

**ANNUAL ELECTRONIC COMMUNICATIONS QUESTIONNAIRE**  
Information referring to 2015

**PART II - Financial and activity indicators from electronic communications service operators**

**Filling Instructions:**

- Fill in the sections that refer to licenced/registered services provided by your your company.
- Fill in the 2015 cells.
- Fill in the 2014 cells where indicated or whenever previously reported information has changed.

**Company data:**

Company Name: \_\_\_\_\_  
 Name of the person responsible for filling-in the questionnaire: \_\_\_\_\_  
 Telephone Nr.: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

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**1. ELECTRONIC COMMUNICATIONS INVESTMENT**

		Unit: Euros		
ELECTRONIC COMMUNICATIONS INVESTMENT <sup>1</sup>		2014	2015	Comments
1.1	Electronic Communications investment			
1.1.1	of wich in fixed telecommunications networks <sup>2</sup>			
1.1.1.1	- of which, optical fibre networks investment			

**2. HIGH QUALITY ACSESSES<sup>3</sup>****2.1 Revenues<sup>4</sup>**

		Unit: Euros		
		2014	2015	Comments
2.1.1	High Quality Accesses retail revenues <sup>5,7</sup>			
2.1.2	High Quality Accesses wholesale revenues <sup>6,8</sup>			
2.1.3	<b>Total High Quality Accesses Revenues</b>			

**2.2 Activity Indicators<sup>9</sup>**

		Unit	2014	2015	Comments
2.2.1	<b>Number of High Quality Accesses Retail Customers</b>	1 customer			
2.2.2	<b>Number of High Quality Accesses Wholesale Customers</b>	1 customer			
2.2.3	<b>Number of High Quality Accesses to retail customers by capacity (National)</b>				
2.2.3.1	Analogue	1 line			
2.2.3.2	Digital	1 line			
2.2.3.2.1	≤ 2 Mbps	1 line			
2.2.3.2.2	]2; 155] Mbps	1 line			
2.2.3.2.3	> 155 Mbps	1 line			
2.2.4	<b>Number of High Quality Accesses to retail customers by capacity (International)</b>	1 line			
2.2.5	<b>Number of High Quality Accesses to wholesale customers by capacity (National)</b>				
2.2.5.1	Analogue	1 line			
2.2.5.2	Digital	1 line			
2.2.5.2.1	≤ 2 Mbps	1 line			
2.2.5.2.2	]2; 155] Mbps	1 line			
2.2.5.2.3	> 155 Mbps	1 line			
2.2.6	<b>Number of High Quality Accesses to wholesale customers by capacity (International)</b>	1 line			

**3. FIXED TELEPHONE SERVICE (FTS)****3.1 Revenues<sup>4</sup>**

		Unit: Euros		
		2014	2015	Comments
3.1.1	Retail revenues <sup>9</sup> of calling cards not included in the quarterly questionnaire on electronic communication services at a fixed location and nomadic VOIP services <sup>10</sup>			
3.1.2	<b>Total FTS wholesale revenues (in euros, excluding VAT and discounts) <sup>6</sup></b>			

**4. PAY TV SERVICE****4.1 Activity Indicators**

		Unit	2014	2015	Comments
4.1.1	Percentage of <b>residential</b> Pay-TV service subscribers <sup>11,12</sup> at the end of each year	%			

**5. INTERNET SERVICE ACCESS AT A FIXED LOCATION****5.1 Revenues<sup>4</sup>**

Unit: Euros

		2014	2015	Comments
5.1.1	Revenues from broadband internet access wholesale customers (net of discounts, in EUR) <sup>6</sup>			

**5.2 Activity Indicators**

		Unidade	2014	2015	Comments
5.2.1	Fixed broadband operator switching <sup>13</sup>				
5.2.1.1	Time needed to terminate a contract <sup>14</sup>	days			
5.2.1.2	Time needed to get connected <sup>15</sup>	days			

**6. MOBILE BROADBAND INTERNET SERVICE****6.1 Subscribers - 4G networks**

		Unidade	2014	2015	Comments
6.1.1	Number of subscribers of 4G mobile broadband Internet <sup>16</sup>	1 subscriber			
6.1.1.1	of which subscribers of specific mobile broadband Internet plans <sup>17</sup>	1 subscriber			
6.1.1.1.1	of which subscribers with modem/pen/card devices <sup>18</sup>	1 subscriber			

**6.2 Traffic Indicators**

		Unidade	2014	2015	Comments
6.2.1	Data Traffic - percentage of PS traffic originated in 4G networks <sup>19</sup>	% of traffic volume in GB			

