,000 sessions). (+)

### TRENDS IN TELECOMMUNICATIONS PRICES

The ANACOM report on trends in telecommunications prices has been published, with figures for February 2018. The document includes information on changes in the consumer price index and telecommunications prices, besides comparing telecommunications price trends in Portugal and the European Union. (+)

### TRANSFER OF USAGE RIGHTS

ANACOM has made public that it received from the Media Regulatory Board (ERC - Entidade Reguladora para a Comunicação Social) a request for a decision on the manifest intention of Rádio Salesiana to transfer to RVE Sociedade Radiofónica the frequency usage right it was allocated to carry

out audio broadcasting activity. (+)

Also by decision dated 23 March ANACOM did not oppose the transfer of the frequency usage right in the 87.5-108 MHz band allocated to Sintonizenos-Comunicação Social to the title of RDD-Rádio Desporto for the provision of local radio programme service in the county of Póvoa de Varzim. (+)

### INTERNET GOVERNANCE 2018 - NATIONAL INITIATIVE

The period for public participation and choice of topic for the national initiative of the Internet Governance Forum 2018 was under way until last 12 April, organised by the Foundation for Science and Technology (FCT) in collaboration with various partners, among them ANACOM.

Interested parties thus had the opportunity to indicate the topics they would like to see debated at this year's event and/or to express their willingness to take part in organising a session. (+)

### PROVISION OF STATISTICAL INFORMATION

The following questionnaires are available for submission of statistical information to ANACOM, annexes to Regulation no. 255/2017 of 16 May: (+)

- Quarterly questionnaire on electronic communication networks and services;
- Quarterly questionnaire on high speed electronic communication networks at a fixed location;
- Quarterly questionnaire addressed to owners of frequency usage rights with the numbering ranges '761' and '762'.
- Half-yearly questionnaire on fixed broadband accesses;
- Annual questionnaire.

### ANACOM PUBLIC PARTICIPATION

The chairman of ANACOM's board of directors, João Cadete de Matos, was interviewed on Rádio Renascença's Morning Renaissance programme broadcast on 15 March, speaking about issues associated to consumer protection. (+)

The board's vice-chairman, João Monteiro Coelho, took part in a workshop on consumer rights held on 16 March at the António Cupertino de Miranda Foundation in Porto, organised by the Directorate-General for Consumers.

The ANACOM board of directors held a meeting last 14 March at its Lisbon headquarters with Portugal's CTT postal service. (+)

## AVERAGE MONTHLY SPENDING BY HOME CUSTOMERS

	2013	2014	2015	2016	2017
Average monthly spending on electronic communications	49,54	50,19	50,78	51,61	52,02
Year-on-year variation (%)		+1,3%	+1,2%	+1,6%	+0,9%

Units: euros (with VAT); variation in %

Source: ANACOM, based on microdata from Markttest BTC, 2013-2017.

Base: Individuals 15 or more years old with electronic communication services (no-answers not taken into account).

Note 1: Total average spending is not directly comparable to total average monthly revenue per access, because it presents prices with VAT and only refers to home customers.

Note 2: The annual variation refers to the variation of average spending by home customers, reflecting the annual price variation.

## POSTAL NETWORK AND OFFERING OF CTT SERVICES

The Autoridade Nacional de Comunicações (ANACOM) released last 26 March the report on the postal network and offering of services of CTT-Correios de Portugal, referring to the third quarter of 2017 and drawn up based on information reported

by that company. The report highlights that at the end of that period there were 2,368 operational postal establishments, of which 608 were fixed post offices, 3 were mobile post offices and 1,757 were mailing stations. (+)

## TRANSFER OF NUMBER USAGE RIGHTS

ANACOM approved last 5 April the draft decision on the transfer of number usage rights resulting from the merger of MEO-Serviços de Comunicações e Multimédia (formerly TMN-Telecomunicações Móveis Nacionais) into PT Comunicações (renamed MEO-Serviços de Comunicações e Multimédia).

A decision was also made to submit that draft decision to prior hearing of MEO within 20 working days, per the terms and for the purposes of the provisions of articles 121 and following of the Code of Administrative Procedure. (+)

## NEWLY ENACTED LEGISLATION

**Council of Ministers Resolution no. 30/2018** (Series I - Diário da República of 12 March), approving the National Space Strategy. (+)

**Corrigendum no. 6/2018**, (Series I - D.R. of 26 February), proceeding to rectify Law no. 114/2017 of 29 December with respect to the State Budget for 2018. (+)

**Administrative Rule no. 57/2018** (Series I - D.R. of 26 February), regulating the operations and management of the public contracts portal known as "Portal BASE" and approving the data models to transmit. (+)

The Council of Ministers approved on 5 April the resolution modifying the contract between the Portuguese state and SIRESP-Gestão de Redes Digitais de Segurança e Emergência, and authorising the spending required to improve the SIRESP network.

