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DTT - CACÉM DISCONNECTS ANALOGUE TV

Analogue television transmissions via the Cacém relay ended on 16 June and were replaced by digital terrestrial television (DTT). From that day on the areas covered by the relay (Aguilva, Cacém, Mira-Sintra, Rio de Mouro, São Marcos, São Pedro de Penafferim and to a lesser degree Belas and Massamá) will solely receive DTT. Consumers whose televisions are suitable for DVB-T and MPEG4/H.264 only have to tune to the channels (RTP1, RTP2, SIC and TVI). The others, if they have televisions with a SCART or HDMI entry, only have to acquire a decoder to receive DTT. The most practical solution for older televisions without a SCART or HDMI entry is to acquire new equipment. Meanwhile, an inspection carried out by the Autoridade Nacional de Comunicações (ANACOM) found that Cacém and

surrounding area are indeed preparing for DTT's arrival. A total of 18 retail outlets were visited, ranging from small shops, megastores and specialty chains, half of which sell equipment, besides providing relevant information to the public. (+)

Public information sessions on the DTT switchover process were held in Massamá on 2 June and in Rio de Mouro on 8 June. (+)

ANACOM distributed on 1-2 June an information pamphlet on the process of switching from analogue television to DTT. The pamphlet was available at train stations in Mira-Sintra, Cacém, Massamá and Rio de Mouro, and at other public transport stops in those areas. (+)

DTT - PT COMUNICAÇÕES FORCED TO CORRECT NON-COMPLIANCE

By determination dated 26 May, ANACOM ruled that PT Comunicações (PTC) must provide, in accordance with its obligations, clear and accurate information about DTT in the various means used for promotion and information, specifically on the DTT web information portal, at PT shops and at the contact centre. It should particularly make explicit reference to available subsidies for the acquisition of set-top boxes and shared acquisition of the equipment and installations needed to receive DTT by complementary means (DTH), indicating the applicable values,

eligible users and necessary procedures. PTC should also stop requiring a copy of the income statement of those seeking subsidised acquisition of decoders and should consider means (check or postal money order) other than bank transfers for payment of that subsidy, so that the applicant's bank identification number is no longer needed. The operator must also accept a gas or electronic communications service bill as proof of residence, as opposed to the documents currently required. (+)

ANACOM LAUNCHES "COM.escolha" SERVICE

The *Autoridade Nacional de Comunicações* (ANACOM) launched last 1 June the new COM.escolha [COM.choose] service, a tool to help consumers select the electronic communications services that best suit their needs. COM.escolha allows rates and offerings to be consulted and to simulate internet, mobile telephone, fixed telephone and television consumption. Consumers can combine more than one service to make a services packet

in line with their uses. The information provided is the sole responsibility of the service providers, with ANACOM providing the support technology for COM.escolha. To make a grounded choice, users must therefore obtain from the operators complementary information about all the offering conditions associated to the respective rates. (+)

COMMUNICATIONS IN PORTUGAL

NEWS

ADMINISTRATIVE OFFENCE CASES

As part of its control and sanctions duties, the *Autoridade Nacional de Comunicações* (ANACOM) applied the following measures:

- Interdirect Tel Limited fined 2,500 euros for failing to comply with the obligation to respond to the annual electronic communications questionnaire (2007) before the deadline set by ANACOM. The fine was remitted for collection;
- INVICTASOFT fined 5,000 euros for providing a telephone service via internet without previously submitting information about the offer and expected activity start date to ANACOM. The offender has paid the fine;
- AR Telecom fined 5,000 euros for improperly porting a subscriber's number. The fine was paid by the offender;
- PT Comunicações fined 500,000 euros for disrespecting the confidentiality of information received in the scope of access agreements, which is behaviour expressly forbidden by article 65 of Law no. 5/2004 of 10 February, not covered by the exception established in the ANACOM determination dated 25 May 2006. The offender appealed the decision;
- Go4Mobility fined 20,000 euros for disrespecting the conditions whereby it was authorised to provide premium services based on message sending. The offender has filed an appeal;
- Flashad fined 7,500 euros for failing to inform ANACOM of the amount of relevant profit for the exercise of activity in 2008. The case has been passed on for execution;
- GLOBE LOGISTICS fined 600 euros for sending to ANACOM beyond deadline the statistical information concerning the third quarter of 2008. The case was forwarded for collection;
- PT Comunicações fined 50,000 euros for failing to supply online, from the second quarter of 2008 to the third quarter of 2009, information about the price table and way to solicit the Telephone PT Hello offer, as it had pledged to do. The offender has filed an appeal of the decision.

