

Regulation on provision of statistical information

ANACOM requires undertakings providing electronic communication services and networks to regularly report a set of indicators of a statistical nature; this enables monitoring of the various markets and services and oversight of compliance with provider obligations, the definition of relevant markets and assessment of significant market power, as well as performance of ANACOM's other assigned responsibilities.

In view of the technological and market developments that have occurred since the entry into force of the previous questionnaires in 2010 and 2011, ANACOM decided to carry out a comprehensive review of obligations as regards the regular provision of information by providers.

In this context, by determination of 7 July 2016, ANACOM decided to initiate the procedure for drafting of a regulation, announcing it according to the provisions set forth in article 98 (1) of the Code of Administrative Procedure.

After the expiration of the deadline set for interested parties to present the contributions and suggestions they deemed appropriate to be considered within the scope of this regulatory procedure and after analysing all the contributions, ANACOM adopted, by determination of 13 October 2016, the Draft Regulation on the provision of statistical information, which was submitted to the regulatory consultation procedure, running for a period of 30 business days, as stipulated in article 10 of the Statutes of ANACOM and articles 99 et seq. of the Code of Administrative Procedure. The Draft Regulation was announced through Notice No. 13517/2016, published in the 2nd Series of *Diário da República* (Official Gazette), of 2 November 2016, as well as on the ANACOM website.

The final report, which analyses the contributions received within the scope of this procedure and justifies the options of ANACOM, is published on this Authority's website.

The requests for information set out in the annexes to this Regulation are based on the need to collect information, notably for the purpose of monitoring the activity of providers, the level of development and use of the services, competition in these markets, the assessment of the implementation of regulatory measures and of the response to requests for information from national and international entities.

The requested indicators were adapted to the new regulatory (for example, new relevant markets), technological (for example, ALL IP networks) and market (for example, convergent offers) realities.

The definitions and concepts used were reviewed in order to increase the degree of reliability and comparability of the collected information. In addition to reflecting the experience acquired and best practice, the new indicators benefitted from the changes introduced following the comments and suggestions made regarding the draft during the regulatory consultation procedure. Among these, reference should be made to the approximation of the definition of bundle to the concept used by the providers, the clarification of the definition of revenues, the adoption of providers' proposals on the reporting of traffic and introduction of clarifications in the definitions of mobile accesses, subscription TV signal distribution, and collection of information by parish, among others.

The new indicators also reflect a reduction in the volume of information requested from the providers due to the use of alternative information sources (for example, sample information), and the elimination of indicators with a reduced relative weight or which had become obsolete. In this context, it is also important to mention the contributions received from the entities that submitted comments during the public consultation. In fact, the suggestions received led to the elimination, replacement or reformulation of indicators whose collection might not be proportional, namely indicators of customers associated to binding periods, indicators of new customers and withdrawals, indicators of accesses at a fixed location associated to M2M/IoT and to certain numbering ranges. In other cases, the frequency of collection was changed (for example, the indicators of non-residential customers with multiple locations and some traffic indicators of non-geographic numbers are now collected annually).

An increase in the efficiency of the information collection process was also promoted through the unification of regular information requests and the creation of a schedule for the collection of these indicators. Following the suggestions received during the public discussion, an information loading procedure will be created using an Excel form, which will enable the time and the resources allocated to this operation to be reduced.

These changes were reflected in a decrease of the complexity, detail and frequency of the information collected, thus resulting in a reduction of the associated costs.

ANACOM considered that the advantages of obtaining the information indispensable to the performance of its mission by using a smaller questionnaire and a more efficient process outweighed the additional costs associated with its implementation.

In addition to the requests for statistical information arising from this Regulation, there will continue to be requests for statistical information on an ad hoc basis and requests for information of another nature.

Thus, under article 9 (2)(a), article 26 (1)(b) and in compliance with the provisions of article 10 of the Statutes of Anacom, approved by Decree-Law No. 39/2015, of 16 March, of article 99 et seq. of the Code of Administrative Procedure, of article 108, of article 109 (1)(b) to (f) and of article 125 (1), all of the ECL, ANACOM approved, by determination of 30 March 2017, the following regulation:

Regulation on provision of statistical information

Article 1

Object and scope

This regulation establishes the manner, level of detail, deadlines and frequency of the submission of statistical information which undertakings providing electronic communication networks and services are required to report to ANACOM on a regular basis, under the terms and for the purposes of article 109 (1)(b) to (f), all of the Electronic Communications Law (Law No. 5/2004, of 10 February, with the wording currently in force).

Article 2

Definitions and abbreviations

For the purposes of this regulation, the definitions and abbreviations laid down in the respective annexes, which are an integral part thereof, as well as the definitions contained in the Electronic Communications Law, shall apply.

Article 3

Deadlines and frequency of the submission of information

1. The entities mentioned in annex 1 of this regulation must submit to ANACOM the questionnaires indicated in the latter, completed with the information corresponding to their activity on the reference dates defined therein, within the deadlines set out in that annex.
2. In those cases where they do not yet have the required information, the undertakings providing electronic communication networks and services must submit to ANACOM estimates of these values, indicating the assumptions used for their calculation, and submit the corresponding definitive information until the end of the quarter following the filing of accounts, in accordance with the applicable commercial registry legislation.
3. In the cases referred to in the previous paragraph and after the period established therein, the information of the year in question, including estimated values, shall be considered by ANACOM as definitive information.

Article 4

Form and level of detail of the information

The undertakings providing electronic communication networks and services must submit the information to ANACOM according to the indicators, definitions and form of reporting established in the questionnaires contained in annex 2 to 6 of this regulation, namely:

- a) Annex 2: Quarterly questionnaire on electronic communication networks and services;
- b) Annex 3: Quarterly questionnaire on high-speed electronic communication networks at a fixed location;
- c) Annex 4: Quarterly questionnaire directed at holders of rights to use numbers of the 761 and 762 ranges;
- d) Annex 5: Quarterly questionnaire on fixed broadband accesses;
- e) Annex 6: Annual questionnaire.

Article 5

Procedures for submission of information

1. The questionnaires contained in annexes 2 to 6 of this regulation must be submitted to ANACOM by the undertakings providing electronic communication networks and services, duly completed, through the Extranet platform developed for this purpose.
2. ANACOM provides the credentials to access the mentioned Extranet, as well as the associated procedures manual, to the providers of electronic communication networks and services.
3. In those cases in which ANACOM has still not made available an Extranet for the reporting of information or until its adaptation to the form and level of detail resulting from this regulation, ANACOM offers the undertakings providing electronic communication networks and services an electronic version of the questionnaires contained in annexes 2 to 6 of this regulation.
4. In the cases foreseen in the previous paragraph, the undertakings providing electronic communication networks and services must submit to ANACOM the electronic versions of the questionnaires, duly completed, using for this purpose the address dee.stats@anacom.pt.

Article 6

Publication

The statistical information collected within the context of this regulation can be published by ANACOM, pursuant to Article 9 (2)(e) of its Statutes, approved by Decree-Law No. 39/2015, of 16 March.

Article 7

Penalty system

Breaches of the provisions of this regulation are punishable pursuant to article 113 (2)(pp) of the Electronic Communications Law.

Article 8

Transitional provisions

1. The undertakings providing electronic communication networks and services have a period of 180 continuous days, after the entry into force of this regulation, to implement the indicators established in the questionnaires contained in annexes 2 to 6 of this regulation.
2. The undertakings providing electronic communication networks and services must regularly send the information referred to in the previous paragraph as of the calendar quarter following the one in which the period of implementation ends.
3. In those cases in which the undertakings providing electronic communication networks and services initiate their activity after the entry into force of this regulation, the deadline provided for in paragraph 1 shall run from the respective date of the start of activity.

Article 9

Repeal

This regulation replaces the previous requests for information approved by the following determinations of ANACOM, published on this Authority's website at www.anacom.pt:

- a) Determination of 3 March 2011 on the new statistical indicators of the electronic communication services at a fixed location and nomadic VOIP services;
- b) Determination of 30 July 2010 on the statistical indicators that must be submitted, on a quarterly basis, to this Authority by the fixed network operators and high-speed service providers;
- c) Determination of 8 July 2009 relative to the set of statistical indicators to be submitted, on a quarterly basis, to this Authority by the mobile service providers;
- d) Determination of 9 November 2006 on the set of statistical indicators to be submitted to ANACOM by the Fixed Telephone Service providers for the purposes of definition of the relevant markets and of assessment of SMP;
- e) Determination of 28 September 2006 on the set of statistical elements to be submitted to ANACOM by the providers of Trunking Mobile Services.

Article 10

Effective start date

This regulation shall enter into force on the day following its publication.

ANNEX 1 - Entities subject to the obligations of submitting information, questionnaires, reference dates of the information and deadlines for submitting information

Entities with information provision obligations	Questionnaire	Reference date of the information	Deadline for submitting information
Undertakings providing electronic communication networks and services	Quarterly questionnaire on electronic communication networks and services	End of each calendar quarter	30th day of the month following the end of each calendar quarter
High-speed electronic communication network operators	Quarterly questionnaire on high-speed electronic communication networks at a fixed location	End of each calendar quarter	30th day of the month following the end of each calendar quarter
Holders of rights of use of numbers	Quarterly questionnaire directed at holders of rights of use of numbers of the 761 and 762 ranges;	End of each month	30th day of the month following the end of each calendar quarter
Providers of the Internet access service	Quarterly questionnaire on fixed broadband accesses	End of each calendar quarter	30th day of the month following the end of each calendar quarter
Undertakings providing electronic communication networks and services	Annual questionnaire	End of each calendar year	28th of February of the following year

ANNEX 2 - QUARTERLY QUESTIONNAIRE ON ELECTRONIC COMMUNICATION NETWORKS AND SERVICES

No. of indicator	Designation of indicator	Unit	Definition
I. ACCESSES		(does not require completion)	Not an indicator. Does not require completion.
I.1	Accesses at fixed locations	1 Access	<p>Total number of fixed locations that have a bidirectional direct access to the network of the provider, regardless of the services provided (i.e. each access must be reported only once regardless of the number of services).</p> <p>This indicator includes the accesses of end users, public payphones and the provider's own stock.</p> <p>Includes the accesses at a fixed location associated to the provision of the Nomadic VoIP service (numbering range 30) at a fixed location.</p> <p>Bidirectional means an access that permits bottom-up and top-down communications.</p> <p>Includes accesses at a fixed location supported by copper networks, by Fibre to the Home/Building (FTTH/B), by Hybrid Fibre Coaxial (HFC) networks, by mobile networks at a fixed location, by Fixed Wireless Access (FWA) or others.</p> <p>Fixed location means the address of the installation.</p> <p>Excludes the accesses of the satellite-based subscription television signal distribution service (DTH/Direct to Home). The information on this type of accesses is collected in indicator I.5.5.</p> <p>Excludes the designated indirect access (pre-selection and call-to-call selection), and the accesses covered by the Wholesale Line Rental Offer (WLRO). In the case of the WLRO, the beneficiary entity must report this access in indicator I.2.9.</p> <p>This indicator is not a totalizer of the following sub-indicators, although the above specifications apply to the sub-indicators.</p> <p>The following sub-indicators are not necessarily complementary.</p>

	(of which)	(does not require completion)	Not an indicator. Does not require completion.
I.1.1	Installed at the request of residential customers	1 Access	Number of accesses at a fixed location installed at the request of residential customers (excludes non-residential customers, public payphones and the provider's own stock). Residential customers should be considered as users who mostly do not use the service in question as intermediate consumption of their economic activity. Other equivalent criteria may be used, provided they are duly explained and accepted by ANACOM.
I.1.2	Associated to bundled offers	1 Access	Number of accesses at a fixed location associated to bundled offers. The definition of bundles of services is that contained in II.2.
I.1.3	Copper network	1 Access	Number of accesses at a fixed location supported by the copper network.
I.1.4	FTTH/B	1 Access	Number of accesses at a fixed location supported by Fibre to the Home/Building (FTTH/B).
I.1.5	HFC	1 Access	Number of accesses at a fixed location supported by Hybrid Fibre Coaxial (HFC) networks
I.1.6	Mobile networks (GSM/UMTS/LTE/...) at a fixed location	1 Access	Number of accesses at a fixed location supported by mobile networks.
I.1.7	Number of FWA subscribers in the area ... (add as many rows as necessary)	1 Access	<p>Number of Fixed Wireless Access (FWA) subscribers.</p> <p>Area 1 Districts of Leiria, Lisbon, Santarém and Setúbal (municipalities of Alcochete, Almada, Barreiro, Moita, Montijo, Palmela, Seixal, Sesimbra and Setúbal)</p> <p>Area 2 Districts of Braga, Porto and Viana do Castelo</p> <p>Area 3 Districts of Aveiro and Coimbra</p> <p>Area 4 Districts of Bragança, Guarda, Vila Real and Viseu</p> <p>Area 5 Districts of Castelo Branco and Portalegre</p> <p>Area 6 Districts of Beja, Évora and Setúbal (Municipalities of Alcácer do Sal, Grândola, Santiago do Cacém and Sines)</p> <p>Area 7 District of Faro</p> <p>Area 8 Autonomous Region of the Azores</p> <p>Area 9 Autonomous Region of Madeira</p>

I.2	Main accesses to the fixed telephone service (FTS)	1 Equivalent access	<p>Total direct equivalent accesses (voice channels) to the Fixed Telephone Service (FTS), provided by the entities registered for the purpose. The number of voice channels or of simultaneous sessions (e.g. SIP) contracted/possible must be included.</p> <p>This item should also be used to report the accesses allocated to the resale of telephone services at a fixed location, resale of telephone voice traffic, virtual private network (VPN) service and voice transport service on GFU. In the case of resale of accesses, the provider that holds the contract with the end user shall be responsible for completing the item (for example, if the customer has a contract with the reseller, the reseller will be responsible for reporting this information).</p> <p>Includes equivalent analogue, basic ISDN, primary ISDN, fractioned and VoIP/VoB accesses, supported by mobile networks at a fixed location or others.</p> <p>Excludes the designated indirect access (pre-selection and call-to-call selection), namely in those cases in which the latter is associated to the Wholesale Line Rental Offer (WLRO).</p> <p>In the case of the WLRO, the beneficiary entity must report the access to the latter associated in indicator I.2.9.</p> <p>Excludes accesses associated to the provision of the nomadic VoIP (numbering range 30) at a fixed location, which are reported in I.3.</p> <p>Must include the provider's own stock and the public payphones.</p> <p>The accesses of customers that are covered by a contractual relationship in force at the end of the reporting period must be reported. In other words, if a contractual relationship terminated during the quarter, the accesses associated to this contract must not be reported.</p> <p>This indicator is not a totalizer of the following sub-indicators, although the specifications above apply to the sub-indicators.</p> <p>The following sub-indicators are not necessarily complementary.</p>
	(of which)	(does not require)	Not an indicator. Does not require completion.

