REPORT FROM THE FOREST FIRES GROUP

The Autoridade Nacional de Comuniações (ANACOM) publicly presented at a 29 May workshop the final report of the working group set up to find solutions meant to improve protection of telecommunication networks in the event of forest fires. The report contains 27 measures (three for radio, four for underground lines, twelve for energy or protection and eight for procedures), whose implementation should lessen the impact of fires on such infrastructures. Application of the measures now depends on the intervention, allocation of responsibilities and financing from various entities. **(+)**

ELECTRONIC COMPLAINT PROCESSING

ANACOM approved last 7 June the decision on dematerialising the information and documentation transmission process with communication service providers regarding complaints submitted by means of the complaints book. The decision also includes the requirements for responses to those complaints. The aim is to improve the quality of providers' responses and to strengthen consumers' rights. **(+)**

CONSULTATIONS

MINIMUM LEVEL OF INFORMATION PROVIDED IN BILLS

By decision dated 2 July ANACOM approved extending for five more days the period for the prior hearing and public consultation concerning definition of the minimum level of detail and information provided in bills sent to customers without any charges. **(+)**
The draft decision approved by ANACOM determines that among other information the bill provided free of charge should include the date the respective loyalty period ends as well as eventual charges that would be borne by customers had they wanted to end the contract on the date the bill was issued. The detail level means information is clearly broken down, making it easier to keep track of costs associated to bundled services, especially when there is additional consumption. Interested parties can send written comments in Portuguese to the email address detalhe-fatura@anacom.pt. **(+)**

CHANGES TO THE RDAO AND RPAO

By decision dated 25 May, ANACOM initiated a public consultation concerning changes to the reference duct access offer (RDAO) and the reference poles access offer (RPAO). The measures approved are meant to facilitate access to the ducts and poles of MEO Serviços de Comunicações e Multimédia by other operators, by either simplifying procedures or lowering some prices. These measures are meant to improve market competition, namely by allowing greater speed and flexibility in the service installation process and consequently by streamlining the service offering to users.
Interested parties are asked to send written comments in Portuguese to the email address spdorac-orap@anacom.pt until 30 July. **(+)**

COMMUNICATIONS
IN PORTUGAL

NEWS

ADMINISTRATIVE OFFENCE CASES

In the area of electronic communication services, the Autoridade Nacional de Comunicações (ANACOM) imposed the following sanctions for the practice of administrative offences:

• NOS Comunicações (NOS) – single fine of 360,000 euros and payment of due compensation to 47 subscribers; **(+)**

• Vodafone Portugal Comunicações Pessoais – single fine of 462,000 euros and payment of due compensation to 140 subscribers; **(+)**

• MEO Serviços de Comunicações e Multimédia (MEO) – fine of 15,000 euros for administrative offences associated to changed contract conditions **(+)** in the scope of the Reference Duct Access Offer. **(+)**

In the scope of services provided by call centres, ANACOM imposed sanctions on the following companies: **(+)**

• NOS – single fine of 23,500 euros for committing ten administrative offences concerning the provision of information;

• MEO – single fine of 11,500 euros; the offender appealed to the Competition, Regulation and Supervision Court, which imposed on it a single fine of 8,000 euros.

2018 EUROVISION SONG CONTEST

ANACOM was responsible for ensuring continual monitoring during the 2018 Eurovision Song Contest, guaranteeing the conditions needed for complex operations involving not just security arrangements but also television production of the event.

During the performances the simultaneous use of more than 200 frequencies was monitored, attesting to the high number of radio resources used and the demanding work carried out by teams following the event. **(+)**

HIGH-SPEED NETWORKS AND SERVICES

At the end of the first quarter there were nearly 2.3 million home customers with high-speed networks and services at a fixed location, up 1.2 percent over the previous quarter and about 10.9 percent year-on-year. There were nearly 6.4 million households cabled with fibre optics (FTTH/B) by all operators, while households with accesses borne by hybrid fibre-coaxial (HFC) networks totalled 4.28 million. These figures are among those disclosed by ANACOM in the report on "High-Speed Networks and Services at a Fixed Location". **(+)**