ANACOM PUBLIC SPEECHES

The speech by ANACOM vice-chairman Alberto Souto de Miranda is now available. It was given on 19 May in Porto at the 19th Forum of the International Association of Portuguese Language Communications (AICEP).

Also released is the presentation given by the ANACOM vice-

-chairman at the 6th Black Sea and Caspian Regulatory Conference, held last 2-3 June in Istanbul. (+)

ANACOM chairman José Amado da Silva and board member Eduardo Cardadeiro attended the DTT launch in Alenquer. The regulator's chairman also spoke at the commemoration of World Telecommunications and Information Society Day in Lisbon and at the opening of the 19th AICEP Forum in Porto. José Amado da Silva and board member Filipe Baptista gave a presentation on the new Com.escolha service. Eduardo Cardadeiro also appeared on RTP1 and SIC television as part of the DTT information campaign.

AUDIO BROADCASTING – RIGHT TRANSFER

By determination dated last 12 May, ANACOM authorised NRT – Norte Rádio e Televisão to transfer to the title of Rádio Clube de Chaves, FM – Unipessoal the frequency usage right it was granted to exercise the activity of local audio broadcasting by means of the programme services of Vimioso Regional Radio and Sabrosa Regional Radio. (+)

FPC OPENS LIVING LAB

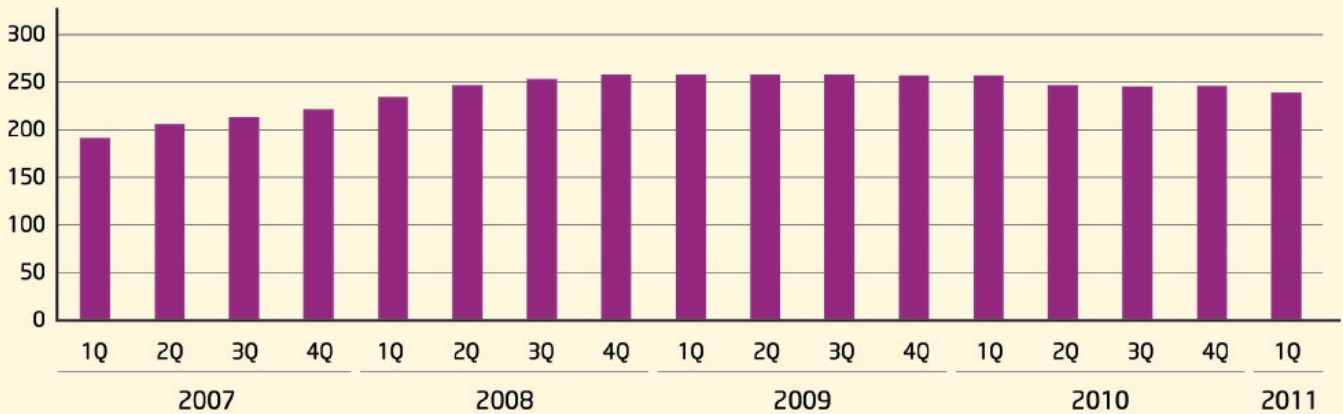
The Portuguese Foundation for Communications (FPC) inaugurated last 1 June the first technological residence for research and development (R&D), the FPC Living Lab, in which four researchers will work for a year. (+)