		completion)	
I.2.1	Installed at the request of customers	1 Access	Number of main accesses to the telephone service at a fixed location installed at the request of customers. The reporting unit is the access. Excludes the provider's own stock and the public payphones.
I.2.2	Installed at the request of customers	1 Equivalent access	Number of main accesses to the telephone service at a fixed location installed at the request of customers. The reporting unit is the equivalent access. Excludes the provider's own stock and the public payphones.
	(of which:)	(does not require completion)	Not an indicator. Does not require completion.
I.2.2.1	Installed at the request of residential customers	1 Equivalent access	Residential customers should be considered as users who mostly do not use the service in question as intermediate consumption of their economic activity. Other equivalent criteria may be used, provided they are duly explained and accepted by ANACOM. Excludes the provider's own stock and the public payphones.
I.2.3.	Analogue	1 Equivalent access	Correspond to equivalent accesses which provide a single 64 kbit/s channel, in principle to carry voice and data up to 56 kbit/s. Includes the provider's own stock, but excludes the public payphones.
I.2.4.	Basic ISDN	1 Equivalent access	Total direct equivalent basic ISDN accesses. This indicator corresponds to the sum of the number of lines allocated to the FTS supported in each installed access, and therefore should include the lines on which, even if at a residual level, FTS traffic is routed. In the case of basic ISDN accesses, the total number of equivalent accesses is two for each basic ISDN access. Includes the provider's own stock, but excludes the public payphones.

I.2.5.	Primary ISDN	1 Equivalent access	<p>Total direct equivalent primary ISDN accesses.</p> <p>This indicator corresponds to the sum of the number of lines allocated to the FTS supported in each installed access, and therefore should include the lines on which, even if at a residual level, FTS traffic is routed. In the case of primary ISDN accesses, the total number of equivalent accesses is 30 for each primary ISDN access.</p> <p>Includes the provider's own stock, but excludes the public payphones.</p>
I.2.6.	Fractioned	1 Equivalent access	<p>Total direct equivalent fractioned accesses.</p> <p>This indicator corresponds to the sum of the number of lines allocated to the FTS supported in each installed access, and should include the lines on which, even if at a residual level, FTS traffic is routed. In the case of fractioned ISDN accesses, the total number of equivalent accesses is variable for each fractioned ISDN access.</p> <p>Includes the provider's own stock, but excludes the public payphones.</p>
I.2.7.	VoIP/VoB	1 Equivalent access	<p>This item should include the accesses to voice services via the Internet provided at a fixed location and in conditions perceived as being equivalent to those of the traditional FTS. Includes Voice over IP/Voice over Broadband services over FWA, Digital Subscriber Line (DSL), cable, FTTH or other fixed Internet access platforms that enable the offer of fixed telephony over IP protocol, but excludes software-based VoIP applications (e.g. VoIP via Skype) and Nomadic VoIP (numbering range 30).</p> <p>The number of voice channels or of simultaneous sessions (e.g. SIP) contracted associated to the telephone service at a fixed location must be included.</p> <p>Includes the provider's own stock, but excludes the public payphones.</p>
I.2.8.	Mobile networks (GSM/UMTS/LTE/...) at a fixed location	1 Equivalent access	<p>Number of equivalent FTS accesses supported by mobile networks.</p> <p>The number of voice channels or of simultaneous sessions (e.g. SIP) contracted/possible, associated to the telephone service at a fixed location, must be included.</p> <p>Includes the provider's own stock, but excludes the public payphones.</p>

I.2.9.	ORLA - Accesses invoiced to the end customer under the Wholesale Line Rental Offer (WLRO)	1 Equivalent access	<p>Wholesale Line Rental Offer, in accordance with ANACOM deliberation of 14 December 2004.</p> <p>This access must be recorded by the beneficiary entity. These accesses <u>must not be</u> included in I.2.</p>
I.2.10.	Public payphones	1 Equivalent access	<p>Public payphone means terminal equipment to access the FTS, installed in public places, including those of restricted access, available to the general public, under a commercial offer regime.</p>
I.3	Number of Accesses at a fixed location associated to the provision of the Nomadic VoIP service	1 Equivalent access	<p>Concerns situations in which the Nomadic VoIP service (numbering range 30) is being provided in association to a fixed location.</p> <p>The number of voice channels or of simultaneous sessions (e.g. SIP) contracted/possible must be included.</p> <p>Includes the provider's own stock.</p>

I.4	Accesses associated to the Internet access service at a fixed location	1 Access	<p>The accesses at a fixed location associated to the Internet access service connected to the provider's network should be considered. For example, if the customer has more than one access at a fixed location, the value to be reported must correspond to the number of accesses at a fixed location of the customer.</p> <p>For the present purpose, broadband should be taken as services which are characterized by the provision to end-users of speeds which, in the downstream direction (i.e. originating on the network and destined to the customer) exceed 144 Kbps.</p> <p>This item must also include the accesses allocated to resale. In the case of resale of accesses, the provider that holds the contract with the end user is responsible for completing the item. (for example, if the customer has a contract with the reseller, the reseller will be responsible for reporting this information).</p> <p>Includes Internet accesses supported by Asymmetric Digital Subscriber Line (ADSL), by cable TV networks, by optical fibre (FTTH/B), by mobile networks at a fixed location or others.</p> <p>The accesses of customers that are covered by a contractual relationship in force at the end of the reporting period must be reported. In other words, if a contractual relationship terminated during the quarter, the accesses associated to this contract must not be reported.</p> <p>This indicator is not a totalizer of the following sub-indicators, although the above specifications apply to the sub-indicators whenever the respective definition is not different.</p> <p>The following sub-indicators are not necessarily complementary.</p>
	(of which)	(does not require completion)	Not an indicator. Does not require completion.
I.4.1	Installed at the request of residential customers	1 Access	Residential customers should be considered as users who mostly do not use the service in question as intermediate consumption of their economic activity. Other equivalent criteria may be used, provided they are duly explained and accepted by ANACOM.
I.4.2	ADSL	1 Access	Number of Internet accesses supported by Asymmetric Digital Subscriber Line (ADSL)
I.4.3	Cable Modem	1 Access	Number of Internet accesses supported by cable TV networks, including HFC-Hybrid Fibre

			Coaxial networks.
I.4.4	FTTH/B	1 Access	Number of accesses supported by optical fibre (FTTH/B).
I.4.5	Mobile networks (GSM/UMTS/LTE/...) at a fixed location	1 Access	Number of Internet accesses at a fixed location supported by mobile networks.
I.5	Subscription television signal distribution service at a fixed location	1 Access	<p>Number of accesses at a fixed location associated to the subscription television (TV) signal distribution service connected to the fixed television signal distribution or broadcasting networks of the operator, including integrated services in bundles.</p> <p>Report one access per address, regardless of the number of services or bundles of services subscribed.</p> <p>Includes accesses supported by public telephone network (xDSL/IP), by cable TV networks, by optical fibre (FTTH/B), by satellite (DTH/Direct to Home) or others.</p> <p>The accesses of customers that are covered by a contractual relationship in force at the end of the reporting period must be reported. In other words, if a contractual relationship terminated during the quarter, the accesses associated to this contract must not be reported.</p> <p>This indicator is not a totaliser of the following sub-indicators, although the specifications above apply to the sub-indicators.</p> <p>The following sub-indicators are not necessarily complementary.</p>
	(of which)	(does not require completion)	Not an indicator. Does not require completion.
I.5.1	Installed at the request of residential customers		Residential customers should be considered as users who mostly do not use the service in question as intermediate consumption of their economic activity. Other equivalent criteria may be used, provided they are duly explained and accepted by ANACOM.
I.5.2	xDSL	1 Access	Number of accesses associated to the subscription TV signal distribution service over the public telephone network (xDSL/IP).
I.5.3	Cable Modem	1 Access	Number of accesses associated to the subscription TV signal distribution service supported by cable TV networks, including HFC-Hybrid Fiber Coaxial networks.
I.5.4	FTTH/B	1 Access	Number of accesses associated to the subscription TV signal distribution service supported

			by optical fibre (FTTH/B).
I.5.5	DTH	1 Access	Number of accesses associated to the subscription TV signal distribution service supported by satellite (DTH/Direct to Home).
I.6	Mobile accesses	1 Mobile access	<p>Mobile access should be taken as the set of terminal equipment and software necessary to access the services available on the mobile networks. Among the terminal equipment considered are mobile phones, smartphones, PC, tablets, pens, routers, etc.</p> <p>For the purposes of calculation, the number of active SIM/USIM cards should be used. Active SIM/USIM cards are all those which are entitled to use one of the services (i.e. having the right to originate or receive voice calls or messages or to access a data transmission service), without necessarily having used it, (i.e. which are "alive" in the registry system on the network).</p> <p>All the active mobile accesses that are covered by a contractual relationship in force at the end of the reporting period must be reported. In other words, if a contractual relationship terminated during the quarter, the accesses associated to this contract must not be reported. Gift cards which, although active, have not been topped-up and pre-active cards (e.g. available at stores or warehouses) must not be recorded in this item.</p> <p>This indicator is not a totaliser of the following sub-indicators, although the above specifications apply to the sub-indicators.</p> <p>The following sub-indicators are not necessarily complementary.</p>
	(of which)	(does not require completion)	Not an indicator. Does not require completion.
I.6.1	Machine-to-Machine (M2M)	1 Mobile access	<p>[of which] Devices used to provide M2M services.</p> <p>Includes, among others, automatic payment terminals which use the mobile network, telealarm equipment, telesecurity, telemedicine, telemetry and telematics, etc.</p>
I.6.2	Commercialised in bundles with services provided at a fixed location.	1 Mobile access	The active mobile accesses that are covered by a 'Service Bundle' (cf. definition of service bundle - see II.2) must be reported. If the bundle offer includes more than one mobile access, all the active mobile accesses associated to the offer must be reported.

			According to the definition of bundle (see II.2), mobile accesses associated to offers comprising only mobile services (i.e. that do not include services at a fixed location) should not be reported here.
I.6.3	Mobile accesses (excluding M2M) with effective use	1 Mobile access	<p>No. of active mobile accesses, including for example, subscription plans, minute plans, monthly charges convertible into traffic, etc., which are entitled to use one of the contracted services and that effectively use one of the services contracted in the reporting period.</p> <p>The active mobile accesses associated to M2M are excluded.</p> <p>Effective use in the reporting period should be taken as all the situations in which traffic takes place, whether due to origination or termination, in the last month of the quarter.</p> <p>Employee cards, if classified in this category, must be included.</p> <p>The following sub-indicators are not necessarily complementary.</p>
I.6.3.1	Number of mobile accesses (excluding M2M) allocated to post-paid and hybrid plans	1 Mobile access	<p>[of which] Number of active mobile accesses associated to post-paid or combination/hybrid (post-paid and pre-paid) plans.</p> <p>The active mobile accesses associated to M2M are excluded.</p>
I.6.3.2	Number of mobile accesses (excluding M2M) allocated to pre-paid plans	1 Mobile access	<p>[of which] Number of active mobile accesses associated to pre-paid plans.</p> <p>The active mobile accesses associated to M2M are excluded.</p>
I.6.3.3	Mobile accesses (excluding M2M) with effective use of the broadband internet access service	1 Mobile access	<p>Number of active mobile accesses, which are entitled to use broadband services, and through which PDP sessions were established to access broadband Internet (APN Internet), in the reporting period (i.e. registered traffic in the last month). The mere use of voice, Short Message Service (SMS) and Multimedia Message Service (MMS) is excluded.</p> <p>Within this scope, 'broadband' is deemed to be data communications with transmission rates equal to or greater than 256kbps.</p> <p>The active mobile accesses associated to M2M are excluded.</p>

I.6.3.3.1	(of which) with connection through PC/tablet/pen/router	1 Mobile access	<p>[of which] used a PC/tablet/pen/route in the last month of the quarter. These are generally mobile accesses associated to offers that include the Internet mobile access service and exclude voice calls associated to the mobile telephone service.</p> <p>The mobile accesses supported in mobile phones and smartphones are excluded. (In this case, these are normally offers that include voice calls associated to the mobile telephone service and mobile Internet access). This exclusion covers the mobile phones and smartphones associated to optional/'additive' tariffs of mobile Internet access.</p> <p>The accesses at a fixed location supported by a mobile network are excluded.</p>
II. Customers and subscribers to services		(does not require completion)	Not an indicator. Does not require completion.
II.1	Total number of customers	1 Customer	<p>Number of legal entities that established at least one contractual relationship whose object is the provision or electronic communication services (i.e. customers with more than one contract must only be reported once).</p> <p>In the case of non-identifiable (namely through TIN) active pre-paid plan subscribers, one customer for each subscriber must be reported.</p> <p>All legal entities that are covered by a contractual relationship in force at the end of the reporting period must be reported. In other words, if all the contractual relationships of a specific legal entity terminate during the quarter, the latter must not be reported.</p> <p>This indicator is not a totalizer of the following sub-indicators, although the above specifications apply to the sub-indicators whenever the respective definition is not different.</p> <p>The following sub-indicators are not necessarily complementary.</p>