**7. DATA TRANSMISSION SERVICE (DTS)****7.1 Revenues<sup>4</sup>**

Unit: Euros

		2014	2015	Comments
7.1.1	Data transmission Service revenues <sup>7,8,20</sup>			

**7.2 Activity Indicators**

		Unit	2014	2015	Comments
7.2.1	Data transmission Service <sup>20</sup>				
7.2.1.1	Number of DTS customers	1 customer			
7.2.1.2	Total traffic generated by DTS customers	GB			

**8. OTHER SERVICES****8.1 Electronic Communications Public Networks Activity Indicators**

	PUBLIC TELECOMMUNICATIONS NETWORKS	Unit	2014	2015	Comments
8.1.1	<b>Optical Fibre</b>				
8.1.1.1	Total optical fibre installed in the access/distribution network	km pair			
8.1.1.2	Total optical fibre installed in the transmission network (core network)	km pair			
8.1.2	<b>Coaxial cable</b>				
8.1.2.1	Total coaxial cable installed in the access/distribution network (including Hybrid fibre-coaxial )	km pair			
8.1.2.1.1	of which Hybrid fibre-coaxial	km pair			
8.1.2.2	Total coaxial cable installed in the transmission network (core network)	km par			

**8.2 Revenues of terminal equipment<sup>4</sup>**

Unit: Euros

		2014	2015	Comments
8.2.1	Revenue from the rental of terminal equipment owned by operators which are inseparable from the supply and provision of electronic communications services <sup>21</sup>			
8.2.1.1	Revenue from the rental of terminal equipment associated to fixed services (FTS, IAS, PayTV...) such as routers, set top boxes, modems and other equipment for connection to its electronic communications network;			
8.2.1.2	Revenues from terminal equipment associated to mobile services			
8.2.2	Revenue from the sale and rental of equipment excluded from the calculation of relevant income <sup>22</sup>			
8.2.2.1	Revenue from the rental of terminal equipment associated to fixed services (FTS, IAS, PayTV...) such as routers, set top boxes, modems and other equipment for connection to its electronic communications network;			
8.2.2.2	Revenues from terminal equipment associated to mobile services			

**8.3 Other Electronic communication revenues<sup>4</sup>**

Unit: Euros

		2014	2015	Comments
8.3.1	Other electronic communication revenues not included in the quarterly and annual questionnaires <sup>23</sup>			
8.3.1.1	Revenues from calls to special numbers with origin in a mobile network			
8.3.1.2	Broadcasting revenues			
8.3.1.3	Revenues from leasing capacity			
8.3.1.4	Other revenues			
8.3.1.5	(Specify. Insert as many rows as necessary)			

## 9. INDICATORS BY MUNICIPALITY

Reference date of information: 31th December 2015

NUTS I	NUTS II	NUTS III	Municipalities	Number of Lines to the fixed telephone service (FTS) <sup>24</sup>		Number of fixed broadband Internet retail lines <sup>27</sup>	
				Residential <sup>25</sup>	Non residential <sup>26</sup>	Residential <sup>25</sup>	Non residential <sup>26</sup>
NORTE		Minho-Lima	Viana do Castelo				
			Ponte de Lima				
			Arcos de Valdevez				
			Caminha				
			Melgaço				
			Monção				
			Paredes de Coura				
			Ponte da Barca				
			Valença				
			Vila Nova de Cerveira				
		Cávado	Braga				
			Barcelos				
			Amares				
			Terras de Bouro				
			Vila Verde				
		Ave	Vila Nova de Famalicão				
			Trofa				
			Vizela				
			Guimarães				
			Santo Tirso				
			Póvoa de Lanhoso				
			Vieira do Minho				
			Fafe				
		Grande Porto	Póvoa de Varzim				
			Matosinhos				
			Porto				
			Maia				
			Valongo				
			Gondomar				
			Espinho				
			Vila Nova de Gaia				
			Vila do Conde				
		Tâmega	Felgueiras				
			Penafiel				
			Lousada				
			Paços de Ferreira				
			Amarante				
			Marco de Canaveses				
			Castelo de Paiva				
			Baião				
			Mondim de Basto				
			Cabeceiras de Basto				
			Celorico de Basto				
			Ribeira de Pena				
			Cinfães				
		Entre Douro e Vouga	Resende				
			Paredes				
			São João da Madeira				
			Santa Maria da Feira				
			Oliveira de Azeméis				
		Douro	Arouca				
			Vale de Cambra				
			Vila Real				
			Armamar				
			Lamego				
			Alijó				
			Mesão Frio				
			Sabrosa				
			Santa Marta de Penaguião				
			São João da Pesqueira				
			Carraceda de Ansiães				
			Freixo de Espada à Cinta				
			Sernancelhe				
			Tabuaço				
			Tarouca				
			Torre de Moncorvo				
			Vila Flor				
		Alto Trás-os-Montes	Vila Nova de Foz Côa				
			Moimenta da Beira				
			Penedono				
			Peso da Régua				
			Chaves				
			Valpaços				
			Macedo de Cavaleiros				
			Miranda do Douro				
			Mirandela				
			Mogadouro				
			Vila Pouca de Aguiar				
			Montalegre				
			Vimioso				
		Vinhais					
		Alfândega da Fé					
		Bragança					
		Murça					
Boticas							