FINANCIAL ASSISTANCE APPROVED FOR PORTUGAL

The financial support plan for Portugal has been approved and will be based on the three-year programme negotiated by the Portuguese authorities and the European Commission, co-ordinating with the European Central Bank and the International Monetary Fund. The following goals are presented at sector level: increased market competition by reducing entry barriers, guaranteed access to network/infrastructure and stronger power given to the regulator, via a set of measures to specify between the second quarter of 2011 and the first quarter of 2012. The measures that fall under ANACOM's responsibilities are already envisaged in the action plan for the current year and are thus under development, or completed with respect to this Authority's participation in the process of transposing European directives. (+)

EVOLUTION OF THE NUMBER OF EXCHANGES WITH CO-MINGLED OPERATORS

2007				2008				2009				2010				2011
1 Q	3 Q	3 Q	4 Q	1 Q	3 Q	3 Q	4 Q	1 Q	3 Q	3 Q	4 Q	1 Q	3 Q	3 Q	4 Q	1 Q
191	206	213	221	234	247	253	258	258	258	258	257	257	247	245	246	239



ANACOM LABORATORY OBTAINS FLEXIBLE ACCREDITATION

The *Autoridade Nacional de Comunicações* (ANACOM) saw its LEC Trials and Calibration Laboratory become last 20 April Portugal's first electric lab to obtain the Flexible Accreditation granted by the Portuguese Accreditation Institute (IPAC). Such accreditation allows laboratories to exercise their technical competence more efficiently without being limited to a

set number of trials. In other words, this ANACOM laboratory saw recognised its ability to make its own list of accredited trials, implementing standardised methods and adding them, once technically validated, to that list, which is then audited by IPAC. (+)

PORTUGAL UNDERTAKES EUROPEAN CO-ORDINATION OF THE ITR REVISION

Com-ITU, the committee of the European Conference of Postal and Telecommunications Administrations (CEPT) in charge of preparing European positions for participation in activities of the International Telecommunication Union (ITU), has assigned Portugal to co-ordinate the process of revising the 1988 Inter-

national Telecommunications Regulation (ITR), which must be completed by the end of 2012, when the ITU's World Conference on International Telecommunications (WCIT-12) takes place. (+)

ELECTRONIC COMMERCE - NEW DISPUTE SETTLEMENT CENTRE

The CIMACE Centre for Information, Mediation and Arbitration of Electronic Commerce has been presented. Its aim is to resolve disputes between consumers and companies that supply electronic commerce services. The Centre will function as an entirely electronic conflict resolution platform; users only need

a computer with internet connection and a webcam. It is hoped that such conflicts will no longer be routed to the respective courts, thus enabling faster, more efficient and more affordable resolution. (+)

START-UP OF USER-ENUM PILOT PROJECT

The meeting marking the start of the User-ENUM pilot project, with the companies that joined the protocol signed by ANACOM and the National Scientific Computation Foundation (FCCN), was held last 26 May. Plans now call for the creation of ENUM delegations for test numbers referring to some par-

ticipants in the working group; a second meeting has been scheduled for this 30 June. The following contact is suggested for those interested in actively participating in the ENUM pilot: infopiloto@enum.org.pt.

OPERATORS/PROVIDERS OF COMMUNICATIONS NETWORKS AND SERVICES

OPERATORS/PROVIDERS OF ELECTRONIC COMMUNICATIONS NETWORKS AND SERVICES

	No. of authorised entities (a)	No. of operational entities (b)
Operators of Electronic Communications Networks (ECN)		
Cable Distribution Networks (CDN)	12	10
Other Electronic Communications Networks (c)	42	21
Providers of Electronic Communications Services (ECS)		
Television Signal Distribution Service (d)	16	13
Mobile Telephone Service (GSM and UMTS)		
Mobile Network Operators (MNO)	3	3
Virtual Mobile Network Operators (MVNO)	5	2
Fixed Telephone Service (STF)	25	17
Trunking Mobile Service (TMS)	2	2
Internet Access Service (Fixed)	50	33
Nomad Internet Voice Services (Nomad VoIP) (e)	22	10
Public Payphone Service	24	17
Virtual Calling Card Service	38	17