II.2	Subscribers of services in bundles	1 Subscriber	<p>'Bundles of Services' means:</p> <p>a) commercial offer that includes two or more services, namely:</p> <ol style="list-style-type: none"> 1) telephone service at a fixed location; 2) Internet access service at a fixed location; 3) subscription TV signal distribution service; 4) mobile services - offers supported by mobile phones, including, among others, mobile voice and the designated Internet on the mobile phone; 5) mobile services – offers supported by PC/tablet/pen/router. The definition is that contained in I.6.3.3.1, <p>such that at least one of the services included in the offer must be a service at a fixed location (telephone, Internet access or TV signal distribution services);</p> <p>b) commercialised as a single offer;</p> <p>c) with a single price;</p> <p>d) with a single invoice, regardless of the breakdown of the items in respect of each service included in the bundle; and</p> <p>e) subscribed in terms that could not be achieved outside the bundle, either because the services are unavailable at an individual level (in the case of pure bundling), or because the bundled offer has specific conditions associated (in the case of mixed bundling).</p> <p>In line with this understanding, the classification of a certain offer as a «services bundle» requires compliance with the three cumulative requirements mentioned above in subparagraphs a), b) and d), further clarifying that:</p> <ul style="list-style-type: none"> • offers comprising only mobile services (i.e. which do not include services at a fixed location) must not be reported. • the requirement relative to commercialisation as a single offer is based on the payment of various services for a single price, proposed by the provider within the scope of the conditions of offer and agreed by the parties at the moment of
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			<p>conclusion of the respective contract, regardless of the way in which the single price is presented in the invoice; and</p> <ul style="list-style-type: none"> the conclusion as to whether we are dealing with a single offer involves the verification of the conditions in which the services in question are made available, in order to determine if it would be possible to obtain the same conditions and/or prices outside the bundle. <p>The obligation to report bundle information is assigned to the provider that establishes the relationship with the user within the scope of the subscription of the bundle.</p> <p>'Number of subscribers' means the number of contracts with the supplier of publicly available electronic communication services for the provision of an offer comprising a bundle of services.</p> <p>In the sub-indicators of bundles of services (see specification in the following lines), the number of subscribers of the offers indicated below should be reported at the end of the respective period.</p>
II.2.1	2P	1 Subscriber	Number of subscribers of double-play (2P) bundle offers.
II.2.2	3P	1 Subscriber	Number of subscribers of triple-play (3P) bundle offers.
II.2.3	4P	1 Subscriber	Number of subscribers of quadruple-play (4P) bundle offers.
II.2.4	5P	1 Subscriber	Number of subscribers of quintuple-play (5P) bundle offers.
II.3	Fixed telephone service (FTS) direct access customers	1 Customer	<p>Number of customers covered by at least one contractual relationship in force, including FTS subscribers or subscribers to a bundle of services that includes FTS. Only direct access customers should be considered for this item.</p> <p>Direct access means that there is a line installed from the place where the client is domiciled and, if necessary, from the respective terminal equipment, to an entry point of a public switched telecommunications network. Access to the customer will be guaranteed with own infrastructure in the final section of the network through the installation of cables or fixed wireless access equipment.</p>

			Customers covered by WLRO should not, for this reason, be reported in this indicator.
II.4	Indirect access customers on a pre-selection basis	1 Customer	<p>These are customers of the provider to which the service is provided using the network of third parties on a pre-selection basis.</p> <p>All the customers that are covered by a contractual relationship in force at the end of the reporting period must be reported. In other words, if the contractual relationship of the customer terminated during the quarter, the latter must not be reported.</p>
II.4.1	(among which) covered by WLRO	1 Customer	<p>Number of customers covered by the Wholesale Line Rental Offer (WLRO).</p> <p>This customer must be reported by the beneficiary entity.</p>
II.5	Indirect access customers on a call-by-call selection basis	1 Customer	<p>These are customers of the provider to which the service is provided using the network of third parties on a call-by-call selection basis.</p> <p>All the customers that are covered by a contractual relationship in force at the end of the reporting period must be reported. In other words, if the contractual relationship of the customer terminated during the quarter, the latter must not be reported.</p>
II.6	Customers of the Internet access service at a fixed location	1 Customer	Number of customers covered by at least one contractual relationship in force, including subscribers of the Internet access service at a fixed location or subscribers to a bundle of services that includes the Internet access service at a fixed location.
II.7	Customers of the subscription TV signal distribution service	1 Customer	Number of customers covered by at least one contractual relationship in force, including subscribers of the subscription television signal distribution service or subscribers to a bundle of services that includes the subscription television signal distribution service.
II.8	Nomadic VoIP Customers	1 Customer	Users with a contractual relationship with the nomadic VoIP provider, who have been allocated a numbering resource and have actually used the service (origination or reception of calls) in the quarter, should be reported under this item.

III. TRAFFIC		(does not require completion)	Not an indicator. Does not require completion.
III.1.	Traffic of the telephone service at a fixed location	(does not require completion)	Not an indicator. Does not require completion.
III.1.1	Number of minutes of originated voice communications with response / OUTGOING	1 Minute	<p>Traffic of the telephone service at a fixed location originating from the provider's customers during the quarter, measured in number of minutes.</p> <p>Includes, among others, the traffic originating from the provider's customers of the telephone service at a fixed location and terminating at the provider's own customers of the telephone service at a fixed location and of the mobile telephone service.</p> <p>Transit traffic or traffic originating on nomadic VOIP accesses must not be reported.</p> <p>In the case of communications established through indirect access (pre-selection and call-to-call selection), the reporting of traffic must only be carried out by the provider selected by the user.</p> <p>In the case of resale of traffic, the provider that has the contractual relationship with the end user has to report the traffic in question.</p> <p>This indicator is not a totalizer of the following sub-indicators, although the above specifications apply to the sub-indicators.</p> <p>The following sub-indicators are not necessarily complementary.</p>
	(of which)	(does not require completion)	Not an indicator. Does not require completion.
III.1.1.1	Traffic originating on public payphones and terminating on national networks	1 Minute	National voice traffic originating on the provider's public payphones and terminating on national networks, measured in number of minutes.

III.1.1.2	To the provider's own fixed network (on-net)	1 Minute	<p>Number of minutes of the telephone service at a fixed location originating from the provider's customers and terminating at the provider's own customers of the telephone service at a fixed location.</p> <p>Excludes traffic originating from public payphones and for short and non-geographic numbers (e.g. services of the 1xyz numbering range and services of the 600, 700 and 800 ranges).</p>
III.1.1.3	To other national FTS providers	1 Minute	<p>Number of minutes of the telephone service at a fixed location originating from the provider's customers and terminating at other providers' own customers of the fixed telephone service.</p> <p>Excludes traffic originating from public payphones and for short and non-geographic numbers (e.g. services of the 1xyz numbering range and services of the 600, 700 and 800 ranges).</p>
III.1.1.4	To national mobile networks	1 Minute	<p>Number of minutes of the telephone service at a fixed location originating from the provider's customers and terminating at customers of the mobile telephone service, including the provider's own customers (if the latter commercialises the mobile telephone service).</p> <p>Excludes traffic originating from public payphones and for short and non-geographic numbers (e.g. services of the 1xyz numbering range and services of the 600, 700 and 800 ranges).</p>
III.1.1.5	To non-geographic numbers	1 Minute	<p>Number of minutes of the telephone service at a fixed location originating from the provider's customers and terminating at numbers with 800, 802, 808, 809, 884, 707, 708, 760, 761 and 762 prefixes.</p> <p>Excludes traffic originating from public payphones.</p> <p>The traffic generated by Direct Access customers and by the provider's own Indirect Access customers must be reported.</p>

III.1.1.6	To short numbers	1 Minute	<p>Number of minutes of the telephone service at a fixed location originating from the provider's customers and terminating in short numbers.</p> <p>"Short numbers" means numbers whose length is less than the other numbers of the NNP (9 digits), with a length ranging from three to six digits. Examples of short numbers include 112, 1414 and 116000. The codes that enable the selection of indirect access providers (call selection and pre-selection) are sometimes designated generally as "short numbers", although they are prefixes which allow selection of different number formats, networks or services, but which are not part of the number. See "short numbers" defined in the <i>Plano Nacional de Numeração</i> (National Numbering Plan), with the exception of 10xy numbers.</p> <p>Excludes traffic originating from public payphones.</p>
III.1.1.7	To international networks	1 Minute	<p>Number of minutes of the telephone service at a fixed location originating from the provider's customers and terminating in other countries.</p> <p>Transit traffic must not be reported.</p> <p>Excludes traffic originating from public payphones.</p>
III.1.1.8	To international networks originating from public payphones	1 Minute	<p>Number of minutes of the telephone service at a fixed location originating from the provider's public payphones and terminating in other countries.</p>

III.1.2	Number of originated voice communication calls with response / OUTGOING	1 Call	<p>Traffic of the telephone service at a fixed location originating from the provider's customers during the quarter, measured in terms of number of calls.</p> <p>Includes, among others, the traffic originating from the provider's customers of the telephone service at a fixed location and terminating at the provider's own customers of the telephone service at a fixed location and of the mobile telephone service.</p> <p>Transit traffic or traffic associated to nomadic VOIP accesses must not be reported.</p> <p>In the case of communications established through indirect access (pre-selection and call-to-call selection), the reporting of traffic must only be carried out by the provider selected by the user.</p> <p>In the case of resale of traffic, the provider that has the contractual relationship with the end user has to report the traffic in question.</p> <p>This indicator is not a totalizer of the following sub-indicators, although the above specifications apply to the sub-indicators whenever the respective definition is not different.</p>
	(of which)	(does not require completion)	Not an indicator. Does not require completion.
III.1.2.1	Traffic originating from public payphones and terminating on national networks	1 Call	National voice traffic originating from the provider's public payphones and terminating on national networks, measured in number of calls.
III.1.2.2	To the provider's own fixed network (on-net)	1 Call	<p>Number of calls of the telephone service at a fixed location originating from the provider's customers and terminating at the provider's own customers of the telephone service at a fixed location.</p> <p>Excludes traffic originating from public payphones and to short and non-geographic numbers (e.g. services of the 1xyz numbering range and services of the 600, 700 and 800 ranges).</p>

III.1.2.3	To other national FTS providers	1 Call	<p>Number of calls of the telephone service at a fixed location originating from the provider's customers and terminating at customers of the fixed telephone service.</p> <p>Excludes traffic originating from public payphones and to short and non-geographic numbers (e.g. services of the 1xyz numbering range and services of the 600, 700 and 800 ranges).</p>
III.1.2.4	To national mobile networks	1 Call	<p>Number of calls of the telephone service at a fixed location originating from the provider's customers and terminating at customers of mobile telephone service providers, including the provider's own customers (if the latter commercialises the mobile telephone service).</p> <p>Excludes traffic originating from public payphones and to short and non-geographic numbers (e.g. services of the 1xyz numbering range and services of the 600, 700 and 800 ranges).</p>
III.1.2.5	To non-geographic numbers	1 Call	<p>Number of calls of the telephone service at a fixed location originating from the provider's customers and terminating at numbers with 800, 802, 808, 809, 884, 707, 708, 760, 761 and 762 prefixes.</p> <p>Excludes traffic originating from public payphones.</p>
III.1.2.5.1	(of which) 760 numbers	1 Call	[of which] Number of calls of the telephone service at a fixed location originating from the provider's customers and terminating with the 760 number.
III.1.2.6	To short numbers	1 Call	<p>Number of calls of the telephone service at a fixed location originating from the provider's customers and terminating in short numbers.</p> <p>“Short numbers” means numbers whose length is less than the other numbers of the NNP (9 digits), with a length ranging from three to six digits. Examples of short numbers include 112, 1414 and 116000. The codes that enable the selection of indirect access providers (call selection and pre-selection) are sometimes designated generally as "short numbers", although they are prefixes which allow selection of different number formats, networks or services, but which are not part of the number. See "short numbers" defined in the <i>Plano Nacional de Numeração</i> (National Numbering Plan), with the exception of 10xy numbers.</p> <p>Excludes traffic originating from public payphones.</p>
III.1.2.7	To international networks	1 Call	Number of calls of the telephone service at a fixed location originating from the provider's customers and terminating in other countries.

			Transit traffic must not be reported. Excludes traffic originating from public payphones.
III.1.2.8	To international networks originating from public payphones	1 Call	Number of calls of the telephone service at a fixed location originating from the provider's public payphones and terminating in other countries.
III.1.3	Number of minutes of originated voice communications with response / INCOMING	1 Minute	Number of minutes terminating on the provider's fixed telephone network.
III.2.	Traffic volume of the broadband Internet access service at a fixed location (in GB)	GB	Volume of traffic of the broadband Internet access service (upload and download), measured in Gigabyte (GB).
III.3.	Traffic originating in numbers of the "30" (nomadic VoIP) numbering range	(does not require completion)	Not an indicator. Does not require completion.
III.3.1	Number of minutes of originated voice communications with response / OUTGOING	1 Minute	Traffic measured in number of minutes, associated to the nomadic VoIP services (30 numbering range).
III.3.1.1	(of which) Outbound traffic to international networks	1 Minute	[of which] voice traffic, originating from the national nomadic VoIP service provider and destined to customers of international providers, measured in number of minutes.
III.3.2	Number of originated voice communication calls with response / OUTGOING	1 Call	Traffic, measured in number of calls, associated with nomadic VoIP services which inherently uses the non-geographic "30" numbering range.
III.4.	Traffic of the mobile telephone service (MTS)	(does not require completion)	Not an indicator. Does not require completion.
III.4.1.	Number of minutes of originated voice communications with response / OUTGOING	1 Minute	Traffic of the mobile telephone service originating from the provider's customers during the quarter, measured in number of minutes. Includes, among others, the traffic originating from the provider's mobile telephone service customers and terminating at the provider's own customers of the telephone service at a fixed location and of the mobile telephone service.

