

**MODEL OF DISCLOSURE BY COMPANIES TO END USERS OF
INFORMATION ON QUALITY OF SERVICE, AS DEFINED IN
REGULATION NO 46/05**

This document defines the model recommended by ICP-ANACOM for the disclosure of information on Quality of Service which, pursuant to Regulation no 46/05, published on 14 June (RQS), shall be made available to end users by the companies providing the service of access to the public telephone network at a fixed location and publically available telephone service at a fixed location (FTS).

Under the terms of the Law of Electronic Communications (Law no 5/04 of 10 February) said companies shall publish and provide end-users with information on the quality of their services, which information shall be comparable, clear, complete and up-to-date.

The present model of disclosure includes some additional rules further to those established in the RQS, in order to facilitate effective comparison and comprehension by users of the information provided by different companies through:

- greater harmonisation of content and format, as well as the introduction of additional explanatory notes;
- the definition of rules which facilitate the process of identifying and locating information on quality of service on the websites of the companies.

In this context, the set of procedures and tables which should be adopted by companies for the submission of this information to end users are detailed below.

I. Information to be provided on the websites of each company

In accordance with paragraph 5 of article 7 of the Regulation, information on quality of service shall be disclosed on the websites of the companies providing the FTS, where a website is provided, which information shall be provided in a visible and easily identifiable form.

In the context of the disclosure of information on quality of service on their web pages, it is recommended that companies adopt the following rules:

I.1 The website of the company shall contain a link on the homepage with the title "Quality of the Fixed Telephone Service"¹ providing access to a page with the same title. The company may alternatively choose to provide this link on each of the main pages of the website providing information on each commercial FTS offer.

I.2 The link "Quality of the Fixed Telephone Service" shall provide access to a page with the same title and with the following text:

"The information on quality of service provided by (company name) was defined by ICP-ANACOM in Regulation no 46/05, published on 14 June (<http://www.anacom.pt/render.jsp?categoryId=154782&contentId=279085&languageId=1>).

Under the terms of said Regulation, all companies which provide the Fixed Telephone Service must disclose information to end users on the set of parameters contained in the Annex to this Regulation. The purpose of providing this information is to enable users to compare the quality of service provided by different companies"

I.3 On the same page and immediately following this text, the following links should be displayed (end user should be able to directly access each links separately):

(i) Information on the performance targets set by (company name) for the year (XXXX)²

(ii) Information on the values of quality of service reported by (company name) for the year (XXXX-1)³

I.4 No other type of information, including information of a commercial nature, may be displayed on the pages accessed via the links mentioned in I.2 and I.3 above.

I.5 If the company wishes to disclose additional information on quality of service further to that set out in the RQS, this further information may be provided on the page "Quality of the Fixed Telephone Service", but shall be accessible through another link which is clearly separate from the other previous links and have the following title: "Other information on quality of service".

I.6 The link "Information on the performance targets set by (company name) for the year (XXXX)" must give access to Table 1 (completed by the company) and to the table's explanatory notes. Table 1 systematises the information set out in point b) of paragraph 2 of article 7 of Regulation no 46/05.

¹ Where the company provides services in bundling, it should provide a footnote on the quality of the FTS as follows: "To access information on the quality of the FTS, please see [here](#)" (by clicking on the word "here", the user should be referred to the link "Quality of the Fixed Telephone Service", identified in I.1).

² The year XXXX is the current year.

³ The year-XXXX-1 corresponds to the previous year.

- I.7 The link "Information on the values of quality of service reported by (company name) with reference to (XXXX-1)" shall provide access to Table 2 (duly completed by the company) and the respective explanatory notes (see Annex 2). Table 2 systematises the information set out in point a) of paragraph 2 of article 7 of Regulation no 46/05.
- I.8 In order that the information is properly visible to users, the data contained in tables 1 and 2 and the corresponding titles and explanatory notes should be submitted in "Arial" with a size of not less than 10 or in other equivalent format.
- I.9 Any footnote that the companies have need to be included, for the same reasons as stated in the previous paragraph, shall also be in "Arial" and with a font size of not less than 8 or in other equivalent format.
- I.10 Where the parameters listed in tables 1 and 2 do not apply to the company, it should enter "n.a." (not applicable) in the corresponding fields, while the reasons why these values do not apply should be stated in the "Observations" field.
- I.11 In tables 1 and 2, the values of XX should be completed by the companies in accordance with that specified in blue in the table itself.
- I.12 The specifications of completion, which, as mentioned in the previous point, are given in blue, are intended only for consultation by the providing companies and need to be removed before the tables in which they are inserted are released to the users.

II. Information made available at points of sale

Under the terms of paragraph 4 of article 7 of the Regulation, information on quality of service shall be announced and made available to users, in writing, at all points of sale of the FTS⁴.

⁴ The term "points of sale of the FTS" means all sales outlets of providers, their agents (including door to door agents) and other distribution partners. In the case of door to door sales agents, the recommendations of paragraphs II.1, II.2 and II.3 do not apply.

With respect to the disclosure of information on quality of service at points of sale, it is recommended that the following rules be adopted:

II.1 The ability of users to obtain written information on quality of service at all points of sale of the FTS shall be announced in a visible place. In the case of agents who do not engage exclusively in selling telecommunications services, this notice should be posted in the area where the agent performs the sale/provision of information with respect to said services.

II.2 The notice referred to in II.1 should read as follows: "Customers may ask here for written information on the quality of the Fixed Telephone Service".

II.3 If the information provided in II.2. is available online, it should be provided to users, in writing, upon request, by printing out in full the information on quality provided on website of the company in accordance with point I of the present Model of Disclosure.

II.4 If the information referred to in II.2 is not available online, the following information must be provided to users in writing upon request:

- Table 1 (duly completed by the company) and respective explanatory notes (see Annex 1);
- Table 2 (duly completed by the company) and respective explanatory notes (see Annex 2).

II.5 Where the parameters listed in tables 1 and 2 do not apply to the company, it should enter "n.a." (not applicable), while the reasons why these values do not apply should be stated in the "Observations" field.

II.6 In tables 1 and 2, the values of XX should be completed by the companies in accordance with that specified in blue in the table itself.

II.7 The specifications of completion, which, as mentioned in the previous point, are given in blue, are intended only for consultation by the providing companies and need to be removed before the tables in which they are inserted are released to the users.