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				Residential <sup>25</sup>	Non residential <sup>26</sup>	Residential <sup>25</sup>	Non residential <sup>26</sup>
CONTINENTE	CENTRO	Baixo Vouga	Aveiro				
			Ílhavo				
			Ovar				
			Mealhada				
			Águeda				
			Anadia				
			Oliveira do Bairro				
			Vagos				
			Sever do Vouga				
			Murtosa				
			Albergaria-a-Velha				
		Estarreja					
		Baixo Mondego	Coimbra				
			Condeixa-a-Nova				
			Cantanhede				
			Mira				
			Soure				
			Montemor-o-Velho				
			Penacova				
			Figueira da Foz				
		Pinhal Litoral	Leiria				
			Marinha Grande				
			Batalha				
			Porto de Mós				
			Pombal				
		Pinhal-Interior-Norte	Oliveira do Hospital				
			Alvaiázere				
			Castanheira de Pêra				
			Figueiró dos Vinhos				
			Tábua				
			Vila Nova de Poiares				
			Pedrogão Grande				
			Penela				
			Arganil				
			Góis				
			Pampilhosa da Serra				
			Lousã				
			Miranda do Corvo				
		Ansião					
		Pinhal-Interior-Sul	Oleiros				
			Proença-a-Nova				
			Sertã				
			Vila de rei				
			Mação				
		Dão-Lafões	Nelas				
			Viseu				
			Mangualde				
			Carregal do Sal				
			Castro Daire				
			Mortágua				
Oliveira de Frades							
Penalva do Castelo							
Aguiar da Beira							
Santa Comba Dão							
São Pedro do Sul							
Satão							
Tondela							
Vila Nova de Paiva							
Vouzela							
Serra da Estrela	Seia						
	Fornos de Algodres						
	Gouveia						
Beira-Interior-Norte	Guarda						
	Almeida						
	Celorico da Beira						
	Figueira de Castelo Rodrigo						
	Manteigas						
	Pinhel						
	Sabugal						
Trancoso							
Beira-Interior-Sul	Castelo Branco						
	Idanha-a-Nova						
	Vila Velha de Rodão						
	Penamacor						
Cova da Beira	Fundão						
	Belmonte						
	Covilhã						
Oeste	Caldas da Rainha						
	Alcobaça						
	Cadaval						
	Óbidos						
	Bombarral						
	Nazaré						
	Peniche						
	Torres Vedras						
	Lourinhã						
	Arruda dos Vinhos						
	Sobral de Monte Agraço						
Alenquer							
Médio Tejo	Entroncamento						
	Vila Nova da Barquinha						
	Ferreira do Zêzere						
	Constância						
	Torres Novas						
	Tomar						
	Abrantes						
	Alcanena						
Sardoal							
Ourém							