			<p>Communications made in international roaming are excluded.</p> <p>Transit traffic must not be reported.</p> <p>The communications established by customers of Mobile Virtual Network Operators (MVNOs) supported by the provider's network must be reported by the MVNO.</p> <p>In the case of resale of traffic, the provider that has the contractual relationship with the end user has to report the traffic in question.</p> <p>The above specifications apply to the sub-indicators whenever the respective definition is not different.</p>
	(of which)	(does not require completion)	Not an indicator. Does not require completion.
III.4.1.1	To the provider's own mobile network (on-net)	1 Minute	<p>Number of minutes of the mobile telephone service originating from the provider's customers and terminating at the provider's own customers of the mobile telephone service.</p> <p>Excludes traffic to short and non-geographic numbers (e.g. services of the 1xyz numbering range and services of the 600, 700 and 800 ranges).</p>
III.4.1.2	To other national MTS providers (off-net)	1 Minute	<p>Number of minutes of the mobile telephone service originating from the provider's customers and terminating at other providers' customers of the mobile telephone service.</p> <p>The traffic associated to mobile virtual network operators (MVNOs) must be reported in this indicator and not in the sub-indicators below.</p> <p>Excludes traffic to short and non-geographic numbers (e.g. services of the 1xyz numbering range and services of the 600, 700 and 800 ranges).</p>
III.4.1.2.1	(of which) To MEO	1 Minute	[of which] to MEO
III.4.1.2.2	(of which) To Vodafone	1 Minute	[of which] to Vodafone
III.4.1.2.3	(of which) To NOS	1 Minute	[of which] to NOS

III.4.1.3	To national FTS providers	1 Minute	<p>Number of minutes of the mobile telephone service originating from the provider's customers and terminating at customers of the fixed telephone service.</p> <p>Includes traffic originating on the provider's mobile network and destined to the provider's own fixed network</p> <p>Excludes traffic to short and non-geographic numbers (e.g. services of the 1xyz numbering range and services of the 600, 700 and 800 ranges).</p>
III.4.1.4	To short and non-geographic numbers	1 Minute	<p>Number of minutes originating from the provider's customers of the mobile telephone service and terminating at short numbers and numbers with 800, 802, 808, 809, 884, 707, 708, 760, 761 and 762 prefixes.</p>
III.4.1.5	To providers of international networks	1 Minute	<p>Number of minutes of the mobile telephone service originating from the provider's customers and terminating in other countries. All the communications to international prefixes, whether fixed or mobile, and other services must be included.</p> <p>Communications made in international roaming are excluded.</p>
III.4.2	Number of originated voice communication calls with response / OUTGOING	1 Call	<p>Traffic of the mobile telephone service originating from the provider's customers during the quarter, measured in number of calls.</p> <p>Includes, among others, the traffic originating from the provider's mobile telephone service customers and terminating at the provider's own customers of the telephone service at a fixed location and of the mobile telephone service.</p> <p>Communications made in international roaming are excluded.</p> <p>Transit traffic must not be reported.</p> <p>The communications established by customers of MVNO providers supported by the provider's network must be reported by the MVNO.</p> <p>In the case of resale of traffic, the provider that has the contractual relationship with the end user has to report the traffic in question.</p> <p>The above specifications apply to the sub-indicators whenever the respective definition is not different.</p>

	(of which)	(does not require completion)	Not an indicator. Does not require completion.
III.4.2.1	To the provider's own mobile network (on-net)	1 Call	Number of calls of the mobile telephone service originating from the provider's customers and terminating at the provider's own customers of the mobile telephone service. Excludes traffic to short and non-geographic numbers (e.g. services of the 1xyz numbering range and services of the 600, 700 and 800 ranges).
III.4.2.2	To other national MTS providers (off-net)	1 Call	Number of calls of the mobile telephone service originating from the provider's customers and terminating at other providers' customers of the mobile telephone service, including mobile virtual network operators (MVNOs). Excludes traffic to short and non-geographic numbers (e.g. services of the 1xyz numbering range and services of the 600, 700 and 800 ranges).
III.4.2.3	To national FTS providers	1 Call	Number of calls of the mobile telephone service originating from the provider's customers and terminating at customers of the fixed telephone service. Includes traffic originating on the provider's mobile network and destined to the provider's own fixed network. Excludes traffic to short and non-geographic numbers (e.g. services of the 1xyz numbering range and services of the 600, 700 and 800 ranges).
III.4.2.4	To short and non-geographic numbers	1 Call	Number of calls originating from the provider's customers of the mobile telephone service and terminating at short numbers and numbers with 800, 802, 808, 809, 884, 707, 708, 760, 761 and 762 prefixes.
III.4.2.5	To international networks	1 Call	Number of calls of the mobile telephone service originating from the provider's customers and terminating in other countries. All the communications to international prefixes, whether fixed or mobile, and other services must be included. Communications made in international roaming are excluded.

III.4.3.	Number of INCOMING voice minutes - terminated by the provider	1 Minute	<p>Traffic terminating at the provider's customers of the mobile telephone service, measured in number of minutes. Includes traffic from national (provider's own fixed and mobile networks or as a third-party carrier) and international sources.</p> <p>The traffic originating from mobile virtual network operators (MVNOs) must be reported in this indicator and in the sub-indicator III.4.3.4. and not in the other sub-indicators.</p> <p>Communications made in international roaming are excluded.</p> <p>The communications received by customers of MVNO providers must be reported by the MVNO.</p> <p>The above specifications apply to the sub-indicators.</p> <p>This indicator is not a totalizer.</p>
	(of which)	(does not require completion)	Not an indicator. Does not require completion.
III.4.3.1	From other national providers (off-net) - MEO	1 Minute	[of which] originating from the MEO provider.
III.4.3.1.1	(of which) With national origin	1 Minute	[of which] originating from Portugal.
III.4.3.1.2	(of which) Originating from countries of the European Economic Area (EEA)	1 Minute	[of which] Originating from countries of the European Economic Area (EEA)
III.4.3.1.3	(of which) Originating from countries outside the EEA	1 Minute	[of which] Originating from countries outside the EEA.
III.4.3.2	From other national providers (off-net) - Vodafone	1 Minute	[of which] originating from the Vodafone provider.
III.4.3.2.1	(of which) With national origin	1 Minute	[of which] originating from Portugal.
III.4.3.2.2	(of which) Originating from countries of the European Economic Area (EEA)	1 Minute	[of which] Originating from countries of the European Economic Area (EEA)

III.4.3.2.3	(of which) Originating from countries outside the EEA	1 Minute	[of which] Originating from countries outside the EEA.
III.4.3.3	From other national providers (off-net) - NOS	1 Minute	[of which] originating from the NOS provider.
III.4.3.3.1	(of which) With national origin	1 Minute	[of which] originating from Portugal.
III.4.3.3.2	(of which) Originating from countries of the European Economic Area (EEA)	1 Minute	[of which] Originating from countries of the European Economic Area (EEA)
III.4.3.3.3	(of which) Originating from countries outside the EEA	1 Minute	[of which] Originating from countries outside the EEA.
III.4.3.4	From other national providers	1 Minute	Number of minutes terminating at the provider's customers of the mobile telephone service originating from the other national providers not included in indicators III.4.3.1, III.4.3.2, III.4.3.3.
III.4.3.4.1	(of which) With national origin	1 Minute	[of which] originating from Portugal.
III.4.3.4.2	(of which) Originating from countries of the European Economic Area (EEA)	1 Minute	[of which] originating from countries of the European Economic Area (EEA).
III.4.3.4.3	(of which) Originating from countries outside the EEA	1 Minute	[of which] originating from countries outside the European Economic Area.
III.4.3.5	From providers of international networks	1 Minute	Number of minutes terminating at the provider's customers of the mobile telephone service originating from providers of other countries (fixed, mobile or other services). Communications made in international roaming are excluded.
III.4.3.5.1	(of which) Originating from countries of the European Economic Area (EEA)	1 Minute	[of which] originating from countries of the European Economic Area (EEA).
III.4.3.5.2	(of which) Originating from countries outside the EEA	1 Minute	[of which] originating from countries outside the European Economic Area.
III.4.4.	Traffic of the mobile telephone service in international roaming	(does not require completion)	Not an indicator. Does not require completion.

III.4.4.1	Number of minutes of voice communications in international Roaming - OUT	1 Minute	Effective time of communications carried out by customers of national providers, using the service(s) of foreign provider(s), when outside of Portugal.
III.4.4.2	Number of calls of voice communications in international Roaming - OUT	1 Call	Total communications carried out by customers of national providers, using the service(s) of foreign provider(s), when outside of Portugal.
III.4.4.3	Number of written messages, outside of Portugal (Roaming OUT)	1 SMS	Total number of written messages sent and received abroad by a customer of a national provider, while outside of Portugal, regardless of the destination (the provider of international roaming, another MTS provider, FTS, national or international).
III.4.4.4	Volume of Internet access, outside of Portugal (Roaming OUT)	GB	Volume of traffic relative to Internet access carried out by the provider's customer, while outside of Portugal, through the network of a provider of the country in question, measured in gigabytes (GB).
III.4.4.5	Number of minutes of voice communications in international Roaming - IN	1 Minute	Effective time of communications carried out in Portugal by customers of foreign providers, using the service of the national provider.
III.4.4.6	Number of calls of voice communications in international Roaming - IN	1 Call	Voice communications carried out in Portugal by customers of foreign providers, using the service of the national provider.
III.4.4.7	Number of written messages in Roaming IN	1 SMS	Total number of written messages sent and received in Portugal, regardless of the destination (the provider of international roaming, another MTS provider, FTS, national or international).
III.4.4.8	Volume of Internet access in Roaming IN	GB	Volume of traffic relative to broadband Internet access carried out in Portugal using the provider's service by customers of foreign providers, measured in gigabytes (GB).
III.4.5	Traffic of messages (SMS)	(does not require completion)	Not an indicator. Does not require completion.
III.4.5.1	Traffic of sent messages (SMS)	1 SMS	Total number of written messages created by the user of the service and sent through the latter's provider ('person-to-person'). The SMS messages traditionally commercialised within the scope of the mobile telephone service must be reported in this indicator. The messages sent by computers, machines or applications are excluded.

			Communications made in international roaming are excluded.
III.4.5.2	Value-added services based on sending of messages	1 SMS	Value-added text messages sent. "Value-added services based on message sending shall be deemed to mean information society services provided through a message supported on electronic communications services which imply an immediate or delayed payment from the consumer of a value which is added to the price of the electronic communications service, in return for the provision of the transmitted contents, namely for the information service, entertaining service, or other." (Cf. No. 2 of article 2 of Decree-Law No. 177/99, of 21 May, as amended by Decree-Law No. 8/2013, of 18 January). Covers all the forms of message sending within the scope of the definition above.
III.4.5.3	Number of terminated text messages (SMS)	1 SMS	Total number of text messages terminated by the provider.
III.5	PS data traffic originating on the mobile networks	GB	Packet-Switched (PS) data traffic originating on the provider's network in gigabytes (GB).
III.5.1	(of which) Internet access traffic	GB	[of which] Traffic relative to Internet access in gigabytes (GB). Refers to PS (packet-switched) traffic volume originating on the network relative to the volume of PDP (Packet Data Protocol) sessions of APN Internet access, measured in gigabytes (GB).
III.5.1.1	(of which) Internet access traffic with connection through PC/tablet/pen/router	GB	[of which] Traffic with specific connection through plans associated to PC/tablet/pen/router (the definition is that contained in I.6.3.3.1), in gigabytes (GB). Traffic associated to services provided at a fixed location is excluded.

IV. REVENUES		(does not require completion)	<p>Total revenues in Euros, net of discounts and accumulated over the quarters (from the beginning of the year).</p> <p>Relevant income considered for the purposes of payment of the annual fee due for the exercise of the activity of supplier of electronic communication networks and services (sub-paragraph b) of No. 1 of article 105 of Law No. 5/2004) should be reported as revenues, according to the interpretative circular regarding the definition of relevant revenues directly connected with the electronic communications activity (Official Letter ANACOM-S038780/2012 of 01.06.2012). However, the following deductions do not apply:</p> <ul style="list-style-type: none"> - The revenues of the provision of the service to Group entities with respect to electronic communications must not be excluded. - The revenues of universal service provision and of services regarding which the direct compensation of the State is expected must not be excluded. <p>It is important to stress that this information is collected for statistical purposes and not for the purposes of payment of fees.</p> <p>The above specifications apply to the following sub-indicators.</p> <p>This indicator does not require completion.</p>
IV.1	Revenues from services provided to end customers	1 Euro (net of discounts)	<p>Revenues generated by end customers of the provider (i.e. excluding wholesale revenues).</p> <p>All the indicators include, when applicable, roaming out revenues.</p> <p>This indicator is not a totalizer of the following sub-indicators, although the above specifications apply to the sub-indicators.</p> <p>The following sub-indicators are not necessarily complementary.</p>
IV.1.ro	(of which) Roaming our revenues	1 Euro (net of discounts)	The revenues directly attributable to roaming out, including the 'surcharges' associated to

			<p>RLAH (if any) must be reported in this indicator.</p> <p>In the cases in which the revenues are not directly attributable, for example when there is no price directly associated to the service (i.e. subscription of a bundle), those revenues must be imputed to the service/offer in question and not reported in this indicator.</p> <p>The roaming out revenues shall also and simultaneously be reported in the other indicators of retail revenues, whenever applicable.</p>
IV.1.1	Revenues from telephone service at a fixed location directly attributable	1 Euro (net of discounts)	<p>Revenues from telephone service not commercialised within the scope of a bundle of services.</p> <p>Includes revenues from optional tariffs (e.g. traffic additives), including those 'additives' acquired by subscribers of bundles of services. In other words, includes additional revenues not included in the subscriptions of the mentioned bundles.</p>
IV.1.2	Revenues from nomadic VoIP service	1 Euro (net of discounts)	<p>Revenues from nomadic VoIP services not commercialised within the scope of a bundle of services.</p>
IV.1.3	Revenues from the Internet access service at a fixed location directly attributable	1 Euro (net of discounts)	<p>Revenues from the Internet access service (IAS) at a fixed location not commercialised within the scope of a bundle of services.</p> <p>Includes revenues from optional tariffs (e.g. traffic additives), including those 'additives' acquired by subscribers of bundles of services. In other words, includes additional revenues not included in the subscriptions of the mentioned bundles.</p>
IV.1.4	Revenues from subscription TV signal distribution services directly attributable	1 Euro (net of discounts)	<p>Revenues from subscription television signal distribution service not commercialised within the scope of a bundle of services.</p> <p>Includes optional tariff revenues, including bundles of channels or premium channels acquired by subscribers of bundles of services whose price is not included in the subscription of the bundle. In other words, includes additional revenues not included in the subscriptions of the mentioned bundles.</p>
IV.1.5	Revenues from mobile services directly attributable	1 Euro (net of discounts)	<p>Total revenues from provision of mobile telephone service not commercialised within the scope of a bundle of services. Must include the respective retail revenues of the access, voice, data and roaming out services.</p> <p>In particular, includes all the revenues from exclusive offers comprising one or more mobile</p>