On 22 March it approved the following: the proposed law ensuring implementation in the national legal order of Regulation (EU) 2016/679 concerning protection of individuals with respect to handling of personal data and free circulation of that data; the resolution setting out technical guidelines for public administration in matters concerning the architecture and security of information networks and systems with respect to personal data; and the proposed law authorising the government to establish a new legal system for payment services and electronic currency, transposing Directive (EU) 2015/2366.

## PORTED NUMBERS

	2017												2018		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
FTS	1937761	1943326	1949917	1943393	1909041	1905346	1905315	1902002	1886795	1882757	1887428	1888765	1893155	1891885	1890659
MTS	2274329	2298059	2313835	2319220	2339791	2355741	2369171	2390931	2413919	2431822	2446955	2462206	2478310	2494518	2511165
NGS <sup>1</sup>	3977	3995	4019	4038	4047	4067	4071	4080	4095	4128	4132	4162	4212	4233	4281
Total	4216067	4245380	4267771	4266651	4252879	4265154	4278557	4297013	4304809	4318707	4338515	4355133	4375677	4390636	4406105

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

<sup>1</sup> At the end of the first quarter of 2018 it included 1,091 numbers ported from the '30' numbering range (numbers associated to nomad VoIP service).

## BROADBAND - OECD

The portal dedicated to broadband of the Organisation for Economic Cooperation and Development (OECD) has been updated with information referring to June 2017.

According to the disclosed figures, mobile termination rates

fell an average of 42 percent in the OECD countries between the end of 2014 and the end of 2017 as a result of increased regulation and competition. (+)

## NEW PERSPECTIVE ON ZERO-RATING

The Centre on Regulation in Europe (CERRE) has published a report titled "A Fresh Look at Zero-Rating", which presents an economic assessment of the reason why zero-rating is offered by internet service providers and its impact on

consumers. The report also provides information to national regulatory authorities on how to analyse different zero-rating examples and evaluate which ones should be regulated and how that can be done. (+)

## E-PRIVACY REGULATION

The European Telecommunications Network Operators Association (ETNO) is committed to ensuring that on 25 May, like the European entities in charge of protecting the privacy and data of Europe's main telecom operators,

its member companies comply with the new General Data Protection Regulation. It is considered an opportunity to enhance the privacy of its members as well as users. (+)

## SMART PLATFORMS

The European Agency for Network and Information Security (ENISA) has published a report on exploitation of the opportunities and limits of threats in current smart platforms. The main aim is to gain an understanding of

the limits of sharing information about threats and the analysis tools now in use, and also to supply pertinent recommendations on how to deal with and overcome those limits. (+)

## OJEU

**Regulation (EU) 2018/302 of the European Parliament and of the Council**, of 28 February, which aims to prevent unjustified geographic blocking and other forms of discrimination based on nationality, place of residence or place where clients are established in the internal market, and which amends Regulations. (EC) 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC. (+)

# COMMUNICATIONS AROUND THE WORLD

## EUROPEAN UNION

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### WIFI4EU PORTAL

The European Commission (EC) has made available the portal for registering candidates for the WiFi4EU programme, whose aim is to promote internet connectivity in local communities by providing financial support. In this first phase, interested entities were asked to register via one of the two accesses set up for that purpose, depending on whether they are a municipal council or a company. (+)

### CONNECTING EUROPE FACILITY

The EC's call for proposals to be submitted in the scope of the Connecting Europe Facility is open until 15 May, with a view to granting support to projects which implement digital service infrastructures that promote cross-border interaction between public administrations, companies and citizens, making 30 million euros in funding available. (+)

### 2017 BROADBAND PRICES

The EC has released a study on prices in 2017 of retail mobile broadband offerings for consumers in the 28 European Union (EU) member states, Iceland, Norway,

Turkey, Japan, South Korea and the United States of America. Data gathered via the websites of major mobile operators show that prices were significantly cheaper in 2017 compared to 2016. Poland, Italy, Austria, Lithuania and Latvia were the countries with offerings at lower prices. (+)

### DIGITAL CONTENT PORTABILITY

Portability of digital content has been possible in the EU since 1 April. European citizens who buy or subscribe to services transmitting films, sport events, music, e-books and games in any EU member state can access such content when they travel or stay temporarily in another EU country. The rules were approved on 27 March by the EC and apply to pay services, though free content suppliers may eventually be included. The regulation on portability of digital content does not set any limit on use of portability, as long as the user resides in another member state. Service providers must inform their subscribers about the precise conditions of their portability offering. (+)

## BEREC

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### CONSULTATION ON 2019 WORKING PROGRAMME