## Reference date of information: 31th December 2015

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				Residential <sup>25</sup>	Non residential <sup>26</sup>	Residential <sup>25</sup>	Non residential <sup>26</sup>
	LISBOA	Grande Lisboa	Lisboa				
			Oeiras				
			Amadora				
			Cascais				
			Loures				
			Sintra				
			Odivelas				
			Vila Franca de Xira				
			Mafra				
			Almada				
		Setúbal					
		Seixal					
		Barreiro					
		Moita					
	Montijo						
	Palmela						
	Alcochete						
	Sesimbra						
	ALENTEJO	Lezíria do Tejo	Santarém				
			Almeirim				
			Golegã				
			Rio Maior				
			Azambuja				
			Cartaxo				
			Chamusca				
			Coruche				
			Alpiarça				
			Salvaterra de Magos				
		Benavente					
		Alentejo Litoral	Sines				
			Grândola				
			Odemira				
			Alcácer do Sal				
Alto Alentejo		Castelo de Vide					
		Nisa					
		Arronches					
		Campo Maior					
		Crato					
		Elvas					
		Avis					
		Fronteira					
		Alter do Chão					
		Monforte					
		Mora					
	Ponte de Sôr						
Portalegre							
Marvão							
Gavião							
Alentejo Central	Évora						
	Montemor-o-Novo						
	Borba						
	Estremoz						
	Arraiolos						
	Redondo						
	Reguengos de Monsaraz						
	Mourão						
	Sousel						
	Vendas Novas						
Viana do Alentejo							
Baixo Alentejo	Alandroal						
	Vila Viçosa						
	Portel						
	Beja						
	Vidigueira						
	Castro Verde						
	Barrancos						
	Serpa						
	Aljustrel						
	Ourique						
	Cuba						
	Mértola						
Alvito							
Almodôvar							
Moura							
Ferreira do Alentejo							
ALGARVE	Algarve	Faro					
		Loulé					
		Olhão					
		Portimão					
		Lagoa					
		Tavira					
		Albufeira					
		São Brás de Alportel					
		Vila Real de Santo António					
		Monchique					
		Lagos					
		Aljezur					
		Castro Marim					
		Alcoutim					
		Vila do Bispo					
		Silves					

## Reference date of information: 31th December 2015

NUTS I	NUTS II	NUTS III	Municipalities	Number of Lines to the fixed telephone service (FTS) <sup>24</sup>		Number of fixed broadband Internet retail lines <sup>27</sup>	
				Residential <sup>25</sup>	Non residential <sup>26</sup>	Residential <sup>25</sup>	Non residential <sup>26</sup>
AÇORES	RAA	Região Autónoma dos Açores	Ponta Delgada				
			Angra do Heroísmo				
			Horta				
			Lagoa				
			Vila Franca do Campo				
			Ribeira Grande				
			Praia da Vitória				
			Calheta				
			Povoação				
			Santa Cruz da Graciosa				
			Lajes das Flores				
			Santa Cruz das Flores				
			Nordeste				
			Lajes do Pico				
			Velas				
			Madalena				
			São Roque do Pico				
Vila do Porto							
Corvo							
MADEIRA	RAM	Região Autónoma da Madeira	Funchal				
			Santa Cruz				
			Câmara de Lobos				
			Machico				
			Porto Santo				
			Ribeira Brava				
			Ponta do Sol				
			Santana				
			Calheta				
			São Vicente				
			Porto Moniz				
<b>Total</b>							