			<p>services (i.e. voice, messages, Internet access, data transmission, etc.).</p> <p>Also includes the revenues from optional tariffs (e.g. traffic 'additives'), including those 'additives' acquired by subscribers of bundles of services, i.e. includes additional revenues not included in the subscriptions of the mentioned bundles.</p> <p><u>Includes the monthly charges of additional mobile cards included in bundled offers.</u></p> <p>This indicator is not a totalizer of the following sub-indicators, although the above specifications apply to the following sub-indicators.</p>
IV.1.5.1	(of which) Revenues from M2M services	1 Euro (net of discounts)	[of which] Revenues from M2M services.
IV.1.5.2	(of which) Revenues from voice services	1 Euro (net of discounts)	[of which] Revenues directly attributable to voice services.
IV.1.5.3	(of which) Revenues from SMS	1 Euro (net of discounts)	[of which] Revenues directly attributable to text messages - SMS.
IV.1.5.4	(of which) Revenues from mobile data services	1 Euro (net of discounts)	[of which] Revenues directly attributable to data transmission services (e.g. use of the mobile portal, videocalls, mobile TV and corporate services).
IV.1.5.4.1	(of which) Revenues from Internet access	1 Euro (net of discounts)	[of which] Revenues directly attributable to the use of the Internet access service (access and traffic).
IV.1.6	Revenues from services commercialised in bundles	1 Euro (net of discounts)	<p>See above, in indicator II.2, the definition of bundle.</p> <p>The subscriptions of the bundles must be considered.</p> <p><u>Excludes the monthly charges of additional mobile cards included in bundled offers that must be reported in the indicators associated to mobile services (IV.1.5 et seq.)</u></p> <p>Revenues from consumptions or additional provisions not included in the subscription, (e.g. additives for voice/data/SMS, additional traffic not included in the monthly charge, bundles of channels and premium channels), which will be reported as revenues directly attributable to the services in question (IV.1.1 to IV.1.5 or IV.1.7), are excluded.</p> <p><u>Excludes the separately identifiable revenues associated to distribution/transmission of Over-the-Top (OTT) services (including audiovisual services on request), which</u></p>

			<u>must be reported in IV.1.7.</u> This indicator is not a totalizer of the following sub-indicators, although the above specifications apply to the following sub-indicators.
	(of which)	(does not require completion)	Not an indicator. Does not require completion.
IV.1.6.1	2P	1 Euro (net of discounts)	Revenues from double play (2P) service bundles.
IV.1.6.2	3P	1 Euro (net of discounts)	Revenues from triple play (3P) service bundles.
IV.1.6.3	4P	1 Euro (net of discounts)	Revenues from quadruple play (4P) service bundles.
IV.1.6.4	5P	1 Euro (net of discounts)	Revenues from quintuple play (5P) service bundles.
IV.1.7	Other revenues	1 Euro (net of discounts)	Other revenues from electronic communications that are not included in the previous indicators. Includes separately identifiable revenues associated to distribution/transmission of OTT (including audiovisual services on request), but excludes the simple invoicing of third party services by option of the customer. This understanding applies, among others, to the separately identifiable revenues from audiovisual services on request associated to bundled services. The revenues reported here must be described in note form.
IV.2	Revenues from services provided to wholesale customers of mobile network customers	1 Euro (net of discounts)	Revenues from the provision of services to other operators and providers, within the scope of access and interconnection. Wholesale customers are all the operators and providers of electronic communication services using such services as intermediate consumption of electronic communication services of which they are the providers. These services may be used to develop their own network and/or as support for the supply of other electronic communication services sold downstream to their end customers, e.g. resale of traffic. This indicator is not a totalizer of the following sub-indicators, although the above specifications apply to the sub-indicators whenever the respective definition is not different.
	(of which)	(does not require completion)	Not an indicator. Does not require completion.

IV.2.1	Revenues from access services provided to MVNO	1 Euro (net of discounts)	Revenues from the operator's network access services, provided to the MVNO (Cf. Regulatory environment of the activity of the virtual mobile operators (MVNO), adopted by Determination of the Board of Directors of ANACOM of 9 February 2007.
IV.2.2	Revenues from other services provided to MVNO	1 Euro (net of discounts)	Revenues associated to the provision of other services to MVNO, namely outsourcing services.
IV.2.3	Revenues from voice termination	1 Euro (net of discounts)	Revenues from voice traffic terminating at the provider's customers of the mobile telephone service. Includes traffic revenues from national (provider's own fixed and mobile networks or as a third party carrier) and international sources. Revenues from data, SMS and international roaming services are excluded. The revenues from traffic originating in mobile virtual network operators (MVNO) must be reported in this indicator and not in the sub-indicators below. This indicator is not a totalizer of the following sub-indicators, although the above specifications apply to the sub-indicators.
IV.2.3.1	(of which) From other national providers (off-net) - MEO	1 Euro (net of discounts)	[of which] originating from the MEO provider.
IV.2.3.1.1	(of which) With national origin	1 Euro (net of discounts)	[of which] originating from Portugal.
IV.2.3.1.2	(of which) Originating from countries of the European Economic Area (EEA)	1 Euro (net of discounts)	[of which] originating from countries of the European Economic Area.
IV.2.3.1.3	(of which) Originating from countries outside the EEA	1 Euro (net of discounts)	[of which] originating from countries outside the European Economic Area.
IV.2.3.2	(of which) From other national providers (off-net) - Vodafone	1 Euro (net of discounts)	[of which] originating from the Vodafone provider.
IV.2.3.2.1	(of which) With national origin	1 Euro (net of discounts)	[of which] originating from Portugal.
IV.2.3.2.2	(of which) Originating from countries of the European Economic Area (EEA)	1 Euro (net of discounts)	[of which] originating from countries of the European Economic Area.
IV.2.3.2.3	(of which) Originating from countries outside the EEA	1 Euro (net of discounts)	[of which] originating from countries outside the European Economic Area.

IV.2.3.3	(of which) From other national providers (off-net) - NOS	1 Euro (net of discounts)	[of which] originating from the NOS provider.
IV.2.3.3.1	(of which) With national origin	1 Euro (net of discounts)	[of which] originating from Portugal.
IV.2.3.3.2	(of which) Originating from countries of the European Economic Area (EEA)	1 Euro (net of discounts)	[of which] originating from countries of the European Economic Area.
IV.2.3.3.3	(of which) Originating from countries outside the EEA	1 Euro (net of discounts)	[of which] originating from countries outside the European Economic Area.
IV.2.3.4	(of which) From other national providers	1 Euro (net of discounts)	Revenues from voice traffic terminating at the provider's customers of the mobile telephone service originating from the other national providers not included in indicators III.4.3.1, III.4.3.2 and III.4.3.3.
IV.2.3.4.1	(of which) With national origin	1 Euro (net of discounts)	[of which] originating from Portugal.
IV.2.3.4.2	(of which) Originating from countries of the European Economic Area (EEA)	1 Euro (net of discounts)	[of which] originating from countries of the European Economic Area (EEA).
IV.2.3.4.3	(of which) Originating from countries outside the EEA	1 Euro (net of discounts)	[of which] originating from countries outside the European Economic Area.
IV.2.3.5	(of which) from international network providers	1 Euro (net of discounts)	Revenues from voice traffic terminating at the provider's customers of the mobile telephone service originating from providers of other countries (fixed, mobile or other services).
IV.2.3.5.1	(of which) Originating from countries of the European Economic Area (EEA)	1 Euro (net of discounts)	[of which] originating from countries of the European Economic Area.
IV.2.3.5.2	(of which) Originating from countries outside the EEA	1 Euro (net of discounts)	[of which] originating from countries outside the European Economic Area.
IV.2.4	Roaming in revenues	1 Euro (net of discounts)	Roaming in revenues.

ANNEX 3 - Quarterly questionnaire on high-speed electronic communication networks at a fixed location⁸

A) Own infrastructure

NUTS I	NUTS II	NUTS III	Code of parish ¹¹	<u>No. of cabled households and non-residential or mixed buildings⁴</u> <u>(Unit: 1 household/1 building)</u>				<u>No. of customers of services supported over high-speed fixed networks⁵</u>		Comments
				<u>FTTH / B¹</u>	<u>FTTN + VDSL²</u>	<u>HFC³</u>	<u>Other optical fibre configurations</u>	<u>No. of Residential Customers⁶</u> <u>(Unit: 1 customer)</u>	<u>No. of Non-Residential Customers⁷</u> <u>(Unit: 1 customer)</u>	
			(add as many rows as necessary)							

B) Shared infrastructure

NUTS I	NUTS II	NUTS III	Code of parish ¹¹	<u>FTTH / B</u> ¹		<u>FTTN + VDSL</u> ²		<u>HFC</u> ³		Other optical fibre configurations	
				<u>No. of cabled households and non-residential or mixed buildings⁴ served by infrastructure shared with other operators⁹ (Unit: 1 household/1 building)</u>	<u>Operators with which infrastructure is shared¹⁰</u>	<u>No. of cabled households and non-residential or mixed buildings⁴ served by infrastructure shared with other operators⁹ (Unit: 1 household/1 building)</u>	<u>Operators with which infrastructure is shared¹⁰</u>	<u>No. of cabled households and non-residential or mixed buildings⁴ served by infrastructure shared with other operators⁹ (Unit: 1 household/1 building)</u>	<u>Operators with which infrastructure is shared¹⁰</u>	<u>No. of cabled households and non-residential or mixed buildings⁴ served by infrastructure shared with other operators⁹ (Unit: 1 household/1 building)</u>	<u>Operators with which infrastructure is shared¹⁰</u>
			(add as many rows as necessary)								

Definitions

No.	Concept	Description
1	FTTH / B	Fibre to the Home / Building. Households or non-residential or mixed buildings properly prepared to receive electronic communication services using optical fibre in the parish indicated (Unit: 1 household/1 non-residential building) Households should be considered where properly prepared to receive electronic communication services using optical fibre, households included in buildings with the following characteristics which are connected to the electronic communication network of the operator in question through a properly sized optical fibre cable that terminates, at least, in the following physical locations:

		<p>- Households in buildings covered by the ITED Manual, 2nd edition and 3rd edition:</p> <ul style="list-style-type: none"> • The optical fibre terminates, at least, in the multi-operator manhole (CVM) installed in the building's entrance. <p>- In the case of telecommunication infrastructures covered by the Communication Infrastructures Manual in private housing developments, urban settlements and concentrations of buildings (ITUR), 1st edition and 2nd edition:</p> <ul style="list-style-type: none"> • the optical fibre terminates, at least in the telecommunications cabinet of the development (ATU). <p>- Households included in buildings covered by the ITED Manual, 1st edition:</p> <ul style="list-style-type: none"> • The optical fibre cable terminates, at least in the operators' manhole or in the cable entry box or in the building's telecommunications cabinet (ATE). In the case of detached houses, the optical fibre cable terminates in the entry box of the detached residence (CEMU). <p>- Households covered by RITA:</p> <ul style="list-style-type: none"> • The optical fibre cable terminates, at least, in the manhole or in the cable entrance. <p>- Households included in pre-RITA buildings:</p> <ul style="list-style-type: none"> • In buildings where there is no collective telecommunications infrastructure, the optical fibre ends, at least in the building's telecommunications cabinet (ATE) to be installed preferably near the entrance of the building, or equivalent. <p>For the definition of the terms used here, reference is made to definitions and explanations contained in the ITUR Manual 2nd Edition, ITED Manual 3rd Edition, ITED Manual 2nd Edition, ITUR Manual 1st Edition, ITED Manual 1st Edition, RITA Specifications, Requirements and Technical Instructions.</p> <p>In the case of non-residential or mixed buildings, the optical fibre cable should arrive, at least, up to the cabling network of the building.</p>
2	FTTN / C + VDSL	Fibre to the Node / Cabinet + Very-high-bit-rate Digital Subscriber Line. In version VDSL2+, this standard allows the provision of high-speed services over copper pair access networks.
3	HFC	Hybrid Fibre-Coaxial Networks Regardless of the configuration of the FTTx network, access to the end customer is carried out through the coaxial cable. These networks permit the provision of high-speed services provided the EuroDOCSIS 3.0 (or equivalent) standard is installed.

4	Number of cabled non-residential or mixed buildings	Buildings which are primarily non-residential, including office, commercial, industrial, historical and educational buildings, hospitals, hotels, railway stations, etc.
5	Customers of services supported using high-speed networks	No. of customers covered, at least, by a contractual relationship in force, particularly as subscribers to a telecommunications service or a bundle of services (e.g. double play, triple play or multiple play), supported over high-speed fixed networks in each parish as at the end of the respective quarter. The address of the installation must be considered and not the billing address or head office.
6	Residential Customers	Residential customers shall be considered as any users who mostly do not use the service in question as intermediate consumption of their economic activity. Other equivalent criteria may be used, provided they are duly explained and approved by ANACOM.
7	Non-Residential Customers	Non-residential customers shall be considered as any users who mostly use the service in question as intermediate consumption of their economic activity. Regarding alternative criteria, see previous definition.
8	High-speed	Notwithstanding any definition of the market effected under the rules of the current regulatory framework for electronic communications, high-speed should be considered as transmission with a theoretical minimum of reference speed for the end user, downstream, of 30 Mbps (cf. limit mentioned in the COCOM questionnaire "CoCom Broadband Market Data Exercise").
9	Households and non-residential or mixed buildings cabled in partnership with another operator	The number of cabled households and non-residential or mixed buildings served by infrastructure of third parties but whose use of rights was assigned to the provider should be reported here.
10	Operators with which infrastructure is shared	Name(s) of the operator(s) that assigned the rights of use of the cabled households/buildings reported in the previous column and number of households in question. E.g. Operator A (100 households/buildings); Operator B (200 households/buildings).
11	Code of parish	ANACOM shall provide the list of the parishes and the respective codes. In those cases in which the information is not available by parish, the same can be sent by seven-digit postal code. This field must be used for this purpose. In those exceptional cases in which the provider does not have information that allows the identification of the parish or the seven-digit postal code, the four-digit postal code may be indicated. This field must be used for this purpose.