ELECTRONIC COMMMUNICATIONS CONSUMPTION BY CHILDREN

On World Children's Day ANACOM published information graphics with the main indicators on use of communication services by children, indicating that 83 percent of children between 10 and 12 years old have a mobile phone, a figure which rises to 97 percent for those between 13 and 17 years old. **(+)**

TRENDS IN PORTED NUMBERS

At the end of April, portability service involved a total of 4,422,261 ported numbers, of which 1,891,971 pertain to fixed telephone service, 2,525,987 to mobile telephone service and 4,303 to numbers from other non-geographic services. Some 8,488,873 numbers had been ported from the introduction of portability up to 30 April. **(+)**

ANACOM PUBLIC PARTICIPATION

The chairman of ANACOM's board of directors, João Cadete de Matos, was interviewed in the 17 May broadcast of the Morning Renaissance programme of Rádio Renascença, speaking about problems affecting consumers. **(+)**

On the same day those matters were also considered in an interview of the ANACOM chairman in the Morning Daily programme, Economy24 section, of TVI and TVI24. **(+)**

Also in May, the ANACOM chairman participated in the conference which presented the winning articles in the Competition in Markets Prize contest, **(+)** in the first NewSpace Atlantic Summit **(+)** and in the Legislation, Rules and Regulation Panel of the 2018 National Radios Convention. **(+)**

The head of ANACOM's office in Madeira, José Nelson Melim, took part in the Madeira Viva programme of RTP Madeira on 2 and 30 May, respectively focusing on contract changes by operator initiative **(+)** and on suspension of services. **(+)**

OPERATORS/PROVIDERS OF COMMUNICATION NETWORKS AND SERVICES

ELECTRONIC COMMUNICATION SERVICE PROVIDERS		
	No. of registered entities [a] [b]	No. of operational entities [a] [c]
Television signal distribution service [d]	18	12
Mobile telephone service		
Mobile network operators (MNO)	3	3
Mobile virtual network operators (MVNO)	7	6
Fixed telephone service	17	13
Internet access service		
Fixed broadband	55	43
Mobile broadband	9	9
Nomad voice over internet service (nomad VoIP) [e]	27	18
Public payphone service	6	2
Virtual calling card service	18	7

POSTAL SERVICE PROVIDERS		
	No. of authorised entities [a] [f]	No. of operational entities [a] [g]
Postal services outside the scope of universal service	81	66
Postal services covered by the scope of universal service	14	11

(a) Situation at 31 March 2018.
(b) Number of companies listed in the registry of companies offering electronic communication networks and services.
(c) Includes operational entities with retail and/or wholesale offering.
(d) Includes service provided in the scope of CDNs (8 operational providers) and via other platforms (4 operational providers).
(e) Services provided with recourse to the '30' numbering range.
(f) Number of entities listed in the registry of portal services providers.
(g) Includes 24 companies providing the service under the MRW brand on a franchising basis (the Ibercourier company owns the MRW brand), 17 companies providing the service under the Nacex brand on a franchising basis (the Logista company owns the Nacex brand) and 2 companies providing the service under the Enviália brand on a franchising basis.

QUESTIONNAIRES ON ECONOMIC-FINANCIAL INFORMATION – 2017

The Autoridade Nacional de Comunicações (ANACOM) has issued two questionnaires to be respectively filled out by companies providing electronic communication networks and services and by companies providing postal services. The requested information should be sent back to ANACOM by 20 July, preferably via the email address dee.stats@anacom.pt. **(+)**

NEWY ENACTED LEGISLATION

Resolution of Parliament no. 119/2018 (Series I - Diário da República of 3 May), recommends that the government urgently finish the processes for classification of critical national infrastructures and validation of their operator security plans. **(+)**

Resolution of the Legislative Assembly of the Madeira Autonomous Region no. 12/2018/M (Series I - D.R. of 14 May), recommends to the government of the Republic ANACOM's intervention in regulation and control of compliance with the concession contract of CTT-Correios de Portugal (Portuguese postal service). **(+)**

Regulation no. 257/2018 (Series II, D.R. of 8 May), amending Regulation no. 58/2005 of 18 August (Portability Regulation). **(+)**