	Indicator	Description
1	Electronic Communications Investment	All telecommunications network investment (both tangible and intangible) should be included. Technical cost investment: includes tangible and intangible fixed assets suppliers of fixed assets. License fees should be excluded.
2	Fixed network investment	Fixed network investment (both tangible and intangible) should be included. Technical cost investment: includes tangible and intangible fixed assets and advances to suppliers of fixed assets. License fees should be excluded.
3	High quality accesses	High quality accesses are dedicated, fixed-bandwidth, symmetric data connections that link two locations permanently. High quality accesses can be used for carrying out voice traffic through fiber optical, copper or radio links. High quality accesses include traditional lines supported in PDH or SDH, and copper pairs/+ SHDSL and Ethernet.
4	Revenues	Revenues already reported in the quarterly questionnaires (electronic communication services at a fixed location and nomadic VOIP services and Mobile Telephony Services) should not be included. The amount of revenue for a specific service cannot be reported in two different indicators (in order to avoid double-counting). Intra-group revenues should be included. Revenues should be reported in Euros, net of discounts and VAT and accumulated since the beginning of the year.
5	Retail revenues	Revenue from the provision of services to retail customers. Retail customers are consumers or those who do not use the service in question as an input of other electronic communications services.
6	Wholesale Revenues	Revenue from the provision of services to other operators and service providers, with respect to access and interconnection. Wholesale customers are all operators and providers of electronic communications services that use them as an input for the provision of electronic communications services. These services may be used to develop own networks to support the provision of other electronic communications services sold downstream to their end customers, eg resale of network traffic.
7	High quality accesses retail revenues	Retail Revenues from high quality accesses should exclude revenues from retail internet access services already reported in Quarterly questionnaire of EC at a fixed location and nomadic VoIP and should also exclude Data Transmission Service revenues. If it is not possible to split the retail high quality accesses revenues and Data Transmission Service revenues, revenues must be reported in the data transmission service indicator and should be noted that the same revenue can not be reported in two different indicators.
8	High quality accesses wholesale revenues	If it is not possible to split the high quality accesses lines revenues and Data Transmission Service revenues, revenues must be reported in the data transmission service indicator and should be noted that the same revenue can not be reported in two different indicators.
9	High quality accesses Activity Indicators	When the high quality accesses offer is made by satellite access, this ought to be duly noted.
10	Other revenues of calling cards	Calling Cards revenues from operators which do not have calling card assigned numbers and that do not report revenues on the quarterly questionnaire on electronic communications services at a fixed location and nomadic VOIP. It should be included in this indicator all traffic revenues from calling cards (originated in the "882" number) generated by the provider who sells the cards to the end-user.
11	Percentage of residential Pay-TV service subscribers	Percentage of residential Pay-TV service subscribers (included in the indicator 2.5.1+2.5.2+2.5.3+2.5.4+2.5.5+2.5.6 of the "Electronic communication services at a fixed location and nomadic VOIP services" questionnaire, at the end of each year.
12	Residential Pay-TV subscriber	Residential customers are users who do not use the service in question as intermediate consumption of their economic activity. Other equivalent criteria may be used in these cases, be explained.
13	Fixed Broadband Operator Switching	These indicators are aimed at measuring how much time it takes to change operator in fixed broadband. These figures should target only the cases belonging to the 95th percentile of both indicators. Those cases should be excluded, where (1) the customer requests to terminate a contract or get connected later than the standard timing proposed by the operator and (2) the process is delayed purely due to the lack of cooperation of the customer.
14	Time needed to terminate a contract	This indicator should measure the maximum number of calendar days needed to terminate a contract starting with the initiation by the customer and ending with the termination of the contract. Binding contracts giving discounts are out of scope, but general notice periods are to be included. The indicator refers to residential contracts. See also no. 15.
15	Time needed to get connected	This indicator should measure the maximum number of calendar days needed to connect a customer starting with the initiation of the process (which may be the signing of a contract) and ending with the start of the service. Time needed to terminate the old contract should not be included. The indicator refers to residential customers. See also no. 14.
16	Number of subscribers of 4G mobile broadband Internet	This indicator should include only those SIM cards, with a valid contract, that generated internet traffic on a domestic LTE network in the last 30 days of the reference year. Services which only offer "walled garden" or email-only services (or SMS/MMS only) should not be considered.
17	Number of subscribers of 4G mobile broadband Internet with a specific mobile broadband Internet plan	This indicator should include only those SIM cards, with a valid contract, that generated any internet traffic on a domestic LTE network in the last 30 days and with a specific mobile broadband Internet plan. Include stand-alone plans and complementary plan that require an additional subscription. Subscriptions which only offer "walled garden" or email-only services (or SMS/MMS only) should not be considered. Bundled offers (i.e., voice and data access) are excluded.
18	Number of subscribers of 4G mobile broadband Internet with a specific mobile broadband Internet plan and using modem/pen/card devices	This indicator should include only those SIM cards, with a valid contract, that generated any internet traffic on a domestic LTE network in the last 30 days and with a specific mobile broadband Internet plan and using modem/pen/card devices. Include stand-alone plans and complementary plan that require an additional subscription. Subscription offers "walled garden" or email-only services (or SMS/MMS only) should not be considered. Bundled offers (i.e., voice and data access) are excluded.
19	Data Traffic - percentage of PS traffic originated in 4G networks	Percentage of mobile broadband Internet traffic (in GB) using 4G networks only.
20	Data transmission services	Data transmission Services through Frame Relay, IP MPLS, Ethernet, Switching, etc.
21	Revenue from the rental of terminal equipment owned by operators which are inseparable from the supply and provision of electronic communications services	Revenue from the rental of terminal equipment owned by operator which are inseparable from the supply and provision of electronic communications services (acording to the "Circular Interpretativa" sent in 01-06-2012 in the letter ANACOM-S038780/2012, concerning the clearance of the relevant income for the calculation of fees due from suppliers of electronic communications networks and services pursuant to the Administrative Rule no. 1473-B/2008 of december 17, changed by the Administrative Rule no. 567/2009, of may 27, and by the Administrative Rule no. 291-A, of november 4, which proceeded to republication)
22	Revenue from the sale and rental of equipment excluded from the calculation of relevant income	<b>Revenue from the sale and rental of equipment excluded from the calculation of relevant income concerning the clearance of the relevant income for the calculation of fees due from suppliers of electronic communications networks and services</b> pursuant to the Administrative Rule no. 1473-B/2008 of december 17, changed by the Administrative Rule no. 567/2009, of may 27, and by the Administrative Rule no. 291-A, of november 4, which proceeded to republication and according to the "circular interpretativa" of ICP-AI ANACOM-S038780/2012 of 01-06-2012).
23	Other electronic communications revenues	"Other" electronic communications revenues not included in other questionnaires (or in this questionnaire) but considered in the calculation of relevant income for payment of fees, such as Revenues from calls to special numbers with origin in a mobile network, broadcasting revenues, Revenues from leasing capacity, etc. Specify and insert as many rows as necessary.
24	Number of Lines to the fixed telephone service (FTS)	Fixed telephony lines included in the indicator 1.1.2 of the "Electronic communication services at a fixed location and nomadic VOIP services" statistic indicators, at the end of 2014 ("Number of lines - fixed telephone service"). <b>Lines should be accounted for in the municipality corresponding to the address where the line is physically installed.</b>
25	Number of Lines from residential customers	Residential customers are the users who do not use the service in question as an input of their economic activity. Other equivalent criteria may be used, which should, be explained.
26	Number of Lines from non-residential customers	Non-residential customers are users who use the service in question as an input of their economic activity. Other equivalent criteria may be used, which should, in the calculation of relevant income, be explained.
27	Number of fixed broadband Internet retail lines	Fixed broadband Internet retail lines, included in the indicator 1.2 of the "Electronic communication services at a fixed location and nomadic VOIP services" statistic indicators, at the end of 2014 ("Number of broadband Internet retail lines, by type of access technology"). <b>Lines should be accounted-for in the municipality corresponding to the address where access is physically installed.</b>

