

Having been detected some failures in the information provided by PT Comunicações, S.A., as regards the award of subsidies for the purchase of DTT receivers by citizens with special needs, disadvantaged groups of population and institutions of a proven social value, as well as the contribution for purchase of equipment and its set up in areas of complementary coverage (DTH), on 26 May 2011, ICP-ANACOM ordered the referred company to:

“1. Make immediately available, on the various means of DTT promotion and provision of information - namely the DTT web information portal, PT stores and contact centre -, clear, accurate and comprehensive information, according to the above-mentioned obligations, pointing specifically to:

- (a) Situations where subsidies may be granted for the purchase of equipment by citizens with special needs, disadvantaged groups of population and institutions of a proven social value, indicating (i) applicable values, (ii) eligible users and (iii) procedures for obtaining the subsidy; and**
- (b) Existence of a contribution for the purchase of equipment and for the necessary set up for the reception of means of complementary coverage (DTH), indicating (i) applicable values, (ii) eligible users and (iii) procedures for obtaining the contribution.**

2. Alter immediately - reflecting this change on the various means of DTT promotion and provision of information specified above - the current document requirements for applying for the subsidy for purchase of DTT decoders, so that:

- (a) The applicant’s income statement copy ceases to be required;**
- (b) The indication of the applicant’s bank identification number ceases to be essential, and, although in exceptional cases, the indication allowing the subsidy to be granted through a procedure other than a bank transfer is accepted, namely through check or postal order, in which cases the applicant’s bank identification number ceases to be required; and**
- (c) A gas bill or other electronic communications service bills are accepted as proof of the applicant’s address, in alternative to the documents currently indicated in the web portal.”**