COMMUNICATIONS
AROUND THE WORLD

EUROPEAN UNION

WIFI4EU – CALL FOR PROPOSALS CANCELLED

The European Commission (EC) was forced to cancel the first call for proposals under the WiFi4EU initiative, due to technical problems with the respective portal, which made it impossible for interested parties to apply for the vouchers in equal conditions. The launch of a new call to present candidacies is planned, probably this coming autumn of 2018, though the date has yet to be determined. The portal will meanwhile remain active following resolution of the respective computer problems. The EC explained that municipalities and companies already registered in the WiFi4EU portal will not have to apply again. They will also be informed by email of the portal's reopening and the date for launching the new call to submit candidacies. **(+)**

ACTIONS FOR A TRUSTED DIGITAL SINGLE MARKET

The EC presented last 15 May a communication on accomplishment of a trusted digital single market for all, with a set of actions to be approved by European Union (EU) leaders to protect citizens' privacy and help achieve the EU digital single market by the end of 2018. The EC holds that it is in the interest of all member states to manage digital transformation following the European approach, which links investment in digital innovation to rigorous data protection rules, so that the challenges of an increasingly data-based global economy can be faced. **(+)**

DIGITAL ECONOMY AND SOCIETY INDEX

The EC published on 18 May the 2018 Digital Economy and Society Index (DESI), which records the digital progress of member states. The aim is to help identify areas requiring action and priority investment in order to strengthen development of the digital single market. Five areas are analysed: connectivity, human capital, use of internet services, integration of digital technologies and digital public services. The report ranks Portugal 16th in the EU28, one position lower than in the 2017 report. **(+)**

DECEPTIVE PRACTICES IN ONLINE SERVICES

The EC and the national consumer protection authorities published last 18 May the results of an EU-wide study of 207 websites that offer streaming services for fixed/mobile telephone, internet, audio and video. The analysis showed that 163 of those websites may be infringing the rights of EU consumers. Standing out among the most common problems were: advertising of supposedly free or discounted packages which actually correspond to an integrated offering of services; the lack of a conflict resolution system; and the possibility that those websites can unilaterally change contract terms without providing information or justification. **(+)**

BEREC

35TH BEREC PLENARY MEETING

The 35th plenary meeting of the Body of European Regulators for Electronic Communications (BEREC) met last 13-15 May in Gdansk-Sopot, Poland, hosted by the Polish Office of Electronic Communications (UKE). Key results of the gathering include approval of the following documents: (i) 5G and mobile - common position on monitoring mobile network coverage (with special emphasis on the public consultation); (ii) market and economic analysis - report on mergers and acquisitions; (iii) next generation networks - report on wholesale access excluding Ethernet-based leased lines in market 4. The public session to present results of this plenary meeting was held on 20 June in Brussels. **(+)**

GUIDE ON NEW DATA PROTECTION RULES

The European Union Agency for Fundamental Rights (FRA), the European Council and the European Data Protection Supervisor published last 25 May an update of the "Handbook on European Data Protection Law", a guide to application of the new data protection rules that took force in May. This new version includes recent examples with hypothetical scenarios depicting various questions that have arisen n this constantly changing area. **(+)**

1ST ERGP STAKDHOLDERS FORUM

The first stakeholders forum of the European Regulators Group for Postal Services (ERGP) will take place on 20 September in Brussels, co-organised by the EC, and focus on the topic 'When digital meets postal – evolution or revolution?' **(+)**

GENERAL DATA PROTECTION REGULATION

Cable Europe, the GSM Association (GSMA) and the members of the European Telecommunications Network Operators Association (ETNO) have addressed to European leaders their concerns and proposals regarding the General Data Protection Regulation (GDPR), approved on 27 April 2016 and in force since 25 May 2018 throughout the EU. According to those entities, the GDPR does not resolve regulatory imbalances between the telecommunications industry and other players in the sector, namely with respect to national rules for implementation of the ePrivacy Directive to which telecom operators are subject. **(+)**