**10. ENQUIRIES RECEIVED between 01/01/2015 and 31/12/2015****I. ENQUIRIES**

	Unit	Year 2015	Notes
I.1 Number of Enquiries			
I.1.1 (of which) Complaints			
I.1.1.1 By subject			
I.1.1.1.1 Customer service			
I.1.1.1.2 Service malfunction			
I.1.1.1.3 Initial connection or alteration of service			
I.1.1.1.4 Internet access speed			
I.1.1.1.5 Manner in which service is/was sold			
I.1.1.1.6 Suspension of service			
I.1.1.1.7 Cancellation of service			
I.1.1.1.8 Billing and Charges			
I.1.1.1.9 Other contractual issues			
I.1.1.1.10 Number portability (fixed or mobile)			
I.1.1.1.11 Equipment unlocking			
I.1.1.1.12 Other equipment issues			
I.1.1.1.13 Other issues			
I.1.1.1.14 Unidentified issues			
I.1.1.2 By means of contact			
I.1.1.2.1 Physical retail outlets			
I.1.1.2.2 Website/Online stores			
I.1.1.2.3 Customer helplines (Call Centres)			
I.1.1.2.4 Mobile customer service points			
I.1.1.2.5 Other			
I.1.2 (of which) Other enquiries			
I.1.2.1 By subject			
I.1.2.1.1 Contracting / Subscription of services or changes to terms and conditions			
I.1.2.1.2 Other issues			
I.1.2.2 By means of contact			
I.1.2.2.1 Physical retail outlets			
I.1.2.2.2 Website/Online stores			
I.1.2.2.3 Customer helplines (Call Centres)			
I.1.2.2.4 Mobile customer service points			
I.1.2.2.5 Other			

**II. MEANS OF CONTACT**

	Unit	Year 2015	Notes
II.1 Physical means of contact - monthly average over the year			
II.1.1 Number of physical retail outlets			
II.1.2 Number of Call Centres			
II.1.3 Number of mobile customer service points			
II.1.4 Number of other means (Please list. Add rows if necessary.)			
II.2 Number of Active Customer Service Points - monthly average over the year			
II.2.1 In stores			
II.2.2 Customer helplines (Call Centres)			
II.2.3 Mobile customer service points			
II.2.4 Other			
II.3 Number of operating hours - monthly average over the year			
II.3.1 Stores			
II.3.2 Call Centres			
II.3.3 Mobile customer service points			
II.3.4 Other			