POSTAL SERVICE PROVIDERS

	No. of authorised entities (a)	No. of operational entities (b)
Express Mail Services	65	48 (f)
Services Not Covered by the Express Mail Category	13	10

(a) Situation at 31 March 2011

(b) Situation at 31 December 2010

(c) Other Electronic Communications Networks (except CDNs).

(d) Includes service provided in the scope of the CDNs (9 providers - 2 of which have networks not accessible to the public) and via other platforms (5 providers).

(e) Services provided by recourse to the '30' numbering range.

(f) Includes 20 companies providing the service with the MRW brand on a franchising basis (the IBERCOURIER company owns the MRW brand), 12 companies providing the service with the NACEX brand on a franchising basis (the LOGISTA company owns the NACEX brand) and 3 companies providing the service with the ENVIALIA brand on a franchising basis.

ANACOM DISCLOSES PAYMENTS TO SUPPLIERS

The *Autoridade Nacional de Comunicações* (ANACOM) indicated that at 31 December 2010 it had no outstanding supplier debts with periods of more than 60 days, thus complying with the obligations to provide such information as set by the 2011 state budget. ANACOM also reported that the Emergency

Communications Planning Committee (CPEC) does not have financial independence or its own budget, and thus does not acquire anything from suppliers. All the CPEC's expenditures are processed and paid for by ANACOM, and the obligation to disclose supplier debts is therefore not applicable. (+)

SECURITY IN COMMUNICATIONS - ANACOM PRESENTATIONS

The following ANACOM presentations are now available: "Standardisation and Surveillance in Network and Information Security" (5th International Symposium on National Information Strategy, held last 2 May at the Amadora Military Academy)

and "Cyber-Security in Electronic Communications Regulation" (Conference on Cyber-Security: an Action-based Approach, held last 3 May at the Navy Auditorium in Lisbon). (+)

COMMUNICATIONS AROUND THE WORLD

EUROPEAN UNION

TELECOMS COUNCIL - CONCLUSIONS

Brussels hosted last 27 May a meeting of the European Union (EU) Council of Ministers devoted to telecommunications. The Hungarian EU presidency presented a report with progress regarding the European Commission's proposal to create the first radio spectrum policy programme (RSPP). Work on the RSPP will continue during the next EU presidency, to be assumed by Poland. The Council also approved a regulation extending the current mandate of the European Network and Information Security Agency (ENISA) for 18 more months until 13 September 2013, and presented the interim report on a new modernised mandate for ENISA. The ministers also approved conclusions regarding the upcoming World Radiocommunications Conference (WRC-12) of the International Telecommunication Union, in which they acknowledge the EC Communication on the subject adopted in April 2011, and set goals to achieve. In this Council session conclusions were also adopted on the protection of critical information infrastructures and on e-government (electronic public administration). (+)

DIGITAL AGENDA SCORECARD PUBLISHED

A scorecard rating implementation of the Digital Agenda for Europe was published on 31 May. The initiative comprises 101 specific actions which altogether aim to boost investment in digital technologies and the use of those technologies. In overall terms, the Digital Agenda Scorecard 2011, which evaluates the Agenda's first year of application and follows on previous implementation reports, indicates that eleven actions were carried out, six to be done in 2010 are late and the others are on due course. The scorecard's implications will be debated on 16-17 June at the Digital Agenda Assembly in Brussels. (+)

CLOUD COMPUTING - EC CONSULTATION

The deadline for responding to the European Commission's online public consultation on the offer and use of cloud computing systems is 31 August. The results will be used by the Commission to draw up the European cloud computing strategy, which the EC will present in 2012. (+)

