

The information is also available in Anacom's Internet website in:

<http://www.anacom.pt/template31.jsp?categoryId=214643>

Determination of 13.11.2003

## STATISTICAL INFORMATION TO BE SUBMITTED BY THE FIXED TELEPHONE SERVICE (FTS) PROVIDERS

Explanatory notes (1 to 27) on the last pages of this document provide relevant information on some of the following indicators.

On the tables that follow hyphens have only been placed in fields which ANACOM does not deem necessary to fill out, even when possible. In fields where there is no information as same is not applicable at present (eg. the case of traffic types not eligible at the date when the questionnaire is filled out), the providers should themselves mark them with “n.ap.” (not applicable).

Point I presents the indicators to be submitted by the providers each quarter, point II contains the elements to be sent in every half-year, while point III includes only those indicators that must be provided to ANACOM on an annual basis.

Annexes A and B indicate the modes for the presentation and accounting of the indicators to be periodically submitted to ANACOM, i.e., quarterly and semi-annually/annually (eg. monthly or only quarterly detail, presentation of figures in accumulated or non-accumulated terms, ways of calculating total annual figures, etc.).

Company: \_\_\_\_\_  
 Personnel responsible for filling out questionnaire: \_\_\_\_\_  
 Telephone contacts of same: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

## I. STATISTICAL INFORMATION TO BE SUBMITTED TO ANACOM ON A QUARTERLY BASIS

This set of information should be made available to ANACOM by the 30<sup>th</sup> day after the end of each quarter.

For each quarter, the fields concerning the respective monthly values, the total for the quarter under review and the “Total Year” column should be filled out for each indicator, as per the table in **Annex A**.

**Accesses, main telephones, customers and access points (I.1., I.2., e I.3.)**

### 1.1.

Direct Access to FTS							
Own infrastructures			Third party infrastructures			Total	Total equivalent direct accesses <sup>7</sup>
Copper, optical fibre	FWA	Other radio means	Unbundled local loop	Leased lines	Other		

I.1.

I.1.

	Direct Access to FTS							Total equivalent direct accesses <sup>7</sup>
	Own infrastructures			Third party infrastructures			Total	
	Copper, optical fibre, ...	FWA	Other radio means	Unbundled local loop	Leased lines	Other		
<div>- No. of FTS analogic accesses<sup>1</sup><ul style="list-style-type: none"><li>.. installed on customer request</li><li>.. own complement<sup>2</sup></li><li>.. public payphones</li></ul></div> <div>- No. of FTS digital accesses<ul style="list-style-type: none"><li>.. Basic ISDN accesses<sup>3</sup><ul style="list-style-type: none"><li>.. installed on customer request</li><li>.. own complement<sup>2</sup></li></ul></li><li>.. Primary ISDN accesses<ul style="list-style-type: none"><li>.. installed on customer request</li><li>.. own complement<sup>2</sup></li></ul></li><li>.. Fractioned accesses<sup>4</sup><ul style="list-style-type: none"><li>.. installed on customer request</li><li>.. own complement<sup>2</sup></li></ul></li><li>.. Other accesses (Diginet, etc.)<ul style="list-style-type: none"><li>.. installed on customer request</li><li>.. own complement<sup>2</sup></li></ul></li></ul></div>								
No. of main telephone accesses <sup>5</sup>								
<div>No. of xDSL accesses <sup>6</sup></div> <div>- supported in analogic accesses<ul style="list-style-type: none"><li>.. installed on customer request</li><li>.. own complement<sup>2</sup></li></ul></div> <div>- supported in ISDN accesses<ul style="list-style-type: none"><li>.. installed on customer request</li><li>.. own complement<sup>2</sup></li></ul></div>								

I.2.

	Direct Access	Indirect access			Access via calling cards, prepaid cards, etc. <sup>10</sup>
		Call-to-call selection	Pre-selection	Total	
No. of customers <sup>8</sup>					—
No. of FTS access points <sup>9</sup>					

I.3.

	Direct Access
No. of direct customers with ported numbers	
No. of customers with 'green' numbers (800 dialling code)	
No. of customers with 'blue' numbers (808, 809 dialling codes)	
No. of customers with personal number (884 dialling code)	
No. of customers with 'universal access' (707 dialling code)	

### Traffic (I.4., I.5. e I.6.)

I.4.