**III. Number of customers**

	Unit	Year 2015	Notes
III.1 Average number of customers reported by provider			



<b>10. ENQUIRIES RECEIVED</b>	Enquiries should be taken to mean complaints, requests for information or other enquiries sent by customers (actual or potential) to the provider.
I.1 Number of Enquiries	This field does not have to be completed.
	This line does not have to be completed.
I.1.1 (of which) Complaints	This field does not have to be completed.  Complaint should be taken as any manifestation of dissatisfaction which is expressed directly or indirectly by any means, by any interested party or group of interested parties with regard to the provider's conduct, with regard to the goods or services which it provides, or with regard to its internal procedure for handling complaints. For the purposes of completing this form, an enquiry should always be classified as a complaint whenever this definition is fulfilled, even where the enquirer identifies their communication as an information request or where it takes the form of a question.  As such:  (a) Where a user makes the same complaint several times and/or follows up on an unanswered complaint, these contacts should not be considered as new enquiries, unless the user refers to issues or manifests dissatisfaction with other services and/or subjects. (b) If the user makes a new complaint following a contact which the user considers to be fully or partially unresolved (i.e. assuming that the provider has taken action to resolve the situation, following which the user remained dissatisfied), the provider shall count this as a new complaint. (c) If the user has put more than one question or expressed dissatisfaction with more than one aspect, this must be counted as a request for information, complaint or other, as applicable, for each question or problem identified by the enquiring party, even where contained in a single communication. If the criteria used by the provider differ from the criteria set out here, the provider should provide an explanation in the "notes" column.
	This line does not have to be completed.
I.1.1.1 By subject	This field does not have to be completed.  In the following lines, the provider should enter the number of complaints received in the year indicated, according to the subject or issue giving rise to the complaint.  If a complaint refers to more than one issue, a complaint should be entered for each subject mentioned.  The provider should use the "notes" column to explain the types and definitions used where these differ from those set out here.
I.1.1.1.1 Customer service	Delays, failure to resolve problems/issues, inaccurate or insufficient information, call costs, problems/issues arising in the context of call centre customer service, functioning of customer service contact channels, and other aspects. Includes issues/problems presented by users who are not customers (potential customers).
I.1.1.1.2 Service malfunction	Service interruptions/outages of any duration, including malfunction of equipment supplied by the service provider (rented to the customer), repair costs, technical assistance to repair faults.
I.1.1.1.3 Initial connection or alteration of service	Delay, costs, losses incurred as result of initial connection or installation of the service, including in the context of changes of address, technical assistance to solve problems with the initial connection or installation of service.
I.1.1.1.4 Internet access speed	Differences between contracted speed and actual speed.
I.1.1.1.5 Manner in which service is/was sold	Omissions or inaccuracies in pre-contractual and contractual information, unsolicited contract activations, allegations of deceit in the activation of services, publicity, etc.
I.1.1.1.6 Suspension of service	Suspension resulting from non-payment of bills, for excessive consumption or for other reasons, provision of prior notice, restoration of service, costs associated with the process, payment agreements, etc.
I.1.1.1.7 Cancellation of service	Communication means, requirements, procedures and information associated with the cancellation process, confirmation of termination requests, cancellation policy, etc.
I.1.1.1.8 Billing and Charges	Inaccuracies in billed amounts, issue of bills, means of invoicing and detail, billing cycles, availability of itemised billing, payment options and methods, etc.
I.1.1.1.9 Other contractual issues	Issues/problems of an exclusively contractual nature which remain unclassified.
I.1.1.1.10 Number portability (fixed or mobile)	Delays, disruption to service, refusals to provide portability, ported number warning message, portability window, duplicate billing associated with portability, provision of compensation, etc.
I.1.1.1.11 Equipment unlocking	Time limits, value and other conditions associated with the unblocking of operating equipment, etc.
I.1.1.1.12 Other equipment issues	Faults in equipment supporting the use of an electronic communications service, repair of equipment (whether or not under guarantee), sale and exchange of equipment, etc.
I.1.1.1.13 Other issues	Unclassified Issues/problems (e.g. roaming, selection and pre-selection, infrastructure, complaint books, etc.), etc.
I.1.1.1.14 Unidentified issues	Complaints in which the issue/problem presented cannot be identified.
	This line does not have to be completed.
I.1.1.2 By means of contact	This field does not have to be completed.  In the following lines, the provider should enter the number of complaints received in the year indicated, according to the means of contact used to communicate the complaint.  The term "means of contact" should be taken as the means of communication which providers of electronic communications services make available to users to contact customer services/support.
I.1.1.2.1 Physical retail outlets	
I.1.1.2.2 Website/Online stores	
I.1.1.2.3 Customer helplines (Call Centres)	
I.1.1.2.4 Mobile customer service points	
I.1.1.2.5 Other	
	This line does not have to be completed.

