



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

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LAND MOBILE SERVICE

BUSINESS INDICATORS

PURPOSE: Collection of information in order to monitor market evolution in the framework of the Regulations of Operation of Public-Use Telecommunications Services. Decree-Law no. 290-B/99 of July 30.

1	SUBSCRIBERS QUARTER		
		Month 1	Month 2	Month 3
1.1.	No. of subscribers at end of each Month (1)			
	Subscription Plan Holders			
	Pre-Paid Card holders			
1.2.	No. of users (2)			
	With access to WAP services			
	With access via GPRS technology			
	With access to data transfer services			

(1) A subscriber is defined as any user with a contractual relationship established with a national Land Mobile Service operator, specifically in the modalities of subscription or activated pre-paid card (a card is considered to be activated after dialling or reception of the first call), who has been conferred the right to originate or receive call traffic, via the respective network. The concept of subscriber excludes users of the service in national territory that are customers of a foreign operator and access the service via a roaming regime.

(2) User is defined as any subscriber with a subscription to the service/technology that has accessed the service/technology on at least one occasion in the respective month.

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2	TRAFFIC IN TERMS OF CALLS QUARTER			Total
		Month 1	Month 2	Month 3	
2.1.	No. of voice calls sent with reply / OUTGOING (3)				
	Own network - national FTS				
	Own network - International networks				
	Own network - Own network				
	Own network - Other national LMS				
	Own network - national paging service (SCP)				
2.2.	No. of voice calls received/ INCOMING (3)				
	national FTS - Own network				
	Other national LMS - Own network				
	International networks - Own network				
2.3.	Voice calls in Roaming regime (4)				
	Roaming in (5)				
	Roaming out (6)				
2.4.	Written messages in Roaming regime (4)				
	Roaming in (5)				
	Roaming out (6)				
2.5.	Other communications				
	Written messages (SMS)				
	Originated in own network				
	Terminated when originated in other network				
	Access to WAP services				
	GSM (calls)				
	GPRS (sessions)				
	Other data services				
	GSM (calls)				
	GPRS (sessions)				

(3) Discriminating information in terms of Origin-Destination of Call.

(4) In regards to sent and received calls. It should be noted that part of the amounts to be considered in this indicator are already contemplated in points 2.1. and 2.2., but handled differently.

(5) Corresponds to use of own network by subscribers of foreign operators.

(6) Corresponds to use of networks of foreign operators by subscribers of own network.

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3	CONVERSATION TIME/ COMMUNICATION	... QUARTER			Total
		Month 1	Month 2	Month 3	
3.1.	No. of minutes of calls sent with reply / OUTGOING (8)				
	Own network - national FTS				
	Own network - International networks				
	Own network - Own network				
	Own network - Other national MT				
	Own network - national paging service (SCP)				
3.2.	No. of minutes of received calls/ INCOMING (8)				
	National FTS - Own network				
	Other national LMS - Own network				
	International networks - Own network				
3.3.	No. of minutes in Roaming regime (9)				
	Roaming in (10)				
	Roaming out (11)				
3.4.	Other communications				
	Access to WAP services				
	GSM (minutes)				
	GPRS (Mbytes)				
	Other data services				
	GPRS (Mbytes)				

(8) Discriminating information in terms of Origin-Destination of Call.

(9) In regards to sent and received calls. It should be noted that part of the amounts to be considered in this indicator are already contemplated in points 3.1. and 3.2., but handled differently.

(10) Corresponds to use of own network by subscribers of foreign operators.

(11) Corresponds to use of networks of foreign operators by subscribers of own network.

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INTERCONNECTION INDICATORS

PURPOSE: To obtain data on the provision of interconnection services - Dec.Law no. 415/98 of December 31.

4	INTERCONNECTION FIGURES	Interconnection (12)	
		Revenue	Costs
4.1.	Voice traffic originated		
	Own network - national FTS		
	Own network - International networks		
	Own network - Other national LMS		
	Own network - national paging services (SCP)		
4.2.	Voice traffic terminated		
	National FTS - Own network		
	Other national LMS - Own network		
	International networks - Own network		
4.3.	Data transfer		
	Written messages originated		
	Written messages terminated		

(12) Amounts in euros regarding revenues/costs between operators in the framework of interconnection.

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SERVICE QUALITY INDICATORS

PURPOSE: Perception of the service quality offered by providers in accordance with the terms defined in the respective licenses.

5	SERVICE QUALITY QUARTER		
		Month 1	Month 2	Month 3
5.1.	Service admission time (minutes) (13)			
5.2.	Level of service availability (%) (14)			
5.3.	Blockage rate of mobile network (%) (15)			
5.4.	Blockage rate of interconnections between LMS and other services (%)			

Definition of Service Quality Indicators

- (13) Service admission time, is defined as the maximum time necessary in order to be able to use the service after a customer request.
- (14) Level of service availability, is defined as the percentage of total time in which the network is available throughout the year, in function of the coverage areas defined over time.
- (15) Blockage rate of mobile network in the peak-use hour, is defined as the percentage of connection attempts from a mobile terminal equipment that are not possible due to blockage of the traffic channels.
- (16) Blockage rate of interconnections between the LMS and other services, is defined as the percentage of test calls that are not able to terminate in other services that area available for access. Indicator to be provided when this is foreseen in the respective license.

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COMPLEMENTARY INDICATORS ⁽¹⁷⁾
PURPOSE: Verification of the conditions of use of the radio spectrum.

6	NETWORK INFRASTRUCTURES QUARTER			Total
		Month 1	Month 2	Month 3	
6.1.	Evolution of no. of BSC				
6.2.	Evolution of no. of BTS				
6.3.	No. of RF channels per BTS				
6.4.	Evolution of capacity of MSC (18):				
	MSC - Localisation a				
	MSC - Localisation b				
	MSC - Localisation c				
				
6.5.	Interruption times (in minutes)				
	MSC				
	BSC				
	BTS (19)				
	Interconnection bands				

(17) These indicators are no longer included in the set of information to be sent on a quarterly basis to ANACOM. They should nonetheless be provided at the end of the year whenever requested.

(18) Nominal capacity in terms of subscribers.

(19) Total interruption times should be indicated, apart from the cause of the fault.