ENISA

CYBER EUROPE 2018

More than 900 European cyber-security experts from 30 countries had to face an intense scenario last 6-7 June during Cyber Europe 2018 (CE2018). The two-day exercise was orchestrated by ENISA at its Athens headquarters, while the participants remained at their usual workplaces or met in crisis centres. ENISA controlled the exercise using its cyber exercise platform (CEP), which supplied a 'virtual universe' (integrated environment) for the simulated world, including material on incidents, virtual news websites, social network channels, company websites and security blogs. The aim of CE2018 was to enable the European cyber-security community to enhance its ability to identify and combat large-scale threats and to ensure better understanding of cross-border contagion. **(+)**

ANNUAL PRIVACY FORUM – 2018

Barcelona hosted last 13-14 June the Annual Privacy Forum (APF18) organised by the European Network and Information Security Agency (ENISA), the Directorate-General for Communication Networks, Content and Technologies (DG Connect), the Polytechnic University of Catalonia and Telefónica. This year's Forum debated the needs to adapt and shape technologies around the new data protection rules, and investment in business models that favour privacy. Given the new technological challenges, the GDPR may be considered the new driving force for re-engineering online services and systems with respect to the privacy benefit of end users. **(+)**

EENA

EMERGENCY APPLICATIONS – PAN-EUROPEAN PROJECT

The European Emergency Number Association (EENA), along with Beta 80 and Deveryware (information and technology solutions companies), with support from the Developers Alliance, has announced the Pan-European Mobile Emergency Application (PEMEA) pilot project, which will enable mutual interconnection of emergency applications so that an endangered citizen can use them anywhere in Europe.

DRONES & PUBLIC SAFETY SUMMIT

The first Drones and Public Safety Summit will be held on 20 September in Brussels and focus on the potential benefits of unmanned aircraft in emergency situations. **(+)**

AED MAPPING

EENA published on 22 May a document on Automated External Defibrillator (AED) mapping, which is used by some emergency services to locate the closest AED to accident sites. The document highlights the impact of AED mapping on the provision of emergency services, as well as challenges affecting its implementation and several recommendations for improvement. **(+)**

ANACOM INTERNATIONAL ACTIVITY

The Autoridade Nacional de Comunicações (ANACOM) represents the Portuguese communications sector before major international organisations and took part in recent meetings involving the Body of European Regulators for Electronic Communications (BEREC), the European Conference of Postal and Telecommunications Administrations (CEPT), the European Committee for Electro-technical Standardisation (CENELEC), the European Regulators Group for Postal Services (ERGP), the European Union (EU) and the International Telecommunication Union (ITU).

BEREC

- Contact Network – 24-25 May in Riga; **(+)**
- Remedies EWG (videoconference) – 22 May; **(+)**
- NN EWG (videoconference) – 15 May; **(+)**
- Data Economy subgroup of MEA EWG – 14-15 May in Brussels; **(+)**
- Geographic Segmentation subgroup of MEA EWG (videoconference) – 2 May; **(+)**
- Mobile EWG – 24 April in Brussels. **(+)**

CEPT/ECC

- WG NaN of the ECC – 29-31 May in Reykjavik; **(+)**
- PT NPS of ECC WG NaN – 23-24 May in Copenhagen; **(+)**
- ECO Council – 3-4 May in Copenhagen; **(+)**
- ECC WG SE – 23-27 April in London; **(+)**
- CEPT CPG PTC – 24-26 April in Paris; **(+)**
- PT44 of ECC WG FM – 23-26 April in Copenhagen; **(+)**
- PT22 of ECC WG FM – 17-20 April in Copenhagen. **(+)**

CENELEC

- TC210 – 15-16 May in Lisbon. **(+)**

ERGP

- Contact Network – 15 May in Lisbon. **(+)**

EU

- TCAM and TCAM Expert Group – 16 April in Brussels; **(+)**
- COCOM WG NBP 5G – 12 April in Brussels. **(+)**

ITU

- WP 6A of ITU-R – 17-25 April in Geneva. **(+)**

CONFERENCE ON POSTAL AND DELIVERY ECONOMICS

The 26th Conference on Postal and Delivery Economics was held from last 30 May to 2 June in Split, Croatia, organised by the Florence School of Regulation in partnership with the Centre for Research in Regulated Industries of Rutgers University. The event counted the presence of European regulators, postal operators, European Commission representatives, researchers and consultants. **(+)**

