

ANNUAL ELECTRONIC COMMUNICATIONS QUESTIONNAIRE
Information referring to 2012

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

- Fill in only sections applied to the services that your company is legally qualified.
- Fill in the 2012 cells.
- Fill in the 2011 cells where indicated or whenever previously reported information has changed.

Company data:

Company Name: _____
Name of the person responsible for filling the questionnaire: _____
Telephone: _____
E-mail: _____

Index:

- [1. ELECTRONIC COMMUNICATIONS INVESTMENT](#)
[1.1 Electronic Communications investment](#)
[1.2 Fixed Network Investment](#)
[2. LEASED LINE SERVICES](#)
[2.1 Revenues](#)
[2.2 Indicadores de Actividade](#)
[3. FIXED TELEPHONE SERVICE \(FTS\)](#)
[3.1 Revenues](#)
[4. MOBILE SERVICES](#)
[4.1 Revenues](#)
[5. SUBSCRIPTION TV SERVICE](#)
[5.1 Activity Indicators](#)
[6. INTERNET SERVICE ACCESS \(ISA\) AS A FIXED LOCATION](#)
[6.1 Revenues](#)
[7. DATA TRANSMISSION SERVICE \(DTS\)](#)
[7.1 Revenues](#)
[7.2 Activity Indicators](#)
[8. OTHER SERVICES](#)
[8.1 Indicadores de Actividade de Redes Públicas de Comunicações Electrónicas](#)
[9. INDICATORS BY MUNICIPALITY](#)

1. ELECTRONIC COMMUNICATIONS INVESTMENT

		Unit: Euros		
	ELECTRONIC COMMUNICATIONS INVESTMENT ¹	2011	2012	Comments
1.1	Electronic Communications investment			
1.1 a	- of which, optical fibre networks investment			

¹ All telecommunications 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.

		Unit: Euros			
	Fixed Network Investment ²	2010	2011	2012	Comments
1.2	Investment (both tangible and intangible) in fixed telecommunications networks				

² 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.

2. LEASED LINE SERVICES**2.1 Revenues ¹**

		Unit: Euros		
		2011	2012	Comments
2.1.1	Offer of Leased Line Service to Retail Customers			
2.1.2	Offer of Leased Line Service to Wholesale Customers			
2.1.3	Total Leaded Line Service Revenues			

¹ Revenues should be given in Euros excluding VAT and discounts and accumulated since the beginning of the year.

2.2 Activity Indicators ¹

		Unit	2011	2012	Comments
2.2.1	Number of Leased Line Service Retail Customers	1 customer			
2.2.2	Number of Leased Line Service Wholesale Customers	1 customer			
2.2.3	Number of lines leased to retail customers by capacity (National + International)				
2.2.3.1	Analogue	1 line			
2.2.3.2	Digital	1 line			
	≤ 2 Mbps	1 line			
]2; 155] Mbps	1 line			
	> 155 Mbps	1 line			
2.2.4	Number of lines leased to wholesale customers by capacity (National + International)				
2.2.4.1	Analogue	1 line			
2.2.4.2	Digital	1 line			
	≤ 2 Mbps	1 line			
]2; 155] Mbps	1 line			
	> 155 Mbps	1 line			

¹ When the leased lines offer is made by satellite access, this ought to be duly clarified.

3. FIXED TELEPHONE SERVICE (FTS)

3.1 Revenues¹

		Unidade: Euros		
		2011	2012	Comments
3.1.1	Wholesale Service Revenues			
3.1.2	Revenues of terminal equipment			

¹ Revenues should be given in Euros excluding VAT and discounts and accumulated since the beginning of the year.

4. MOBILE SERVICES

4.1 Revenues¹

		Unidade: Euros		
		2011	2012	Comentários
4.1.1	Revenues of terminal equipment			

¹ Revenues should be given in Euros excluding VAT and discounts and accumulated since the beginning of the year.

5. SUBSCRIPTION TV SERVICE

5.1 Activity Indicators¹

		Unidade	2011	2012	Comentários
5.1.1	Percentage of residential Pay-TV service subscribers ^{1,2} at the end of each year	%			

¹ 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" statistic indicators, at the end of each year

² Residential customers lines should be considered as users who mostly do not use the service in question as intermediate consumption of their economic activity. As a proxy, the classification resulting from the "NIF - Número de Informação Fiscal" (Tax Information Number) should be used (customers without NIF or with NIFs starting with 1 and 2 are non-business customers). Other equivalent criteria may be used, which should, in these cases, be explained.

6. INTERNET SERVICE ACCESS (ISA) AS A FIXED LOCATION

6.1 Revenues¹

		2011	2012	Comments
6.1.1	Revenues from broadband internet access wholesale customers (net of discounts, in EUR)			

¹ Revenues should be given in Euros excluding VAT and discounts and accumulated since the beginning of the year.

6.2 Indicadores de Atividade

		Unidade	2011	2012	Comentários
6.2.1	Operator switching in fixed broadband ²				
6.2.1.1	Time needed to terminate a contract (95% of the fastest all cases) ³	days			
6.2.1.2	Time needed to get connected (95% of the fastest all cases) ⁴	days			

² These indicators are aimed at measuring how much time it takes to change operator in fixed broadband. Providers must collect the time that correspond 95% of the fastest all cases. Exclude the process is delayed purely due to the lack of cooperation of the customer.

³ Maximum number of days needed to terminate a contract starting with the initiation by the customer and ending with the termination of the contract. Not include the delay for which the customer is responsible. The indicator refers to residential contracts.

⁴ This should measure the maximum number of days needed to connect a customer starting with the initiation of the process (which may be the signing of the contract) and ending with the start of the service. Time needed to terminate the old contract should not be included. Not include the delay for which the customer is responsible. The indicator refers to residential customers.

7. DATA TRANSMISSION SERVICE (DTS)

7.1 Revenues¹

		Unidade: Euros		
		2011	2012	Comments
7.1.1	DTS revenues			
	Total DTS Revenues			

¹ Revenues should be given in Euros excluding VAT and discounts and accumulated since the beginning of the year.

7.2 Activity Indicators

		Unit	2011	2012	Comments
7.2.1	Data transmission service ²				
7.2.1.1	Number of DTS customers	1 customer			
7.2.1.2	Total traffic generated by DTS customers	GB			

² Data transmission Services through Frame Relay, IP MPLS, Tlernet, Switching, etc.

8. OTHER SERVICES

8.1 Electronic Communications Public Networks Activity Indicators

PUBLIC TELECOMMUNICATIONS NETWORKS		Unit	2011	2012	Comments
8.1	Optical Fibre				
8.1.1	Total optical fibre installed in the access/distribution network	km pair			
8.1.2	Total optical fibre installed in the transmission network (core network)	km pair			
8.2	Coaxial cable				
8.2.1	Total coaxial cable installed in the access/distribution network (including Hybrid fibre-coaxial)	km pair			
8.2.1.1	of which Hybrid fibre-coaxial	km pair			
8.2.2	Total coaxial cable installed in the transmission network (core network)	km pair			