



ANACOM
Autoridade Nacional de Comunicações

FREE FLOWING COMMUNICATIONS

"Communication leads to community, that is, to understanding, intimacy and mutual valuing."

Rollo May





Free Flowing Communications

Autoridade Nacional de Comunicações (ANACOM) regulates and supervises the Portuguese electronic communications and postal sectors. It also represents Portugal at a range of international *fora*.

ANACOM's mission is to bring free competition, promote transparency both in the prices and terms of services provision and to support the development of communications markets and networks.

ANACOM regulates and supervises the sector's markets, defending the interests of citizens and in particular users of communication services, ensuring access to the universal service in both the electronic communications and postal sectors.

All to guarantee free flowing communications. In the market.
For consumers. **For you.**

ANACOM making communications flow

In the market

ANACOM REGULATES MARKETS AND PROMOTES COMPETITION

Ensuring competition in the communications networks and services markets and creating conditions for developed and diverse postal services, contributing to the consolidation of the European internal market.

Defining and analysing relevant markets in the electronic communications sector, identifying operators with significant market power and determining appropriate measures to regulate these markets.

Encouraging efficient infrastructure investment and innovation, aiming to guarantee technological neutrality of regulation.

Envisaging the best benefit to all users, including those with special needs, regarding quality, prices and diversity of choice.

Pushing for transparency both in pricing and in the information made available by service providers to the public on the terms of use of communications services.

Granting licenses and authorisations for the provision of postal services and allocating rights for the use of frequencies and numbers to providers of electronic communications services and networks.

ANACOM REPRESENTS AND ADVISES

Carrying out technical representation of the Portuguese state at international sectoral bodies, working in cooperation with the European Commission and regulatory authorities in other EU Member States, following the relevant experiences of other countries and in particular of Portuguese speaking countries.

Advising the government in the definition of concrete strategies and general communications policy, participating in the development of a sector-wide strategy for the future.

ANACOM MANAGES THE RADIO SPECTRUM AND NUMBERING RESOURCES

Managing radio spectrum frequencies and numbers, encouraging efficient and effective use.

Planning and allocating frequencies, ensuring international coordination. Ensuring appropriate number availability for all publicly available electronic communications services and networks.

ANACOM MONITORS AND SUPERVISES

Putting necessary regulation in place for the appropriate functioning of the market, issuing concrete recommendations and instructions and ensuring conflicts resolution between operators, and when necessary initiating proceedings and applying sanctions when infractions occur within its competence.

Enforcing the adherence to laws, regulations and technical requisites by operators and providers granted operating rights or awarded concession contracts.

Enforcing compliance with the obligations related to the universal service, both in the electronic communications and postal sectors. Monitoring the correct use of the allocated spectrum and numbering resources.

Performing the role of central supervisory body for electronic commerce.

ANACOM PROMOTES TRANSPARENCY AND THE FLOW OF INFORMATION

Ensuring transparency and the participation of all interested parties in the regulatory process, through wide-ranging consultation procedures.

Publishing its decisions and initiatives, as well as relevant market data through the publication of a range of documents including the statistical yearbook of communication markets, the Annual reports and accounts, the regulation report and the communications situation report. Its website - www.anacom.pt - and in *Spectru*, the monthly newsletter, are key sources of information.

For consumers

ANACOM ENSURES ACCESS TO SERVICES

Guaranteeing that all citizens, wherever they are and including those with special needs, can access to the electronic communications and postal universal services.

Guaranteeing equal rights of access to public networks and services as well as to emergency services.

Ensuring that operators and service providers comply with consumer protection procedures, and promoting out-of-court settlement procedures for the resolution of conflicts.

ANACOM KEEPS IN TOUCH

Aiming to be open and to keep the public fully informed. This is achieved through several means with ANACOM's website - www.anacom.pt - and the information campaigns it publicises, being key sources of information.

A public attendance service is also available - at ANACOM's head office in Lisbon and at its branch offices in Oporto, Azores and Madeira - to which interested people can address, personally, by phone or by electronic means.

Since 1989

HISTORY

ANACOM is the regulatory authority for communications in Portugal, covering electronic communication and postal services. It is one of the oldest regulators in Europe, having been set up as a public institute in November 1989 when it was known as Instituto das Comunicações de Portugal (ICP).

In 2002, with the coming into force of new statutes, its name was changed to ICP - Autoridade Nacional de Comunicações (ICP-ANACOM), and it became known simply as ANACOM. In legal terms, ANACOM is a public corporation endowed with financial and administrative autonomy and its own assets, as well as strengthened powers and procedures of authority.

Currently ANACOM works as an authority with administrative, financial and functional independence from government. It has a wide range of responsibilities and powers as set out by its statutes, the Electronic Communications Law and the Basic Law for Postal Services as well as other complementary legislation.

STRUCTURE

The Board of Directors is responsible for setting out and implementing ANACOM's strategy. The Statutory Audit Committee is responsible for legal control, and for the management of ANACOM's finances and assets. The Advisory Council provides consultation and support, participating in the setting of ANACOM's strategy.



ANACOM

www.anacom.pt

PUBLIC ATTENDANCE

(+351) 800 20 66 65

info@anacom.pt

LISBON (HEADQUARTERS)

Av. José Malhoa, 12
1099-017 Lisboa, Portugal
Tel. (+351) 21 721 1000
Fax. (+351) 21 721 1001

BARCARENA

Alto do Palmão
2730-216 Barcarena, Portugal
Tel. (+351) 21 434 8500
Fax. (+351) 21 434 8501

OPORTO

Rua Direita do Viso, 59
4250-198 Porto, Portugal
Tel. (+351) 22 619 8000
Fax. (+351) 22 619 8001

AZORES

Rua dos Vallados, 18, Relva
9500-325 Ponta Delgada, Portugal
Tel. (+351) 296 302 040
Fax. (+351) 296 302 041

MADEIRA

Rua Vale das Naves, 19
9050-325 Funchal, Portugal
Tel. (+351) 291 790 200
Fax. (+351) 291 790 201