<b>10. ENQUIRIES RECEIVED</b>	Enquiries should be taken to mean complaints, requests for information or other enquiries sent by customers (actual or potential) to the provider.
I.1.2 (of which) Other enquiries	Other enquiries than complaints (e.g. requests for information or other).  As such:  (a) Where a user makes the same request for information several times and/or follows up on an unanswered request for information, these contacts should not be considered as new enquiries, unless the user refers to issues or manifests dissatisfaction with other services and/or subjects. (b) If the user makes a new request for information following a contact which the user considers to be fully or partially unresolved (i.e. presupposing that the provider has provided clarification which does not satisfy the user), the provider shall count this as a new request for information. (c) If the user has put more than one question or expressed dissatisfaction with more than one aspect, this must be counted as an information request, complaint or other, as applicable, for each question or problem identified by the enquiring party, even where contained in a single communication. If the criteria used by the provider differs from the criteria set out here, an explanation should be given in the "notes" column.
	This line does not have to be completed.
I.1.2.1 By subject	This field does not have to be completed.  In the following lines, the provider should enter the number of other enquiries received in the year indicated, according to the reason or issue giving rise to each enquiry.  If an enquiry refers to more than one issue, an enquiry should be entered for each subject mentioned.  The provider should use the "notes" column to explain the types and definitions used where these differ from those set out here.
I.1.2.1.1 Contracting / Subscription of services or changes to terms and conditions	
I.1.2.1.2 Other issues	
	This line does not have to be completed.
I.1.2.2 By means of contact	This field does not have to be completed.  In the following lines, the provider should enter the number of complaints received in the year indicated, according to the means of contact used to communicate the complaint.  The term "means of contact" should be taken as the means of communication which providers of electronic communications services make available to users for the purpose of contacting customer services/support.
I.1.2.2.1 Physical retail outlets	
I.1.2.2.2 Website/Online stores	
I.1.2.2.3 Customer helplines (Call Centres)	
I.1.2.2.4 Mobile customer service points	
I.1.2.2.5 Other	
	This line does not have to be completed.
	This line does not have to be completed.
	This line does not have to be completed.
II. MEANS OF CONTACT	This field does not have to be completed.  The term "means of contact" should be taken as the means of communication which providers of electronic communications services make available to users for the purpose of contacting customer services/support.
	This line does not have to be completed.
	This line does not have to be completed.
	This line does not have to be completed.
II.1 Physical means of contact - monthly average over the year	This field does not have to be completed.  In the following lines, the provider should enter the monthly average of the means of contact during the year being reported for each type of physical means of contact indicated. For the purpose of calculating the average, end-of-month values should be used. If another method is used, this must be indicated under notes.
II.1.1 Number of physical retail outlets	
II.1.2 Number of Call Centres	
II.1.3 Number of mobile customer service points	
II.1.4 Number of other means (Please list. Add rows if necessary.)	
	This line does not have to be completed.
II.2 Number of Active Customer Service Points - monthly average over the year	This field does not have to be completed.  In the following lines, the provider should enter the monthly average of the number of active points associated with each means of contact during the year being reported, for each type of physical means of contact indicated. For the purpose of calculating the average, end-of-month values should be used. If another method is used, this must be indicated under notes.
II.2.1 In stores	
II.2.2 Customer helplines (Call Centres)	
II.2.3 Mobile customer service points	
II.2.4 Other	
	This line does not have to be completed.
II.3 Number of operating hours - monthly average over the year	This field does not have to be completed.  In the following lines, the provider should enter the monthly average of operating hours associated with each means of contact during the year being reported, for each type of physical means of contact indicated (e.g. if "on average, stores operate for 300 hours per month during 2014" the value entered in 3.3.1. should be 300).
II.3.1 Stores	
II.3.2 Call Centres	
II.3.3 Mobile customer service points	
II.3.4 Other	
	This line does not have to be completed.

<b>10. ENQUIRIES RECEIVED</b>	Enquiries should be taken to mean complaints, requests for information or other enquiries sent by customers (actual or potential) to the provider.
	This line does not have to be completed.
	This line does not have to be completed.
III. Number of customers	
	This line does not have to be completed.
	This line does not have to be completed.
	This line does not have to be completed.
III.1 Average number of customers reported by provider	<p>Number of customers of electronic communications services covered by at least one current contractual relationship (i.e. if a customer is subscribing to more than one service or offer, count as one customer).</p> <p>Enter the monthly average number of customers for the year indicated. To calculate the monthly average, use the number of customers reported at the end of each month.</p> <p>If another calculation method is used, this must be indicated under notes.</p>