ANNEX 4 - Quarterly questionnaire directed at holders of rights of use of numbers of the 761 and 762 ranges

Specification of the database to be sent to ANACOM

Name of file: ANACOMYYYYMMDD-[NAME OF OPERATOR] ;

First line: with header according to the second column of the following table;

Fields: according to what is referred to in the following table;

Field separator: “;”

Fields	Concept	Description
1	Num_76x	Number of the "761" or "762" range (9 digits)
2	Month_Year	Month and year in which the calls were made in the MM-YYYY format.
3	1_to_10	Number of distinct CLIs between 1 and 10 calls
4	11_to_20	Number of distinct CLIs between 11 and 20 calls
5	21_to_30	Number of distinct CLIs between 21 and 30 calls
6	31_to_40	Number of distinct CLIs between 31 and 40 calls
7	41_to_50	Number of distinct CLIs between 41 and 50 calls
8	51_to_60	Number of distinct CLIs between 51 and 60 calls
9	>60	Number of distinct CLIs with more than 60 calls
10	Total_Calls	Total calls for the number identified in field 1.

ANNEX 5 - Quarterly questionnaire on fixed broadband accesses

No.	Indicators	Indicator at the end of half-year X
1a.	Number of broadband Internet retail lines, by type of access technology and by class of service (defined in terms of downstream speed)	

1a.1	Number of xDSL accesses, by class of service
1a.1.1	144 Kbps < Speed < 2 Mbps
1a.1.2	2 Mbps
1a.1.3	2 Mbps < Speed < 10 Mbps
1a.1.4	10 Mbps
1a.1.5	10 Mbps < Speed < 20 Mbps
1a.1.6	20 Mbps <= Speed < 30 Mbps
1a.1.7	30 Mbps <= Speed < 50 Mbps
1a.1.8	50 Mbps <= Speed < 100 Mbps
1a.1.9	Speed => 100 Mbps
1a.2	Number of accesses via cable modem (including HFC)
1a.2.1	144 Kbps < Speed < 2 Mbps
1a.2.2	2 Mbps
1a.2.3	2 Mbps < Speed < 10 Mbps
1a.2.4	10 Mbps
1a.2.5	10 Mbps < Speed < 20 Mbps
1a.2.6	20 Mbps <= Speed < 30 Mbps
1a.2.7	30 Mbps <= Speed < 50 Mbps
1a.2.8	50 Mbps <= Speed < 100 Mbps
1a.2.9	100 Mbps <= Speed < 400 Mbps
1a.2.10	400 Mbps <= Speed < 1 Gbps
1a.2.11	Speed => 1 Gbps
1a.3	Number of accesses over optical fibre (FTTH/B).
1a.3.1	144 Kbps < Speed < 2 Mbps
1a.3.2	2 Mbps
1a.3.3	2 Mbps < Speed < 10 Mbps
1a.3.4	10 Mbps
1a.3.5	10 Mbps < Speed < 20 Mbps
1a.3.6	20 Mbps <= Speed < 30 Mbps
1a.3.7	30 Mbps <= Speed < 50 Mbps
1a.3.8	50 Mbps <= Speed < 100 Mbps
1a.3.9	100 Mbps <= Speed < 400 Mbps

1a.3.10	400 Mbps <= Speed < 1 Gbps	
1a.3.11	Speed => 1 Gbps	
1a.4	Number of mobile accesses (using GSM/UMTS/LTE) at a fixed location	
1a.4.1	144 Kbps < Speed < 2 Mbps	
1a.4.2	2 Mbps	
1a.4.3	2 Mbps < Speed < 10 Mbps	
1a.4.4	10 Mbps	
1a.4.5	10 Mbps < Speed < 20 Mbps	
1a.4.6	20 Mbps <= Speed < 30 Mbps	
1a.4.7	30 Mbps <= Speed < 50 Mbps	
1a.4.8	50 Mbps <= Speed < 100 Mbps	
1a.4.9	100 Mbps <= Speed < 400 Mbps	
1a.4.10	400 Mbps <= Speed < 1 Gbps	
1a.4.11	Speed => 1 Gbps	
1a.5	Number of accesses using other technologies (Specify. (add as many rows as necessary))	
1a0.50.1	144 Kbps < Speed < 2 Mbps	
1a0.50.2	2 Mbps	
1a.5.3	2 Mbps < Speed < 10 Mbps	
1a.5.4	10 Mbps	
1a.5.5	10 Mbps < Speed < 20 Mbps	
1a.5.6	20 Mbps <= Speed < 30 Mbps	
1a.5.7	30 Mbps <= Speed < 50 Mbps	
1a.5.8	50 Mbps <= Speed < 100 Mbps	
1a.5.9	100 Mbps <= Speed < 400 Mbps	
1a.5.10	400 Mbps <= Speed < 1 Gbps	
1a.5.11	Speed => 1 Gbps	

ANNEX 6 - Annual Questionnaire

I. INVESTMENT IN ELECTRONIC COMMUNICATIONS

Unit: Euros

	INVESTMENT IN ELECTRONIC COMMUNICATIONS ¹	End of year	Comments
I.1	Investment in electronic communications		
I.1.1	of which, investment in the fixed telecommunications network ²		
I.1.1.1	of which, investment in optical fibre networks		

II. HIGH QUALITY ACCESSES³

Unit: Euros

II.1	Revenues ⁴	End of year	Comments
II.1.1	High Quality Accesses Retail Revenues ^{5,7}		
II.1.2	High Quality Accesses Wholesale Revenues ^{6,8}		
II.1.3	Total High Quality Accesses Revenues		

II.2	Activity Indicators ⁹	Unit	End of year	Comments
II.2.1	Number of High Quality Accesses Retail Customers	1 customer		
II.2.2	Number of High Quality Accesses Wholesale Customers	1 customer		
II.2.3	Number of High Quality Accesses to Retail Customers by capacity (National)	1 line		
II.2.3.1	Analogue	1 line		
II.2.3.2	Digital	1 line		
II.2.3.2.1	≤ 2 Mbps	1 line		
II.2.3.2.2]2;155] Mbps	1 line		
II.2.3.2.3	> 155 Mbps	1 line		
II.2.4	Number of High Quality Accesses to Retail Customers (International)	1 line		
II.2.5	Number of High Quality Accesses to Wholesale Customers by capacity (National)	1 line		
II.2.5.1	Analogue	1 line		
II.2.5.2	Digital	1 line		
II.2.5.2.1	≤ 2 Mbps	1 line		
II.2.5.2.2]2;155] Mbps	1 line		
II.2.5.2.3	> 155 Mbps	1 line		
II.2.6	Number of High Quality Accesses to Wholesale Customers (International)	1 line		

III. FIXED TELEPHONE SERVICE (FTS)

III.1.	Revenues ⁴ and Customers	Unit	End of year	Comments
III.1.1	Total FTS wholesale revenues (in Euros, excluding VAT and discounts) ⁶	1 Euro		
III.1.2	Non/residential customers with multiple locations ¹⁰	1 customer		
III.1.2.1	Of which include operator's own indirect accesses	1 customer		

III.2.	Fixed Interconnections			
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III.2.1	Traffic (minutes)	Unit	End of year	Comments
III.2.1.1	Origination (voice)			
III.2.1.1.1	Origination for call-to-call pre-selection/selection services	1 minute		
III.2.1.1.2	Origination for short and non-geographic numbers	(Does not require completion)		
III.2.1.1.2.1	For provider's own short and non-geographic numbers (total) (this traffic does not generate wholesale revenue)	1 minute		
III.2.1.1.2.1.1	Of which for the 760X range	1 minute		
III.2.1.1.2.1.2	Of which for the 707 and 708 range	1 minute		
III.2.1.1.2.1.3	Of which for the 800 range	1 minute		
III.2.1.1.2.1.4	Of which for the 808 and 809 range	1 minute		
III.2.1.1.2.2	For short and non-geographic numbers of group providers (total)	1 minute		
III.2.1.1.2.2.1	Of which for the 760X range	1 minute		
III.2.1.1.2.2.2	Of which for the 707 and 708 range	1 minute		
III.2.1.1.2.2.3	Of which for the 800 range	1 minute		
III.2.1.1.2.2.4	Of which for the 808 and 809 range	1 minute		
III.2.1.1.2.3	For short and non-geographic nos. of other providers (total)	1 minute		
III.2.1.1.2.3.1	Of which for the 760X range	1 minute		
III.2.1.1.2.3.2	Of which for the 707 and 708 range	1 minute		
III.2.1.1.2.3.3	Of which for the 800 range	1 minute		
III.2.1.1.2.3.4	Of which for the 808 and 809 range	1 minute		
III.2.1.1.2.4	Percentage of total origination traffic delivered using an IP interconnection	%		
III.2.1.2	Termination (total)	1 minute		
III.2.1.2.1	Percentage of total terminated origination traffic using an IP interconnection	%		
III.2.1.2.2	Of calls originated in other national providers (total)	1 minute		
III.2.1.2.2.1	(of which) With national origin	1 minute		
III.2.1.2.2.1.1	(of which) originating on the MEO network	1 minute		
III.2.1.2.2.2	(of which) Originating from countries of the European Economic Area (EEA)	1 minute		
III.2.1.2.2.2.1	(of which) originating on the MEO network	1 minute		
III.2.1.2.2.3	(of which) Originating from countries outside the EEA	1 minute		
III.2.1.2.2.3.1	(of which) originating on the MEO network	1 minute		
III.2.1.2.3	From providers of international networks	1 minute		

III.2.1.2.3.1	Percentage of total terminated international traffic using an IP interconnection	%		
III.2.1.2.3.2	(of which) Originating from countries of the European Economic Area (EEA)	1 minute		
III.2.1.2.3.3	(of which) Originating from countries outside the EEA	1 minute		
III.2.1.3	Revenue-sharing System	(does not require completion)		
III.2.1.3.1	Of calls relative to other special services	1 minute		
III.2.1.4	Transit	1 minute		
III.2.1.4.1	Transit of national traffic	1 minute		
III.2.1.4.2	Transit of inbound international traffic destined to another national operator	1 minute		
III.2.1.4.3	Transit of outbound international traffic destined to international networks	1 minute		
III.2.1.4.4	Percentage of total traffic using an IP interconnection	%		

III.2.2	Traffic (calls)	Unit	End of year	Comments
III.2.2.1	Origination (voice)			
III.2.2.1.1	Origination for call-to-call pre-selection/selection services	1 call		
III.2.2.1.2	Origination for short and non-geographic numbers	(Does not require completion)		
III.2.2.1.2.1	For provider's own short and non-geographic numbers (total) (this traffic does not generate wholesale revenue)	1 call		
III.2.2.1.2.1.1	Of which for the 760X range	1 call		
III.2.2.1.2.1.2	Of which for the 707 and 708 range	1 call		
III.2.2.1.2.1.3	Of which for the 800 range	1 call		
III.2.2.1.2.1.4	Of which for the 808 and 809 range	1 call		
III.2.2.1.2.2	For short and non-geographic numbers of group providers (total)	1 call		
III.2.2.1.2.2.1	Of which for the 760X range	1 call		
III.2.2.1.2.2.2	Of which for the 707 and 708 range	1 call		
III.2.2.1.2.2.3	Of which for the 800 range	1 call		
III.2.2.1.2.2.4	Of which for the 808 and 809 range	1 call		
III.2.2.1.2.3	For short and non-geographic numbers of other providers (total)	1 call		
III.2.2.1.2.3.1	Of which for the 760X range	1 call		
III.2.2.1.2.3.2	Of which for the 707 and 708 range	1 call		
III.2.2.1.2.3.3	Of which for the 800 range	1 call		
III.2.2.1.2.3.4	Of which for the 808 and 809 range	1 call		
III.2.2.1.2.4	Percentage of total origination traffic delivered using an IP interconnection	%		
III.2.2.2	Termination (total)	1 call		
III.2.2.2.1	Percentage of total terminated origination traffic using an IP interconnection	%		
III.2.2.2.2	Of calls originated in other national providers (total)	1 call		
III.2.2.2.2.1	(of which) With national origin	1 call		
III.2.2.2.2.1.1	(of which) originating on the MEO network	1 call		
III.2.2.2.2.2	(of which) Originating from countries of the European Economic Area (EEA)	1 call		
III.2.2.2.2.2.1	(of which) originating on the MEO network	1 call		
III.2.2.2.2.3	(of which) Originating from countries outside the EEA	1 call		
III.2.2.2.2.3.1	(of which) originating on the MEO network	1 call		
III.2.2.2.3	From providers of international networks	1 call		

III.2.2.2.3.1	Percentage of total terminated international traffic using an IP interconnection	%		
III.2.2.2.3.2	(of which) Originating from countries of the European Economic Area (EEA)	1 call		
III.2.2.2.3.3	(of which) Originating from countries outside the EEA	1 call		

III.2.2.3	Revenue-sharing System	(does not require completion)		
III.2.2.3.1	Termination of calls relative to other special services	1 call		
III.2.2.4	Transit	1 call		
III.2.2.4.1	Transit of national traffic	1 call		
III.2.2.4.2	Transit of inbound international traffic destined to another national operator	1 call		
III.2.2.4.3	Transit of outbound international traffic destined to international networks	1 call		
III.2.2.4.4	Percentage of total traffic using an IP interconnection	%		