GALILEO: FIRST OPERATIONAL SATELLITES

The European Commission has announced that the first two operational satellites of the European satellite radionavigation programme (Galileo) will be launched this coming 20 October from the European Spaceport in Kourou, French Guiana. According to the EC, the launch of the Galileo satellites to a height of 23,600 km will enable some initial satellite navigation services to be provided in 2014. Successive launches will complete the network by 2019. (+)

SPECTRUM - EUROPEAN PARLIAMENT APPROVES NEW RULES

The European Parliament approved last 11 May rules meant to release more radio spectrum in Europe for wireless broadband, to enable faster development of new services and high mobile internet speeds. The aim is to have broadband delivered throughout the European Union by 2013 and to assure universal access to high speed internet by 2020. (+)

EC SHELVES CASES AGAINST GERMANY

The European Commission has shelved two infringement cases it had filed against Germany, which corrected the situations that gave rise to them: one concerning the German law that excludes the high speed internet network (VDSL) of Deutsche Telekom from the regulator's measures to promote competition in that telecommunications sector area; the other associated to limits on technologies allowed in the 2.6 GHz frequency band. (+)

NEW REGULATORY FRAMEWORK - TRANSPOSITION

The European Commission has issued a press release concerning transposition into national legislation of the new regulatory framework for electronic communications (2009), whose deadline was 25 May. Up to now, only two EU member states (Denmark and Estonia) have formally notified the EC of full transposition. The Commission thus warned that it may begin infringement proceedings against the countries which have not implemented it on time. (+)

ANACOM INTERNATIONAL ACTIVITY

The *Autoridade Nacional de Comunicações* (ANACOM) represents the Portuguese communications sector before international sector-related organisations and took part in a number of recent meetings in the scope of the European Conference of Postal and Telecommunications Administrations (CEPT), the Body of European Regulators for Electronic Communications (BEREC), the Independent Regulators Group (IRG), the European Union (EU), the European Telecommunications Satellite Organisation (EUTELSAT IGO), the International Telecommunication Union (ITU), the Universal Postal Union (UPU) and the Radio and Telecommunications Terminal Equipment Compliance Association (R&TTE CA).

CEPT

In the scope of the Electronic Communications Committee (ECC), the following meetings were held:

- 2nd meeting of the Numbering and Networks working group (WG NaN), in Athens on 4-5 May; (+)
- 23rd meeting of the Regulatory Affairs working group (WG RA), in Paris on 3-6 May; (+)
- 72nd meeting of the working group on Frequency Management (WG FM), in Miesbach on 16-20 May; (+)
- 7th and last meeting of project team (PT) 47 of WG FM, in Copenhagen on 27-28 April; (+)
- 11th meeting of the CPG PTD group, in Maisons-Alfort on 26-29 April; (+)

The CEPT Committee in charge of co-ordinating European participation in ITU activities (Com-ITU) met last 3-4 May in Cluj; (+)

The fourth meeting of the Council of Administration of the European Communications Office (ECO) was held last 11-12 May in Berlin; (+)

The 44th plenary meeting of the European Committee for Postal Regulation was held last 19-20 May in Dublin. (+)

BEREC

Porto hosted on 26-27 May meetings of the Board of Regulators (BoR) (+) and the Management Committee (MC). (+)

The drafters group for the document on "competition issues related to net neutrality" met last 24 May in Barcelona. (+)

The Contact Network held a meeting last 5-6 May in Luxembourg. (+)

The joint PT of the Radio Spectrum Policy Group (RSPG) and BEREC, PT BEREC-RSPG, met last 5 May in Brussels. (+)

IRG

The Contact Network held a meeting last 5 May in Luxembourg. (+)

The plenary meeting was held on 26 May in Porto. (+)

EU

Brussels served as venue last 19 May for a meeting of the European Commission's Communications Committee (COCOM). (+)

EUTELSAT IGO

The organisation's Assembly of Parties met on 11-12 May in Paris. (+)

