

## **Part I – Regulation Report**

### **I.1 Regulation objectives**

ICP-ANACOM's main mission is to create conditions giving consumers the possibility to obtain the maximum well-being in terms of quality of service, prices, choice, diversity and universality, but at the same time promoting innovation and investment in the communications sector.

ICP-ANACOM's strategic vision for the 2006/2008 period led to the definition of three strategic objectives:

- To promote open and competitive markets;
- To foster benefits for consumers;
- To foster innovation and investment in infrastructures.

It is ICP-ANACOM's obligation, as the sector's regulator authority, to create conditions – through appropriate regulatory measures – that make it possible to reach these goals, as analysed below.

#### **To promote open and competitive markets**

It is ICP-ANACOM's obligation to create conditions that favour the creation and development of competitive markets, making it possible, at the same time, to maximize consumer benefits and to obtain investment levels for a sustained growth of the sector. This strategic objective is essential for the communications sector to fulfil its role in the process of growth, development and increase of competition of the Portuguese economy.

The aim is to ensure that there are no distortions or barriers to competition, such as discrimination in dealing with companies or dominant position abuses, and to

encourage the functioning of markets in a framework of transparency, stability and predictability of the corresponding tariff and regulatory systems.

### **To foster benefits for consumers**

Regulation's main objective – in situations where the free operation of the market does not lead to an efficient use of resources, as with the electronic communications and postal services sectors – is to ensure that consumers obtain the maximum well-being in terms of quality of service, prices, diversity and universality.

Consumer information is considered essential if that objective is to be achieved, through the provision of clear, updated and timely information, namely of understandable and comparable indicators on the functioning of markets and on the performance of the entities on the market. The aim is to actively ensure that companies and families have all the elements giving them the chance to make the best options regarding their consumption and investment solutions, thus fostering more demanding and efficient behaviours.

The aim is also to ensure consumer protection, fostering the establishment of prevention mechanisms for situations of non-fulfilment of the communications services providers' obligations and, also, of dispute settlement mechanisms ensuring consumers an appropriate and timely protection of their rights.

### **To foster innovation and investment in infrastructures**

The regulator must create conditions fostering innovation and investment in equipment and infrastructures through companies with sustainable business models, offering consumers quality products and services. It should also manage potential conflicts between short and medium-term consumer interests – between lower prices or higher incentives in the present, which may contribute to lower prices in the medium-term – by establishing priorities and compromises.

This important strategic guideline conditions the sector's sustainable development in the medium and long-term. To foster innovation and investment in infrastructures is necessary for the sector to continue to have, in the medium and long run, a leading role in the Portuguese economy.

The stated goals underlined ICP-ANACOM's entire regulatory activity in 2005 – both in the case of electronic communications and in the case of postal services – as explained below.