The Body of European Regulators for Electronic Communications (BEREC) launched on 26 March a public consultation on the proposed working programme for 2019. Interested parties are asked to submit contributions until 20 April (in English), using the specific form provided on the BEREC website. (+)

### NET NEUTRALITY GUIDELINES

The BEREC public consultation on application of the net neutrality guidelines in the context of the Net Neutrality Regulation (Regulation no. 2015/2120 of the Parliament

and of the Council of 25 November) ran until 25 April. Interested parties can send contributions using the specific form provided on the BEREC website or via the email address [NN-Evaluation-Consultation@berec.europa.eu](mailto:NN-Evaluation-Consultation@berec.europa.eu). (+)

### NET NEUTRALITY MEASUREMENT TOOL

The BEREC public tender to develop and implement a net neutrality measurement tool is under way until 11 May. (+)

### HIRING

Applications for the vacant position of seconded national expert at the BEREC Office can be submitted until 15 May. (+)

## ANACOM INTERNATIONAL ACTIVITY

The Autoridade Nacional de Comunicações (ANACOM) represents the Portuguese communications sector before relevant international organisations and took part in recent meetings in the scope of the Body of European Regulators for Electronic Communications (BEREC), the European Committee for Electrotechnical Standardisation (CENELEC), the European Conference of Postal and Telecommunications Administrations (CEPT) and the European Regulators Group for Postal Services (ERGP).

### BEREC

The following meetings were held in Brussels:

- Data Economy subgroup of MEA EWG - 23 March; (+)
- Access and Physical Infrastructures subgroup of MEA EWG - 22 March; (+)
- Geographical Segmentation subgroup of MEA EWG - 22 March; (+)
- Remedies EWG - 15 March; (+)
- Ad Hoc Communication Group - 15 March; (+)

- Workshop and meeting of NGN EWG drafters - 12 and 13 March. (+)

### CENELEC

Technical Committee 46X and Subcommittees 46XA and 46XC held meetings on 19 and 20 March in Lisbon. (+)

### CEPT

- Com-ITU - 26-29 March in Copenhagen; (+)
- Strategy Forum Group of WG NAN - 19-20 March in Mainz, Germany; (+)
- CPG PTA - 6-9 March in Copenhagen; (+)
- ECC - 27 February to 2 March in Lisbon; (+)
- CPG PTD - 27 February to 2 March in Stavanger, Norway. (+)

### ERGP

The working subgroup on End-to-End Competition and Access Regulation met on 6 March in the Hague (Netherlands). (+)

## INCM MISSION TO ANACOM

A mission from the National Communications Institute of Mozambique (INCM) visited ANACOM on 4-6 April to exchange information regarding developments and experience in the area of oversight and enforcement.

A willingness to work together on issues concerning provision of information to consumers and public attendance was manifested.

## WSIS FORUM

The 2018 World Summit on the Information Society Forum (WSIS Forum) was held on 19-23 March in Geneva, where Portugal was represented by ANACOM board member Paula Meira Lourenço.

She took part in the high-level session focusing on the

topic of 'WSIS action lines and the 2030 agenda', presenting several recent initiatives implemented by ANACOM, namely work carried out since the forest fires in 2017, meant to protect people and electronic communication infrastructures. (+)

## ANNUAL REGULATORS MEETING

The annual meeting of heads of national communications regulatory authorities from the Portuguese language countries was held on 19-20 March in Dili, Timor-Leste, chaired by the president of ANACOM, João Cadete de Matos.

The event served to share experiences in the activity of

regulating the communications sector in those countries and to plan future joint initiatives. ANACOM indicated that it was clearly committed to boosting the ties of technical assistance and cooperation that it has maintained with all the regulators attending the gathering. (+)

## MEETING WITH THE EMBASSY IN TIMOR-LESTE

The ANACOM president met with Portugal's ambassador in Timor-Leste, José Machado Vieira, on 20 March in Dili, where

they examined aspects concerning the development of Timor-Leste and cooperation with Portugal. (+)

# NEWS FROM OTHER COUNTRIES

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## **BRAZIL - Agência Nacional de Telecomunicações (ANATEL)**

- A public tender is under way to allocate the Brazilian satellite exploitation right in bands associated to the Ka band. (+)
- The latest fixed broadband statistical data has been published, revealing that in February 2018 there were 29.25 million active contracts in Brazil, corresponding to an increase of 2.33 million fixed broadband contracts in the last 12 months. (+)
- A decrease of nearly 574,000 mobile telephone service subscribers was reported. (+)

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

- The compulsory distribution of emergency warning messages in mobile devices starting on 6 April was established. The warning alerts, which can be addressed to a specific area, will be sent to mobile devices connected to LTE networks to inform the population about imminent dangers to life and property. (+)

## **USA - Federal Communications Commission (FCC)**

- New rules have been adopted to facilitate the introduction of next generation wireless broadband networks (5G). (+)