III.2.3	Wholesale Revenues (Euros)⁶	Unit	End of year	Comments
III.2.3.1	Origination (voice)			
III.2.3.1.1	Origination for call-to-call pre-selection/selection services	1 Euro		
III.2.3.1.2	Origination for short and non-geographic numbers	(Does not require completion)		
III.2.3.1.2.1	For short and non-geographic numbers of group providers (total)	1 Euro		
III.2.3.1.2.1.1	Of which for the 760X range	1 Euro		
III.2.3.1.2.1.2	Of which for the 707 and 708 range	1 Euro		
III.2.3.1.2.1.3	Of which for the 800 range	1 Euro		
III.2.3.1.2.1.4	Of which for the 808 and 809 range	1 Euro		
III.2.3.1.2.2	For short and non-geographic numbers of other providers (total)	1 Euro		
III.2.3.1.2.2.1	Of which for the 760X range	1 Euro		
III.2.3.1.2.2.2	Of which for the 707 and 708 range	1 Euro		
III.2.3.1.2.2.3	Of which for the 800 range	1 Euro		
III.2.3.1.2.2.4	Of which for the 808 and 809 range	1 Euro		
III.2.3.1.2.3	Percentage of total revenues from origination associated to traffic using an IP interconnection	%		
III.2.3.2	Termination (total)	1 Euro		
III.2.3.2.1	Percentage of total revenues from terminated traffic using an IP interconnection	%		
III.2.3.2.2	Of calls originated in other national providers (total)	1 Euro		
III.2.3.2.2.1	(of which) With national origin	1 Euro		
III.2.3.2.2.1.1	(of which) originating on the MEO network	1 Euro		
III.2.3.2.2.2	(of which) Originating from countries of the European Economic Area (EEA)	1 Euro		
III.2.3.2.2.2.1	(of which) originating on the MEO network	1 Euro		
III.2.3.2.2.3	(of which) Originating from countries outside the EEA	1 Euro		
III.2.3.2.2.3.1	(of which) originating on the MEO network	1 Euro		
III.2.3.2.3	From providers of international networks	1 Euro		
III.2.3.2.3.1	Percentage of total revenues from terminated international traffic using an IP interconnection	%		
III.2.3.2.3.2	(of which) With national origin	1 Euro		
III.2.3.2.3.3	(of which) Originating from countries of the European Economic Area (EEA)	1 Euro		

III.2.3.2.3.4	(of which) Originating from countries outside the EEA	1 Euro		
III.2.3.3	Revenue-sharing System	(does not require completion)		
III.2.3.2.1	Termination of calls relative to other special services	1 Euro		
III.2.3.4	Transit	1 Euro		
III.2.3.4.1	Transit of national traffic	1 Euro		
III.2.3.4.2	Transit of inbound international traffic destined to another national operator	1 Euro		
III.2.3.4.3	Transit of outbound international traffic destined to international networks	1 Euro		
III.2.3.4.4	Percentage of total revenues associated to traffic using an IP interconnection	%		

IV. NON-GEOGRAPHIC NUMBERS and SHORT NUMBERS

			Unit: Euros	
IV.1	Revenues from non-geographic numbers ⁴	End of year	Comments	
IV.1.1	Volume of Revenues (net of discounts and VAT, in Euros) associated to non-geographic numbers¹¹			
IV.1.1.1	(of which) Volume of retail revenues ⁵			
IV.1.1.2	(of which) Volume of Revenues from customers of the non-geographic number ¹²			
IV.1.2	Volume of Revenues (net of discounts, payments to customers of the non-geographic number and VAT, in Euros) associated to non-geographic numbers¹³			

IV.2	Traffic in minutes of non-geographic numbers and short numbers	Unit	End of year	Comments
IV.2.1	Originated voice communications with response / OUTGOING of the fixed telephone service	(does not require completion)		
IV.2.1.1	Traffic in minutes for non-geographic numbers supported by the operator's own network ¹⁴	1 Minute		
IV.2.1.2	Traffic in minutes for short numbers supported by the operator's own network ¹⁵	1 Minute		
IV.2.2	Number of minutes of originated voice communications with response / INCOMING of the Fixed Telephone Service	(Does not require completion)		
IV.2.2.1	Traffic in minutes of other operators' customers to the operator's own non-geographic numbers ¹⁶	1 Minute		
IV.2.3	Number of minutes of originated voice communications with response / OUTGOING of the Fixed Telephone Service	(does not require completion)		
IV.2.3.1	Traffic in minutes for short numbers and non-geographic numbers supported by the operator's own network ¹⁷	1 Minute		

IV.3	Traffic in calls of non-geographic numbers and short numbers	Unit	End of year	Comments
IV.3.1	Originated voice communications with response / OUTGOING of the fixed telephone service	(does not require completion)		
IV.3.1.1	Traffic in calls to non-geographic numbers supported by the operator's own network ¹⁴	1 Call		
IV.3.1.2	Traffic in calls to short numbers supported by the operator's own network ¹⁵	1 Call		

V. INGETNET ACCESS SERVICE (IAS) at a fixed location

Unit: Euros

V.1	Revenues ⁴	End of year	Comments
V.1.1	Volume of Revenues <u>from wholesale customers</u> ⁵ of broadband Internet access		

V.2	Activity Indicators	Unit	End of year	Comments
V.2.1	Fixed broadband operator switching ¹⁸	(Does not require completion)		
V.2.1.1	Maximum time needed to terminate a contract for the best 95% of cases ¹⁹	days		
V.2.1.2	Maximum time needed to connect to the network for the best 95% of cases ²⁰	days		

V.3	Bandwidth	Unit	End of year	Comments
V.3.1	Used international Internet bandwidth (traffic) ²¹	MB		
V.3.2	Lit/equipped international Internet bandwidth ²²	MB		

VI. Mobile Internet access - 4G

		Unit	End of year	Comments
VI.1.	Number of mobile accesses effectively used to access the broadband Internet via 4G ²³	No. of mobile accesses		
VI.1.1.	of which with connection through PC/tablet/pen/router ²⁴	No. of mobile accesses		

		Unit	End of year	Comments
VI.2	DATA TRAFFIC - PS traffic originated in 4G networks ²⁵	GB		

VII. DATA TRANSMISSION SERVICE (DTS)

Unit: Euros

VII.1	Revenues ⁴	End of year	Comments
VII.1.1	DTS revenues ^{7,8,26}		

VII.2	Activity Indicators	Unit	End of year	Comments
VII.2.1	DTS ²⁶	(Does not require completion)		
VII.2.1.1	Number of data transmission service customers	1 customer		
VII.2.1.2	Total traffic generated by the data transmission service	1 GB		

VIII. SMRP/TRUNKING

		Unit	End of year	Comments
VIII.1	Number of customers	1 Customer		
VIII.2	Number of active terminals	1 Terminal		
VIII.3	Outgoing traffic-calls	1 Call		
VIII.4	Outgoing traffic-minutes	1 Minute		
VIII.5	Data traffic	(Does not require completion)		
VIII.5.1	Number of data calls (thousand)	1000 Calls		
VIII.5.2	Volume of data	1 MB		

IX. OTHER SERVICES

IX.1	Activity Indicators of Electronic Communication Public Networks	Unit	End of year	Comments
IX.1.1	Optical Fibre	(Does not require completion)		
IX.1.1.1	Total optical fibre installed in the access/distribution network	km pair		
IX.1.1.2	Total optical fibre installed in the transmission network	km pair		
IX.1.2	Coaxial Cable	(Does not require completion)		
IX.1.2.1	Total coaxial cable installed in the access/distribution network (includes hybrid fibre-coaxial accesses)	km pair		
IX.1.2.1.1	of which in hybrid fibre-coaxial accesses	km pair		
IX.1.2.2	Total coaxial cable installed in the transmission network	km pair		

Unit: Euros

IX.2	Other Revenues from Electronic Communications ⁴	End of year	Comments
IX.2.1	Other revenues from electronic communications not included in the quarterly and annual questionnaires²⁷		
IX.2.1.1	Broadcasting revenues		
IX.2.1.2	Revenues from leasing capacity		
IX.2.1.3	Other revenues		
IX.2.1.4	(Specify. Add as many rows as necessary.)		

Note	Indicator	Description
1	Investment in electronic communications	All telecommunication network investment, at technical costs, i.e. tangible and intangible fixed assets and advances to suppliers of fixed assets. License fees should be excluded.
2	Fixed network investment	Fixed network investment, at technical costs, i.e. tangible and intangible fixed assets and advances to suppliers of fixed assets. License fees should be excluded.

3	High-Quality Accesses	"High quality accesses" refer to all the means of an electronic communication public network that provide transmission capacity between two terminal points with a high level of service quality and that stand out from the accesses offered in the mass consumption market: - without contention and symmetrical speed; - with contention (up to 1:20) and symmetrical or asymmetrical speed; - without contention and asymmetrical speed.
4	Revenues	Revenues already reported in the quarterly questionnaires (of Mobile Services and of Electronic Communication Services at a fixed location and nomadic VOIP services) should not be included, except in indicator IV.1. The amount of revenue for a specific service cannot be reported in two different indicators (in order to avoid double-counting). Intra-group revenues should be included. Revenues should be reported in Euros, net of discounts and VAT and accumulated since the beginning of the year.
5	Retail Revenues	Revenue from the provision of services to retail customers. Retail customers are all end customers of this service, i.e. those who do not use the service in question as intermediate consumption of another electronic communication service.
6	Wholesale Revenues	Revenue from the provision of services <u>to other operators and providers</u> . Wholesale customers are all the operators and providers of electronic communication services using such services as intermediate consumption of electronic communication services of which they are the providers. These services may be used to develop their own network and/or as support for the supply of other electronic communication services sold downstream to their end customers, e.g. resale of traffic.
7	Retail Revenues from High Quality Accesses	Retail Revenues from High Quality Accesses should exclude revenues from retail Internet Access Services already reported in the quarterly questionnaire of electronic communication networks and services and the Data Transmission Service revenues. If it is not possible to split the revenues of the retail leased circuits from the Data Transmission Service revenues, revenues must be reported in the data transmission service indicator. It should be noted that the same revenue cannot be reported in two different indicators.
8	Retail Revenues from High Quality Accesses	If it is not possible to split the revenues of the wholesale High Quality Accesses from the Data Transmission Service revenues, revenues must be reported in the data transmission service indicator. It should be noted that the same revenue cannot be reported in two different indicators.
9	Activity Indicators of High Quality Accesses	In those situations in which the High Quality Accesses offer is made by satellite access, this ought to be duly noted.
10	Non-residential customers with multiple locations	Number of non-residential customers that have accesses in more than one fixed location. Number of non-residential customers that have various branches, establishments or buildings at different locations in which the provider ensures the offer of the telephone service at a fixed location in stand-alone mode (regardless of being provided by direct or indirect access).
11	Volume of Revenues related to non-geographic numbers	Completed by holders of non-geographic numbers. Payments made to other entities, resulting namely from interconnection costs and costs with contents or payments to customers that use the number must be included. Revenues should be net of discounts and VAT.

12	Volume of Revenues of the non-geographic number's customers	Include the revenues generated by the non-geographic number's customers (monthly fees or other revenues).
13	Volume of net Revenues related to non-geographic numbers	Completed by holders of non-geographic numbers. Include the generated net revenues. Revenues should be net of discounts, payments to customers that use the number and VAT should be deducted. Interconnection payments should be included.
14	Traffic for non-geographic numbers supported by the operator's own network	Number of minutes or calls (according to the reporting unit) of the telephone service at a fixed location originating from the provider's customers and terminating at numbers with 800, 802, 808, 809, 884, 707, 708, 760, 761 and 762 prefixes. Excludes traffic originating from public payphones. The traffic generated by direct access customers and by the provider's own indirect access customers must be reported.
15	Traffic for short numbers supported by the operator's own network	Number of minutes or calls (according to the reporting unit) of the telephone service at a fixed location originating from the provider's customers and terminating at short numbers supported by the operator's own network. "Short numbers" means numbers whose length is less than the other numbers of the NNP (9 digits), with a length ranging from three to six digits. Examples of short numbers include 112, 1414 and 116000. The codes that enable the selection of indirect access providers (call selection and pre-selection) are sometimes designated generally as "short numbers", although they are prefixes which allow selection of different number formats, networks or services, but which are not part of the number. See "short numbers" defined in the <i>Plano Nacional de Numeração</i> (National Numbering Plan), with the exception of 10xy numbers.
16	Traffic in minutes of other operators' customers to the operator's own non-geographic numbers	Number of minutes originating from other providers and terminating at short and non-geographic numbers supported by the operator's own network.
17	Traffic in minutes for short numbers and non-geographic numbers supported by the operator's own network	Number of minutes originating from the provider's customers of the mobile telephone service and terminating at short numbers and numbers with 800, 802, 808, 809, 884, 707, 708, 760, 761 and 762 prefixes.
18	Fixed broadband operator switching	These indicators are aimed at measuring how much time it takes to change operator in the fixed broadband service. These figures should target only the cases belonging to the 95 percentile in both indicators. The cases where (1) the customer requests to terminate a contract or get connected later than the standard timing proposed by the operator and (2) the process is delayed purely due to the lack of cooperation of the customer should be excluded.
19	Maximum time needed to terminate a contract	Number of calendar days needed to terminate a residential contract, starting with the initiation by the customer and ending with the termination of the contract. Terminations of binding period contracts to which discounts are associated should not be included. These figures should target only the cases belonging to the 95 percentile. The cases where (1) the customer requests to terminate a contract or get connected later than the standard timing proposed by the operator and (2) the process is delayed purely due to the lack of cooperation of the customer should be excluded.