	Direct Access			Indirect access (Pre-selection and call-to-call)
	FWA	Other means <sup>15</sup>	Total	
<b>National traffic<sup>11</sup></b>  <b>- Total no. of calls <sup>12</sup></b> . <b>Voice calls</b> .. Intra-network voice calls .. Inter-fixed network voice calls . <b>Internet access calls</b>  <b>- Total no. of minutes <sup>13</sup></b> . <b>Voice traffic</b> .. Intra-network voice traffic .. Inter-fixed network voice traffic . <b>Internet access traffic</b>				
<b>Outgoing international traffic <sup>14</sup></b>				

**I.4.**

	Direct Access			Indirect access (Pre-selection and call-to-call)
	FWA	Other means <sup>15</sup>	Total	
- No. of calls				
- No. of minutes				

**I.5.**

	Direct Access	Indirect access (Pre-selection and call-to-call selection)
<b>National fixed-mobile traffic</b> <sup>16; 17</sup> - No. of calls <sup>12</sup> - No. of minutes <sup>13</sup>		
<b>National traffic to numbers with dialling codes 800, 802, 808, 809, 884 and 707.</b> <sup>16</sup> - No. of calls <sup>12</sup> - No. of minutes <sup>13</sup>		
<b>National traffic to short numbers</b> <sup>16; 18</sup> - No. of calls <sup>12</sup> - No. of minutes <sup>13</sup>		
<b>National fixed-paging traffic</b> <sup>16</sup> - No. of calls <sup>12</sup> - No. of minutes <sup>13</sup>		
<b>National fixed-data traffic</b> <sup>16</sup> - No. of calls <sup>12</sup> - No. of minutes <sup>13</sup>		
<b>National fixed-audiotext services traffic</b> <sup>16</sup> - No. of calls <sup>12</sup> - No. of minutes <sup>13</sup>		
<b>National traffic originating in public payphones</b> <sup>19</sup> - No. of calls - No. of minutes		
<b>Outgoing international traffic originating in public payphones</b> <sup>19</sup> - No. of calls - No. of minutes		

**I.6.**

	Access via calling cards, prepaid cards, etc. <sup>10</sup>
<b>National traffic</b> <sup>11</sup> - <b>Total no. of calls</b> <sup>12</sup> . Voice calls . Internet access calls - <b>Total no. of minutes</b> <sup>13</sup> . Voice traffic . Internet access traffic	
<b>Outgoing international traffic</b> <sup>14</sup> - No. of calls - No. of minutes	
<b>National fixed-mobile traffic</b> <sup>16; 17</sup> - No. of calls <sup>12</sup> - No. of minutes <sup>13</sup>	
<b>Other traffic</b> <sup>20</sup> - No. of calls <sup>12</sup> - No. of minutes <sup>13</sup>	
<b>National traffic originating in public payphones</b> <sup>19</sup> - No. of calls - No. of minutes	
<b>Outgoing international traffic originating in public payphones</b> <sup>19</sup> - No. of calls - No. of minutes	

I.6.

Access via calling cards, prepaid cards, etc.

I.7.

Written messages (SMS) originating in the fixed network

No. of written messages originating and terminating in the provider's own fixed network

No. of written messages originating in the provider's own fixed network and terminating in the fixed network of another provider

No. of written messages originating in the provider's own fixed network and terminating in the mobile network

Total no. of written messages originating in the provider's own fixed network

## II. STATISTICAL INFORMATION TO BE SUBMITTED TO ANACOM ON A SEMI-ANNUAL BASIS

This set of statistical information should be made available to ANACOM by the 30<sup>th</sup> day after the end of each half-year.

Each half year the fields concerning the respective monthly and quarterly values and the "Total Year" column should be filled out for each indicator as per the table in **Annex B**.

### Information on accesses, customers and access points per business and non-business domains

II.1.

Residential<sup>21</sup>Non-residential<sup>21</sup>

Total

- No. of analogic accesses
- No. of equivalent basic ISDN accesses
- No. of equivalent primary ISDN accesses
- No. of equivalent xDSL accesses
- No. of main telephones supported in CATV networks
- No. of equivalent FWA accesses
- No. of customers<sup>8</sup>
- No. of FTS direct access points<sup>9</sup>
- No. of FTS access points<sup>9</sup> via pre-selection
- No. of FTS access points<sup>9</sup> via call-to-call selection

## III. STATISTICAL INFORMATION TO SUBMIT TO ANACOM ON AN ANNUAL BASIS

This set of statistical information should be made available to ANACOM by 31 January of each year.

Each year the fields for the respective quarterly values and the "Total Year" column should be filled out for each indicator, as per the table in **Annex B**.

### Main telephone accesses in mainland Portugal and the autonomous regions

III.1.