ITU

As part of the work of the ITU Council, the following meetings were held in Geneva:

- 20th meeting of the working group on Financial Regulations (FINREGS), on 23-24 May; (+)
- meeting of the ad hoc working group on the Telecom events host country agreement model, on 23 May; (+)
- 18th meeting of the working group on implementation of the World Summit on the Information Society (WSIS) outcomes, on 25-26 May. (+)

UPU

The plenary meeting of the Union's Postal Operations Council was held in Berne on 12-13 May. (+)

R&TTE CA

The association's 22nd meeting was held on 5 May in Lyon. (+)

ITU EXCELLENCE CENTRE - ACTION IN SÃO TOMÉ AND PRÍNCIPE

The ITU Excellence Centre for the Portuguese and Spanish speaking countries in Africa conducted an activity in São Tomé and Príncipe last 18-21 April, with the theme topic of "Consumer Protection and Telecommunications Regulation". The action was jointly monitored by ANACOM and the Consumers Directorate General (DGC). Various subjects were covered, among them: principles, motives and regulatory practices; case study, ANACOM's direct action in promoting pro-user competition;

analysis of electronic communications markets and application of obligations; consumer rights - introduction and consumer protection legislation; economic importance of consumer policy; consumer protection - competition and regulations; universal service policies as a safeguard for info-inclusion and citizens' rights; complaints book and telematic common information network; and provider switching in electronic communications services.

NEWS FROM OTHER COUNTRIES

GERMANY - Bundesnetzagentur (BNetzA)

- The telecoms industry has reached agreement on fundamental principles for developing the broadband of the future. The document titled "Technical and operational aspects of access to optical fibre networks and other NGA networks" is available on the BNetzA website. (+)

AUSTRALIA - Australian Communications and Media Authority (ACMA)

- The regulator has placed in public consultation until 15 July the report "Reconnecting the Customer", which puts forward a strategy proposal meant to improve consumer service. (+)

BELGIUM - Institut Belge des Services Postaux et des Télécommunications (IBPT)

- October 14 is the deadline for submitting bids for the auction of frequency usage rights in the 2500-2690 MHz band (auction of 4th generation mobile licences).

BRAZIL - Agência Nacional de Telecomunicações (ANATEL)

- The regulator approved on 2 June the proposed General Target Plan for Universal Fixed Switched Telephone Service (PGMU) for the 2011-15 period.
- ANATEL has approved three public consultations meant to update the cable television regulation. Interested parties have been given 40 days to respond, counting from the date of publication in the official gazette (7 June).

CANADA - Canadian Radio-television and Telecommunications Commission (CRTC)

- A public consultation is under way concerning the wholesale supply of internet access services. The response deadline is 24 June. (+)

SPAIN - Comisión del Mercado de las Telecomunicaciones (CMT)

- In response to a Telefónica consultation on the possibility of charging users for costs derived from contract cancellations due to number portability requests, the CMT considered in a 28 April resolution that such measure is not reasonable and is

contrary to existing rules with respect to number preservation. The regulator also indicates that the Consumer Protection Law does not allow users to be penalised for withdrawing from a contract.

- Bernardo Lorenzo Almendros took office on 10 May as the new chairman of the CMT, which will also have two new directors, Marta Plana and Xabier Ormaetxea.

FRANCE - Autorité de Régulation des Communications Électroniques et des Postes (ARCEP)

- The regulator has released first quarter 2011 statistics concerning the retail markets for electronic communications (fixed and high speed broadband). Figures on the wholesale markets were also released.