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

- A report has been published on the draft order regulating the provision of high-speed broadband services by mobile telephone operators. (+)
- The net costs of universal telecommunications service in 2015 have been set at 15 million euros. (+)

## **FINLAND - Finnish Communications Regulatory Authority (FICORA)**

- Statistical figures for fixed broadband in 2017 have been released. The total number of subscribers stood at 1.71 million; 32 percent of them have download speeds equal to or above 100 Mbps. (+)

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

- A public consultation has been launched concerning the draft recommendation on fibre network installations (FTTH). Contributions can be submitted until 15 May. (+)
- Statistical figures concerning revenues from electronic communication services in 2017 have been published. The operators' total revenues stood at 9.3 billion euros (excluding taxes), up 0.2 percent year-on-year. (+)
- The French government approves of ARCEP's decision to set up a territorial coverage mapping observatory for fixed networks and services, similar to the work already done for mobile service. The aim is to make existing and newly-arrived networks more visible to consumers, companies and communities. (+)

## **UNITED KINGDOM - Office of Communications (Ofcom)**

- Final decisions on the review of the wholesale local access market and the review of quality of service indicators have been published. Their objective is to boost investment in 'total fibre' broadband networks and improve service quality. (+)
- The Ofcom annual plan for 2018/2019 has been released. Its primary aims include implementation of very high speed networks, structural separation of BT's Openreach, inspection and control of the BBC, release of frequencies for mobile services and extension of universal service to include broadband. (+)
- BT has been fined 47.5 million euros for delays in installing fibre networks. (+)
- Five companies are taking part in Ofcom's auction of spectrum for the 2.3 GHz and 3.4 GHz bands, respectively meant for mobile broadband services and future 5G services. (+)

## **SWITZERLAND - Federal Office of Communications (OFCOM)**

- The Swiss have decided by referendum to maintain the current system for financing public broadcasting, but with some changes. The radio and TV tax charged to owners of televisions until now will be charged to all families and companies starting on 1 January 2019, regardless of whether or not they actually have televisions. (+)

## HIRING IN THE ITU

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The ITU, a Geneva-based United Nations specialised agency, is accepting applications for the following vacant positions:

- Communication and promotion intern - until 3 May; (+)

- Information security analyst and network engineer - until 3 June. (+)
- Head, sales and client relations service - until 17 June. (+)

## UNIVERSAL POSTAL SERVICE - NEW PRICE TABLE

By decision dated 23 March, the Autoridade Nacional de Comunicações (ANACOM) considered that the proposed prices for services included in universal service, presented by CTT-Correios de Portugal by letter dated 15 February, comply with the principles and criteria for setting

applicable prices as defined by ANACOM per decision dated 21 November 2014. ANACOM also determined that CTT should release and publicise the new prices, including discounts and application conditions, at least five working days before the respective date they take effect. (+)

## UNDERSTANDING ON AIR TRANSPORT OF MAIL

At the meeting arranged by ANACOM and attended by two airlines (TAP and SATA), ANAC, the regional director of transportation of the Azores, and CTT, an understanding was reached to end the

problems that have affected mail transport in the scope of universal postal service to and from the Azores Autonomous Region, namely the commitment by TAP and SATA to respond to that need. (+)

## COMMUNICATION NETWORKS AND FIRES

ANACOM held a workshop on 13 March focusing on 'Forest fires and communication infrastructures', part of the working programme of the group set up by ANACOM to identify and implement a number of measures to promote network resilience in forest fire situations. Various proposals were put forward on how to minimise impacts of fires on communication infrastructures. The workshop was attended by more than 50 participants representing

various bodies, besides ANACOM, which promoted and organised it. The participants included ACIST, ANAFRE, the National Association of Portuguese Municipalities, Apritel, the General Directorate of Energy and Geology, EDP, ERSE, Fibroglobal, Infraestruturas de Portugal, the Telecommunications Institute, the Superior Technical Institute, MEO, NOS, Vodafone, NOWO, REN, Telcabo and the University of Coimbra. (+)

## SYSTEMS FOR DETECTING AND INHIBITING DRONES

ANACOM participated last 21 March in an action meant to demonstrate technological solutions for detecting and inhibiting drones, organised by the National Civil Aviation Authority (ANAC). The action took place at the Ponte de Sor Municipal Airport and focused on monitoring emissions associated to the operation of drones and systems used to

detect and inhibit them. The ANACOM technical resources made it possible to observe and characterise the spectrum behaviour of the systems being demonstrated, and consequently to evaluate the potential impact resulting from the use of those systems in the operation of other radiocommunication services. (+)

The Wifi4EU portal  
is now available  
in [www.wifi4eu.eu](http://www.wifi4eu.eu)



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