Mainland Portugal

Azores  
Autonomous  
RegionMadeira  
Autonomous  
Region

No. of main telephone accesses <sup>5</sup>			
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## Incoming international traffic

### III.2.

	Fixed Telephone Service	Calling cards and Country Direct or equivalent
<b>Incoming international traffic</b> <b>- No. of calls entering directly into the provider's network<sup>22</sup></b> . terminating in the provider's network . terminating in the network of other FTS providers  <b>- No. of minutes</b> . <b>Traffic entering directly into the provider's network<sup>22</sup></b> .. Traffic terminating in the provider's network .. Traffic terminating in the network of other FTS providers		

## Revenues

III.3. Revenues (in euros) <sup>23</sup>	Direct Access	Indirect access	Access via calling cards, prepaid cards, etc. <sup>10</sup>	Total
a- Revenues from subscription and installation fees <sup>24</sup> (I)			-	
b- Total revenues from calls originating in the fixed network (II) <sup>25</sup>				
<b>c. Total FTS revenues (a + b)</b>				
- Revenues from local, regional and national communications traffic (or equivalent call typology set by the FTS providers) originating in the fixed network <sup>26</sup>				
- Revenues from outgoing international traffic originating in the fixed network				
- Revenues from fixed-mobile calls (originating in the fixed network) <sup>26</sup>	-	-	-	
- Revenues from calls originating in public payphones	-	-	-	

III.4	Revenues associated to written messages (in euros) <sup>23</sup>
A. Subscription and monthly fees	
B. Revenues from written messages originating and terminating in the provider's own fixed network and terminating in the fixed network <sup>1</sup>	
C. Revenues from written messages originating in the provider's own fixed network and terminating in the mobile network <sup>2</sup>	
<b>D. Total (A+B+C)</b>	

<sup>1</sup> Only revenues from retail should be included in the scope of considered messages.

## NOTES:

<sup>1</sup> xDSL accesses supported on analogic accesses are not excluded. Accesses for which it is possible to determine the existence of voice traffic, even residual, should be counted.

<sup>2</sup> Own complement: accesses installed for use by the provider itself (accesses pertaining to the companies with which the provider has a dominant or group relationship should not be included in its own complement, but counted as “accesses installed on customer request”).

<sup>3</sup> xDSL accesses supported on basic ISDN accesses are not excluded. Accesses for which it is possible to determine the existence of voice traffic, even residual, should be counted.

<sup>4</sup> Fractioned access: part of a primary ISDN access that corresponds to the use of a fraction of  $n/30$  64Kbit/s channels, in which  $n$  is a whole number that can vary between 1 and 29. In the case of  $n=15$ , fractioned access takes on the designation of half primary (access).

<sup>5</sup> This indicator corresponds to the sum of the indicators for “number of analogic accesses” and “number of equivalent digital accesses” (as defined in note 7) concerning only direct access. The own complement of accesses should not be excluded.

<sup>6</sup> Includes xDSL accesses supported in analogic, basic ISDN and primary ISDN accesses, even when residually used to provide FTS. Accesses for which it is possible to determine the existence of voice traffic, even residual, should be counted.

<sup>7</sup> Total equivalent direct accesses: this indicator (which should not exclude the provider’s own complement) corresponds to the sum of the number of lines pertaining to FTS supported in each installed access. The lines in which FTS traffic is routed, even residually, should therefore be counted. In the case of ISDN accesses, the total number of equivalent accesses is the following:

- .. 2, for each basic ISDN access
- .. 30, for each primary ISDN access

<sup>8</sup> Customers of Fixed Telephone Service (FTS) should account for all users covered by a contractual relationship with a national FTS provider, who have been granted the right to originate and/or receive traffic via the respective network. In the case of call-to-call selection the contractual relationship does not have to be in writing. However, only those customers who have made calls in the same month should be counted for each month of the quarter under review.

No calculation of the “total number of customers” shall be made, as a given provider’s direct access customer may simultaneously be an indirect access customer of other providers. The indicators for “total number of direct access customers” and “total number of indirect access customers” will thus be analysed separately. On the other hand, the total number of indirect access customers is not obtained by summing up the number of pre-selection customers and the number of call-to-call selection customers, as a same entity may have some telephone numbers pre-selected and use others for call-to-call selection.

Although more than one invoice may correspond to one same entity with a contractual relationship established with the provider, the entity and not the number of invoices issued in its name will be effectively counted as a “customer”.

<sup>9</sup> This indicator accounts for:

- direct equivalent accesses;
- “indirect equivalent accesses”, i.e., the number of lines used, in each month of the quarter under review, for indirect access to the provider’s network (in the case of the “FTS access points” of table II.1, reported only quarterly, the “indirect equivalent accesses” at the end of each quarter correspond to the number of lines used, **during the last month of each quarter**, for indirect access to the provider’s network;
- and the activated cards (“calling card” and “prepaid” types, etc.), issued by the provider itself or by any other entity registered to that end with ANACOM, which enable calls to be made using the provider’s network (cards are only considered activated after the first call is made).