- ARCEP deputy director general François Lions has assumed the position of director of postal affairs at the regulator following the departure of William Lacroix to the Economy Ministry's general directorate of competitiveness, industry and services. (+)

IRELAND - Commission for Communications Regulation (ComReg)

- The latest report on the quality of service provided by Ireland's incumbent postal operator, An Post, during the period from January to March 2011, has been published. (+)
- The regulator's approach to development of a suitable regulatory framework for next generation access (NGA) networks, which takes into account the respective European Commission recommendation, is under public consultation until 11 July. (+)

UNITED KINGDOM - Office of Communications (Ofcom)

- Ofcom's first research into the performance of mobile broadband throughout the United Kingdom has been published. (+)
- The regulator has announced various changes to its regulations which will benefit consumers, resulting from adoption of the new European regulatory framework for electronic communications. For example, since 26 May the tie-in period for a telephone connection or broadband contract cannot be more than 24 months; consumers must also be given the option for the contract to last no longer than 12 months. (+)

A DIGITAL AGENDA FOR BRAZIL AND EUROPE - REPORT

The Cullen International consultancy has released to the general public the report on "Building a Digital Agenda for Brazil and Europe", drawn up together with the EUBRasil association,

a non-profit organisation that supports the development of business, political and cultural relations between the European Union and Brazil. (+)

DTT - ANACOM FORBIDS IMPROPER BUSINESS PRACTICES

As part of the process for the introduction of digital terrestrial television (DTT) in Portugal, ANACOM forbid by determination dated 19 May commercial practices which in any way lead consumers to believe that they must subscribe to a pay service in order to continue tuning in to open channel television programmes (RTP1, RTP2, SIC and TVI, as well as RTP Azores and RTP Madeira). This stand results from publicly mentioned situations involving door-to-door sales and telephone contacts in which the contracting of a pay service is presented as the only

possible way to keep watching television due to the upcoming end of analogue transmissions – clearly an unfair commercial practice. This is because DTT is free access; its phased introduction over time and per geographic area has been approved and publicised by ANACOM. The prohibition is addressed to electronic communications companies that provide television signal distribution services and to agents who publicise and/or commercialise those services. (+)

FEES DUE TO ANACOM IN 2010 - REPORT

By determination dated 26 May ANACOM approved the report on the administrative costs and amount resulting from the collection of fees owed to this Authority in 2010 by the suppliers of electronic communications networks and services. In this regard, a decision was made to refund to those suppliers an overall amount of 2.9 million euros pertaining to 2009 and 2010,

following a review of settled fees. The fees are owed for the following acts: issue of statements proving rights associated to the general authorisation system; exercise of the activity of supplier of electronic communications networks and services; allocation of frequency usage rights; and allocation of number usage rights and respective reservation. (+)

EVALUATION OF MOBILE SERVICES IN PORTO URBAN TRAINS

ANACOM has released the latest report evaluating the quality of mobile voice services, video-telephony and coverage of GSM and WCDMA networks provided by the operators Optimus, TMN and Vodafone Portugal on urban trains in the northern city of Porto (Aveiro, Braga, Caíde and Guimarães lines). It was concluded that video-telephony service performance levels were

well off those observed for voice due to the very weak take-up. But the networks' ability to keep video-telephony calls active is at the same level as observed for voice service, whereby this service's performance as a whole may be considered acceptable. (+)

ELECTRONIC COMMUNICATIONS - USE BY SMEs IN 2010 EVALUATED

Nine out of ten companies had fixed telephone service (FTS) and eight out of ten mobile telephone service (MTS) at 31 December 2010, indicates the latest survey on the level of use and perception among Portuguese micro, small and medium-sized enterprises regarding the quality of electronic communication services in Portugal. The study developed by ANACOM and the company GfK Metris also shows that internet service

at a fixed location was used by 71 percent of those surveyed, while about a third used mobile internet service. The penetration rate of subscription TV service was 13.1 percent. Simultaneous use of fixed telephone, mobile telephone and internet access (fixed and/or mobile) services occurs in 52 percent of all the companies reviewed, a figure similar to the one in the previous survey. (+)

CONSULTATION ON MSS IN 2 GHz - DEADLINE EXTENDED

ANACOM decided to extend until 14 June the deadline for responding to the consultation about the draft decision on the

system for authorising mobile satellite service (MSS) systems in the 2 GHz band. (+)