20	Maximum time needed to get connected	<p>Maximum number of calendar days needed to connect a residential customer starting with the initiation of the process (which may be the signing of the contract) and ending with the start of the service. Time needed to terminate the old contract should not be included.</p> <p>These figures should target only the cases belonging to the 95 percentile. The cases where (1) the customer requests to terminate a contract or get connected later than the standard timing proposed by the operator and (2) the process is delayed purely due to the lack of cooperation of the customer should be excluded.</p>
21	<i>Used international Internet bandwidth (traffic)</i>	<p>In this indicator, the providers that have or offer international calls must report all the types of routed traffic during the year of reference in its international circuits, regardless of the type of support/technology used.</p> <p>If the inbound traffic exceeds the outbound traffic, only the inbound traffic must be included, and vice-versa. The reporting unit is Mbps. (In other words, the indicator in question must reflect the sum total of the bits routed in the international circuits divided by the number of seconds of the year or equivalent method).</p>
22	<i>Lit/equipped international Internet bandwidth</i>	<p>In this indicator, the providers that have or offer international gateway services must report the capacity of their international circuits at the end of the year of reference, regardless of the type of support/technology used.</p> <p>The reporting unit is Mbps.</p> <p>The reservation capacity must be excluded.</p>
23	Number of mobile accesses effectively used to access the broadband Internet via 4G	<p>Number of mobile accesses which, at the end of the year, and within the scope of the contract established with the provider, <u>effectively established PDP (Packet Data Protocol) sessions for broadband Internet access (APN) through the standard LTE, over the last 30 days</u>, i.e. they registered traffic in this period.</p> <p>Within this scope, broadband is deemed to be data communications with transmission speeds equal to or greater than 256kbps.</p>
24	Number of mobile accesses effectively used to access the broadband Internet via 4G, by using a PC/tablet/pen/router	<p>[of which] used a PC/tablet/pen/router over the last 30 days (i.e. the subscribers that used mobile terminals, that is mobile phones, smartphones, etc. are excluded)</p> <p>The accesses at a fixed location supported by a mobile network are excluded.</p> <p>With regard to the equipment used, refer to the definition of the indicator I.6.3.3.1 of the quarterly questionnaire.</p>
25	Data traffic - PS traffic originated in 4G networks	<p>Traffic (in GB) relative to Internet mobile access originated in 4G networks.</p> <p>Refers to PS (packet-switched) traffic volume originating on the LTE network relative to the volume of PDP (Packet Data Protocol) sessions of APN Internet access, measured in gigabytes (GB).</p> <p>The traffic generated in the last 6 months of the reporting period must be considered.</p>
26	Data Transmission Services	Data transmission Services through Frame Relay, IP MPLS, Ethernet, Switching, etc.
27	Other Electronic Communication Revenues	<p>Electronic communication revenues not included in other questionnaires (namely not included in the annual questionnaire) but considered in the calculation of relevant income for payment of fees, such as broadcasting revenues, revenues from leasing capacity, telex revenues, maritime mobile service revenues, etc.</p> <p>Specify (add as many rows as necessary).</p>

X. ACCESSES BY POSTAL CODE - Specifications of the database to be sent to ANACOM

Name of file: ANACOMYYYYMMDD-[NAME OF OPERATOR].txt;

First line: with header according to the second column of the following table;

fields: according to what is set out in the following table;

Field separator: “;”

Fields	Description	Specification
1	Postal Code	<p>Postal code (7 digits).</p> <p>This field must always have 7 digits.</p> <p>In occasional cases where the information on certain accesses / subscribers / households is not available with breakdown of the 7-digit postal code, the same indicator must be broken down by a 4-digit postal code and be registered with the format xxxx000.</p>
2	Number of residential customer accesses of the Fixed Broadband Internet Access Service	<p>Accesses of the Fixed Broadband Internet Access Service, of residential customers, reported in indicator I.4 of the quarterly questionnaire on electronic communication networks and services, at the end of the year ("Accesses associated to the Internet access service at a fixed location").</p> <p>Residential customer access should be considered as the access of the users who mostly do not use the service in question as intermediate consumption of their economic activity. Other equivalent criteria may be used, which must in these cases be explained.</p> <p>The accesses at the postal code corresponding to the address where the access is physically installed must be reported.</p>
3	Number of non-residential customer accesses of the Fixed Broadband Internet Access Service	<p>Accesses of the Fixed Broadband Internet Access Service, of non-residential customers, reported in indicator I.4 of the quarterly questionnaire on electronic communication networks and services, at the end of the year ("Accesses associated to the Internet access service at a fixed location").</p> <p>Non-residential customer access should be considered as the access of the users who mostly use the service in question as intermediate consumption of their economic activity. Other equivalent criteria may be used, which must in these cases be explained.</p> <p>The accesses at the postal code corresponding to the address where the access is physically installed must be reported.</p>

4	Number of equivalent accesses of residential customers of the FTS Service	<p>Main accesses of the telephone service at a fixed location, installed at the request of residential customers, reported in indicator I.2.2 of the quarterly questionnaire on electronic communication networks and services, at the end of the year. Equivalent accesses must be considered.</p> <p>Residential customer access should be considered as the access of the users who mostly do not use the service in question as intermediate consumption of their economic activity. Other equivalent criteria may be used, which must in these cases be explained.</p> <p>The accesses at the postal code corresponding to the address where the access is physically installed must be reported.</p>
5	Number of equivalent accesses of non-residential customers of the FTS Service	<p>Main accesses of the telephone service at a fixed location, installed at the request of residential customers, reported in indicator I.2.2 of the quarterly questionnaire on electronic communication networks and services, at the end of the year. Equivalent accesses must be considered.</p> <p>Non-residential customer access should be considered as the access of the users who mostly use the service in question as intermediate consumption of their economic activity. Other equivalent criteria may be used, which must in these cases be explained.</p> <p>The accesses at the postal code corresponding to the address where the access is physically installed must be reported.</p>
6	Number of subscribers to the Subscription Television Signal Distribution Service	<p>Number of customers covered by at least one contractual relationship in force, including subscribers of the subscription television signal distribution service or subscribers to a bundle of services that includes the subscription television signal distribution service (for example double play, triple play, quadruple play or quintuple play), at the end of the quarter in question.</p> <p>Report "1 subscriber" at the postal code per address, regardless of the number of services or bundles of services subscribed.</p>

XI. ENQUIRIES

No. of indicator	Indicator	Unit	Definitions and completion instructions
I. ENQUIRIES RECEIVED			Enquiries should be taken to mean complaints, requests for information or other requests sent by customers (actual or potential) to the provider.
I.1	Number of Enquiries	-	This field does not require completion.
I.1.1	(of which) Complaints	1 Complaint	<p>Complaint should be taken as any manifestation of dissatisfaction which is expressed directly or indirectly by any means, by any interested party or group of interested parties with regard to the company's conduct, with regard to the goods or services which it provides, or with regard to its internal procedure for handling complaints. An enquiry should always be classified as a complaint whenever this definition is fulfilled, even where the interested party identifies their communication as an information request or where it takes the form of a question.</p> <p>As such:</p> <p>(a) (a) Where a user makes the same complaint several times and/or follows up on an unanswered complaint, these contacts should not be considered as new enquiries, unless the user refers to issues or manifests dissatisfaction with other services and/or subjects.</p> <p>(b) (b) If the user makes a new complaint following a contact which the user considers to be fully or partially unresolved (i.e. assuming that the provider has taken action to resolve the situation, following which the user remained dissatisfied), the provider shall register this as a new complaint.</p> <p>(c) If the user has put more than one question or expressed dissatisfaction with more than one aspect, this must be reported as a request for information, complaint or other, as applicable, for each question or problem identified by the enquiring party, even where contained in a single communication.</p> <p>If the criteria used by the provider differ from the criteria set out here, the provider should provide an explanation in the "notes" column.</p>

I.1.1.1	By subject		<p>This field does not require completion.</p> <p>In the following lines, the provider should enter the number of complaints received in the year indicated, according to the subject or issue giving rise to the complaint.</p> <p>If a complaint refers to more than one issue, a complaint should be registered for each subject mentioned.</p> <p>The provider should use the "notes" column to explain the criteria, types and definitions used where these differ from those set out here.</p>
I.1.1.1.1	Customer service	1 Complaint	Delays, failure to resolve problems/issues, inaccurate or insufficient information, call costs, problems/issues arising in the context of call centre customer service, conditions of customer service contact channels, and other aspects. Includes issues/problems presented by users who are not customers (potential customers). Includes issues/problems relative to all of the operator's customer service contact channels.
I.1.1.1.2	Service malfunction	1 Complaint	Service interruptions/outages of any duration, including malfunction of equipment supplied by the service provider (rented to the customer), repair costs, technical assistance to repair faults.
I.1.1.1.3	Initial connection or alteration of service	1 Complaint	Delay, costs, losses incurred as result of initial connection or installation of the service, including in the context of changes of address, technical assistance to solve problems with the initial connection or installation of service.
I.1.1.1.4	Internet access speed	1 Complaint	Differences between contracted speed and actual speed.
I.1.1.1.5	Manner in which service is/was sold	1 Complaint	Omissions or inaccuracies in pre-contractual and contractual information, unsolicited contract activations, allegations of deceit in the activation of services, advertising, among others.
I.1.1.1.6	Suspension of service	1 Complaint	Suspension resulting from non-payment of bills, for excessive consumption or for other reasons, provision of prior notice, restoration of service, costs associated with the process, payment agreements, among others.
I.1.1.1.7	Cancellation of service	1 Complaint	Communication means, requirements, procedures and information associated with the cancellation process, confirmation of termination requests, cancellation policy, among others.
I.1.1.1.8	Billing of service	1 Complaint	Inaccuracies in billed amounts, issue of bills, means (physical or electronic) of invoicing and detail, billing cycles, availability of itemised billing, payment options and methods, among others.
I.1.1.1.9	Various contractual issues	1 Complaint	Issues/problems of an exclusively contractual nature which remain unclassified.

I.1.1.1.10	Number portability (fixed or mobile)	1 Complaint	Delays, disruption to service, refusals to provide portability, ported number warning message, portability window, duplicate billing associated with portability, provision of compensation, among others.
I.1.1.1.11	Equipment unblocking	1 Complaint	Time limits, value and other conditions associated with the unblocking of operating equipment, among others.
I.1.1.1.12	Other equipment issues	1 Complaint	Faults in equipment supporting the use of an electronic communications service, repair of equipment (whether or not under guarantee), sale and exchange of equipment, among others.
I.1.1.1.13	Other issues	1 Complaint	Unclassified Issues/problems (e.g. roaming, selection and pre-selection, infrastructure, complaint book, etc.), among others.
I.1.1.1.14	Unidentified issues	1 Complaint	Complaints in which the issue/problem presented cannot be identified.
I.1.1.2	By means of contact		<p>This field does not require completion.</p> <p>In the following lines, the provider should enter the number of complaints received in the year indicated, according to the means of contact used to communicate the complaint.</p> <p>Means of contact should be taken as the means of communication which providers of electronic communications services make available to users to contact customer services/support.</p>
I.1.1.2.1	Physical stores	1 Complaint	
I.1.1.2.2	Website/Online stores	1 Complaint	
I.1.1.2.3	Customer helplines (Call Centres)	1 Complaint	
I.1.1.2.4	Mobile customer service points	1 Complaint	
I.1.1.2.5	Other	1 Complaint	

I.1.2	(of which) Other enquiries	1 Enquiry	<p>Other enquiries than complaints (e.g. requests for information or other).</p> <p>As such:</p> <p>(a) (a) Where a user makes the same request for information several times and/or follows up on an unanswered request for information, these contacts should not be considered as new enquiries, unless the user refers to issues or manifests dissatisfaction with other services and/or subjects.</p> <p>(b) If the user makes a new request for information following a contact which the user considers to be fully or partially unresolved (i.e. presupposing that the provider has provided clarification which does not satisfy the user), the provider shall count this as a new request for information.</p> <p>(c) If the user has put more than one question or expressed dissatisfaction with more than one aspect, this must be counted as an information request, complaint or other, as applicable, for each question or problem identified by the enquiring party, even where contained in a single communication.</p> <p>If the criteria used by the provider differ from the criteria set out here, the provider should provide an explanation in the "notes" column.</p>
I.1.2.1	By subject		<p>This field does not require completion.</p> <p>In the following lines, the provider should enter the number of other enquiries received in the year indicated, according to the reason or issue giving rise to each enquiry.</p> <p>If an enquiry refers to more than one issue, an enquiry should be entered for each subject mentioned.</p> <p>The provider should use the "notes" column to explain the criteria, types and definitions used where these differ from those set out here.</p>
I.1.2.1.1	Contracting / Subscription of services or changes to terms and conditions	1 Enquiry	
I.1.2.1.2	Other issues	1 Enquiry	

I.1.2.2	By means of contact		<p>This field does not require completion.</p> <p>In the following lines, the provider should enter the number of complaints received in the year indicated, according to the means of contact used to communicate the complaint.</p> <p>Means of contact should be taken as the means of communication which providers of electronic communications services make available to users to contact customer services/support.</p>
I.1.2.2.1	Physical stores	1 Enquiry	
I.1.2.2.2	Website/Online stores	1 Enquiry	
I.1.2.2.3	Customer helplines (Call Centres)	1 Enquiry	
I.1.2.2.4	Mobile customer service points	1 Enquiry	
I.1.2.2.5	Other	1 Enquiry	
II MEANS OF CONTACT			<p>This field does not require completion.</p> <p>Means of contact should be taken as the means of communication which providers of electronic communications services make available to users to contact customer services/support.</p>
II.1	Physical means of contact - monthly average over the year	-	<p>This field does not require completion.</p> <p>In the following lines, the provider should enter the monthly average of the means of contact during the year being reported for each type of physical means of contact indicated. For the purpose of calculating the average, end-of-month values should be used. If another method is used, this must be indicated under notes.</p>
II.1.1	Number of physical stores	1 Store	
II.1.2	Number of Call Centres	1 Call Centre	
II.1.3	Number of mobile customer service points	1 Mobile point	
II.1.4	Number of other means (Please list. Add rows if necessary.)	1 Other	

II.2	Number of Active Customer Service Points - monthly average over the year	-	This field does not require completion. In the following lines, the provider should enter the monthly average of the number of active points associated with each means of contact during the year being reported, for each type of physical means of contact indicated. For the purpose of calculating the average, end-of-month values should be used. If another method is used, this must be indicated under notes.
II.2.1	Stores	1 customer service point	
II.2.2	Customer helplines (Call Centres)	1 customer service point	
II.2.3	Mobile customer service points	1 customer service point	
II.2.4	Other	1 customer service point	
II.3	Number of operating hours - monthly average over the year	-	This field does not require completion. In the following lines, the provider should enter the monthly average of operating hours associated with each means of contact during the year being reported, for each type of physical means of contact indicated (e.g. if "on average, stores operate for 300 hours per month during the calendar year" the value entered in 3.3.1. should be 300).
II.3.1	Stores	1 Hour	
II.3.2	Call Centres	1 Hour	
II.3.3	Mobile customer service points	1 Hour	
II.3.4	Other	1 Hour	