GLOBAL SYMPOSIUM FOR REGULATORS 2018

The 18th Global Symposium for Regulators takes place on 9-12 July in Geneva, organised by the ITU. This year's symposium focuses on 'new regulatory frontiers' and aims to encourage dynamic dialogue by sharing different perspectives and experiences among participants. **(+)**

MEETING BETWEEN ANACOM AND SK TELECOM

ANACOM hosted at its headquarters a 22 June meeting with representatives of SK Telecom (the biggest mobile operator in the Republic of Korea). **(+)**

ITU RECRUITMENT

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

• Cyber-security coordinator – until 23 July; **(+)**

• Junior webmaster – until 29 July. **(+)**

Applications should be submitted through the ITU website. **(+)**

NEWS FROM OTHER COUNTRIES

BRAZIL - *Agência Nacional de Telecomunicações* (ANATEL)

• The head of ANATEL defended in a parliamentary hearing the imposition of coverage obligations on operators at upcoming auctions for the 700 MHz and 3.5 GHz bands. **(+)**

• The April fixed telephony figures have been released, indicating that Brazil recorded 40,487,778 fixed lines, down 1,045,959 lines in 12 months (-2.52 percent). In April the fixed telephony market was virtually stable, with a small increase of 6,061 lines (0.01 percent) over March. **(+)**

• Analogue TV signal was disconnected in several cities in northern and north-eastern Brazil on 30 May, affecting a total of 3.4 million households. **(+)**

CROATIA - Croatian Regulatory Authority for Network Industries (HAKOM)

• A roundtable conference held on 22May in Opatija focused on the introduction of 5G networks in the Republic of Croatia, with HAKOM among the participants. The gathering served to discuss topics associated to innovation and economic potential, as well as possible obstacles to the introduction of 5G technologies. **(+)**

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

• The fourth quarter 2017 report on the use of messages borne in over-the-top (OTT) applications and content, such as WhatsApp platforms, Telegram and Facebook Messenger, used by 60 percent of the Spanish population, versus traditional communication services, specifically calls made using mobile service (24 percent), fixed telephone service (12 percent) and online calls (4 percent), has been published. **(+)**

• The methodology to verify the prices of Telefónica's wholesale fibre optic services, also called the economic replicability test, has been approved. This was followed by the verification of prices proposed by Telefónica; the CNMC concluded they had been exceeded. **(+)**

FINLAND - Finnish Communications Regulatory Authority (FICORA)

• The 5G Momentum Ecosystem is a FICORA-coordinated government project involving various regulatory bodies, specifically for transportation and security, to encourage implementation and carrying out of tests on 5G systems, services and devices. **(+)**

• For the first time a classification of municipalities that promote broadband has been published, ranking the ten best. Each municipality was rated from one to five stars, taking the availability and use of broadbands services for consumers at the end of 2017 into account. The stars indicate how close each municipality is to ensuring provision of a 1 Gbps connection to all permanent residents and a 100 Mbps connection to all residents. **(+)**

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

• The report on the state of the internet in France has been published and forwarded to Parliament. The document focuses on different components of the fixed and mobile internet networks, namely quality of service, interconnection, IPv6 growth, net neutrality and opening of terminals. The aim of this publication is to guarantee that the internet remains an inclusive common resource. **(+)**

• The annual balance of key economic information regarding the telecoms market was published on 22 May. **(+)**

• The public consultation on freeing up frequencies in the 26 GHz band ran until 18 June, thereby starting the process of implementing 5G networks. **(+)**

IRELAND - Commission for Communications Regulation (ComReg)

• First quarter statistics on questions raised by consumers who contacted ComReg's consumer support line between 1 January and 31 March via telephone, email, SMS, online form, webchat, mail or Irish sign language service have bene published. **(+)**

UNITED KINGDOM - Office of Communications (Ofcom)

• The report on price trends of electronic communication services (fixed telephony, broadband and TV) in the United Kingdom, including the level of consumers' involvement in the market, was published on 17 May. The report concludes that although most benefit from what is available and the respective prices, not all receive proper value from those offerings. **(+)**