The indicators for “number of direct access points”, “number of indirect access points” and “number of activated cards” will be analysed separately.

<sup>10</sup> Cards that when used for FTS access in public payphones do not have the characteristics of virtual calling cards should not be counted (eg. *Crediphone*-type cards should not be included).

<sup>11</sup> Only traffic associated with local, regional and national communications (or equivalent call typology established by the FTS providers) and internet access (in this case only direct access traffic to this service originating in the provider’s network counts) should be counted. Specifically, traffic associated to “fixed-mobile” and “fixed-data” calls should not be included, nor should calls to audiotext services, free calls for the caller (800 and 802 dialling codes), shared cost calls (808 and 809 dialling codes) and calls to short numbers, personal numbers (884 dialling code) and universal access numbers (707 dialling code). Traffic corresponding to the own complement of each provider should be considered in this indicator, as well as traffic originating in public payphones. National intra-network voice traffic corresponds to call traffic originating and terminating in the provider’s network. National

inter-fixed network voice traffic corresponds to call traffic originating in the provider's network and terminating in the fixed network of other providers.

<sup>12</sup> In an indirect access call (establishment of an end-to-end communication) in which various providers may be involved, the respective accounting should be effected only by the provider selected by the user.

<sup>13</sup> In the case of communications established by indirect access, call length should only be counted by the provider selected by the user.

<sup>14</sup> Carrier transit (in terms of calls and minutes) traffic should not be counted. In the case of communications established by means of indirect access, the accounting of calls and their respective length should be effected only by the provider selected by the user.

<sup>15</sup> Includes all own infrastructures (copper, optic fibre and others, except FWA) and third party infrastructures (unbundled local loop, leased lines, etc.).

<sup>16</sup> In the case of direct access communications, traffic originating in the provider's own accesses should not be excluded from calculations of the indicator. Only calls originating in the fixed network will be included (transit traffic should not be counted).

<sup>17</sup> Traffic originating in the provider's fixed network and destined for Land Mobile Service operator customers should be counted.

<sup>18</sup> This item should account for traffic to short numbers (as per the National Numbering Plan, except for 10xy numbers).

<sup>19</sup> Entities registered to install and operate public payphones for access to FTS should submit to the FTS providers a systematically updated list of the public payphones in their possession, besides the information needed to send ANACOM the indicators on traffic originating in those public payphones.

<sup>20</sup> Includes the remaining traffic able to be processed by virtual calling cards.

<sup>21</sup> All users who do not mainly use the service in question as consumption towards their respective economic activity should be considered as **residential customers**. The classification resulting from the NIF – *número de informação fiscal*/tax information number – (customers without NIF or with NIF beginning with 1 or 2 are non-business customers) can be used as a proxy. Other equivalent criteria may be used; in such cases same should be explained.

All users who mainly use the service in question as consumption towards their respective economic activity should be considered as **non-residential customers**. The classification resulting from the NIF – *número de informação fiscal*/tax information number – (customers with NIF not beginning with 1 and 2 are business) can be used as a proxy. Other equivalent criteria may be used.

<sup>22</sup> Only incoming international traffic routed by the international carrier to the FTS provider's network (any call to its network or to the network of other FTS providers) should be counted.

<sup>23</sup> This information should be sent to ANACOM on an annual basis, along with the remaining statistical information on the 4<sup>th</sup> quarter of each year and should respect the values invoiced during the same year. Official rounding rules for the euro are applied to the monetary values, i.e., the values are set to two decimal places and the result is rounded off to the closest cent, up or down, (eg. a result of €24.254 is rounded off to €24.25 and one of €38.555 is rounded off to €38.56).

<sup>24</sup> Revenues not from traffic associated to service provision, excluding equipment rental, additional services (defined in Recommendation I. 250 of the International Telecommunications Union "Definition of supplementary services") and fees for the transfer or cessation of service.

<sup>25</sup> Retail revenues from any call originating in the fixed network should be counted, except from internet access traffic and other traffic components whose retail price definition is not the responsibility of the FTS provider (eg. traffic for special services, etc.). Interconnection revenues should therefore be excluded.

<sup>26</sup> Retail revenues in the context of the calls considered should be included (interconnection revenues should be excluded). Only revenues for traffic originating in the fixed network should be counted.

<sup>27</sup> Only revenues from retail should be included in the scope of considered messages.