• Information has been released on the availability of electronic communication services in the United Kingdom (broadband, mobile service and telephone service at a fixed location), including how people use them and trends and potential problems to deal with. The aim is to guarantee that consumers are able to use the services they need. **(+)**

SWEDEN - Swedish Post and Telecom Authority (PTS)

• The annual report on "The Swedish Telecommunications Market" for year 2017 has been published. It reveals sharp growth in the number of mobile call and data service subscriptions. **(+)**

• The report on the "Follow-up of the Government's Broadband Strategy 2018" envisages that private sector investment in broadband expansion should slow due to the costs of placing fibre optics along secondary roads administered by the Swedish Transport Administration, which may place achievement of the set goals at risk. **(+)**

WORKSHOP ON THE FUTURE OF MAINLAND-ISLANDS INTERCONNECTION

A workshop on the future of underwater cable interconnection between the Portuguese mainland and the Azores and Madeira, organised by the Autoridade Nacional de Comuncações (ANACOM), was held on 20 June at the Portuguese Foundation for Communications (FPC) in Lisbon.

The aim of the workshop was to debate the future of such interconnection, based on the current situation and experience in the area.

Current fibre optic interconnections between the autonomous island regions and the mainland (domestic branches of the Atlantis-2 and Columbus-3 international underwater cables)

will reach the end of their service life in six or seven years, meaning that alternative underwater cable solutions must meanwhile be found to replace the existing ones.

This matter is considered a priority by ANACOM because it is critical for territorial cohesion, external competitiveness and development of electronic communications in the country. Hence the organisation of a workshop open to the participation of invited public and private bodies deemed important for determination of a national strategy for future underwater cable interconnection between the mainland, Azores and Madeira. **(+)**

EXHIBITION ON STAMPS FROM FORMER PORTUGUESE OVERSEAS TERRITORIES

An exhibition on stamps from Portugal's former overseas territories opened on 6 June at the FPC in Lisbon.

The exhibition organised by ANACOM and the FPC with support from Cofina comprises stamps from the philatelic output of

former Portuguese territories around the world. The works on show are witnesses documenting a past that reaches us by means of stamps that depict aspects of the culture and identity of those places and peoples. **(+)**

WORKSHOP ON THE FUTURE OF DTT

An ANACOM-organised workshop held on 30 May at the FPC in Lisbon focused on the future of digital terrestrial television (DTT) in Portugal. The workshop served to review the DTT experience in the country and included a presentation on the ongoing experience in Brazil and a debate on future DTT

scenarios in Portugal. The debate bore in mind Decision (EU) 2017/899 of the European Parliament and of the Council of 17 May 2017 on use of the 470-790 MHz band in the European Union, meant to allocate usage rights in the 700 MHz frequency band. **(+)**

ALLOCATION OF NUMBER USAGE RIGHTS

ANACOM has authorised transferral of the 2170xxxx to 22790xxxx number usage rights to Verizon Portugal for the provision of public telephone service accessible to the public at a fixed location, as well as allocation of a network routing number (NRN) for effects of exclusive use in routing calls to ported numbers. **(+)**

Also authorised was the transfer of usage rights for 21876xxxx to 21878xxxx numbers to Vodafone Portugal – Comunicações Pessoais (Vodafone). Vodafone was subject to meeting the conditions set out in article 37 of the Electronic Communications Law. **(+)**

Usage rights for the number 1415 were also allocated to the Portuguese Red Cross. The aim is to establish telephone contact with the central coordination operations room of its emergency services, which is specifically responsible for protecting populations living in forest fire risk areas. **(+)**

ANACOM also recognised the transfer of the number usage rights resulting from the merger by incorporation of MEO Serviços de Comunicações e Multimédia (MEO – formerly TMN Telecomunicações Móveis Nacionais) into PT Comunicações (renamed MEO Serviços de Comunicações e Multimédia), effective from 29 December 2014. **(+)**

REPORT ON COSTS AND FEES – 2017

ANACOM has released the financial year 2017 report on the administrative costs and the amount resulting from collection of fees associated to electronic communications, in accordance

with article 105 of the Electronic Communications Law, approved by decision dated 25 May. **(+)**