

ANNUAL ELECTRONIC COMMUNICATIONS QUESTIONNAIRE (2013)

Instructions for the Fulfilling:

- All the questions of section 1, 2 and 3 should be fill. If, for a certain cell, the data was not aplicable, please indicate "n.a."
- The section 4 is optional.

Responsable for filling in the questionnaire:

Name of the person responsible for the fulfilling the questionnaire:

Telephone:

E-mail:

PART I - IDENTIFICATION INFORMATION AND ACTIVITY CHARACTERIZATION OF ELECTRONIC COMMUNICATIONS SERVICE OPERATORS

1. COMPANY IDENTIFICATION INFORMATION

1.1 Company Name ¹⁾

1.2 Registered Office ¹⁾

1) If the Company Name or the address of the Registered Office has changed, it must be proved, by sending us the updating of the commercial register; in case of permanent commercial register, please send us its representative access code; this updating/representative access code can be sent later, in order not to compromise the deadline for answering this questionnaire.

1.3 Company Contacts

1.3.1 Address

1.3.1.1 Correspondence Address

1.3.1.2 Billing address (please indicate if it is different from the correspondence address)

1.3.2 Other Contacts

(Please indicate the updated contacts)

Telephone Number(s)	<input type="text"/>
Fax Number(s)	<input type="text"/>
Email (general correspondence):	<input type="text"/>
Email (to be used for ANACOM's notifications²⁾):	<input type="text"/>
Website:	<input type="text" value="www."/>

²⁾ E-mail to send specific notifications by ANACOM, by electronic means, valid for the purposes set out in Annex I.

1.4 Board Members

(NB: Please indicate the person to whom ANACOM Board should address its communications)

<input type="checkbox"/>	Position:	<input type="text"/>
	Title:	<input type="text"/>
<input type="checkbox"/>	Name:	<input type="text"/>
<input type="checkbox"/>	Position:	<input type="text"/>
	Title:	<input type="text"/>
<input type="checkbox"/>	Name:	<input type="text"/>
<input type="checkbox"/>	Position:	<input type="text"/>
	Title:	<input type="text"/>
<input type="checkbox"/>	Name:	<input type="text"/>
<input type="checkbox"/>	Position:	<input type="text"/>
	Title:	<input type="text"/>
<input type="checkbox"/>	Name:	<input type="text"/>

1.5 Shareholders

1.5.1 1st and 2nd Levels Shareholders at 31-12-2012

Direct company shareholders (1st Level) ³⁾	%	Indirect company shareholders (2nd Level) ⁴⁾	%
TOTAL	100%		

Notas:

3) Indicate all direct company shareholders.

4) Capital owners of the 1st level shareholders. That is, if applicable, for each direct shareholder (1st level) included in the 1st column of the table, indicates the respective direct shareholder.

Share Capital: Euros

1.5.2 Direct and indirect capital shares held by the Portuguese State at 31-12-2012

Direct Capital Shares ⁵⁾	<input type="text"/>	%
Indirect Capital Shares ⁶⁾	<input type="text"/>	%
Total	<input type="text" value="0"/>	%

Obs.:

Notes:

5) Direct Capital Shares - Company Capital Shares held by the Portuguese State or by other entities directly owned by the Portuguese State.

6) Indirect Capital Shares - Total Capital Shares (2nd Level and following) held by entities that are:
 - participated by the Portuguese State; or/and
 - owned/participated by entities directly owned by the Portuguese State.

2. ELECTRONIC COMMUNICATIONS NETWORKS AND SERVICES

2.1 Electronic Communications Networks (Portugal)

Please indicate the networks that the company has started operating in Portugal or that have ceased, along with the respective provision launching/ceasing date.

Name of the EC Network ⁷⁾ :	Type of provision		Provision launching (DD/MM/YY)	Date ceased (DD/MM/YY)
	Wholesale ⁸⁾	Retail ⁹⁾		
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

2.2 Electronic Communications Services (Portugal)

2.2.1 Please indicate the services that the company has started providing in Portugal or that have ceased, along with the respective provision launching/ceasing date.

Name of the Service ⁷⁾ :	Type of provision		Provision launching (DD/MM/YY)	Date ceased (DD/MM/YY)
	Wholesale ⁸⁾	Retail ⁹⁾		
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

⁷⁾ Please complete with the service/network abbreviation according to the attached list (annex II).

⁸⁾ Wholesale provision: provision aimed at other undertakings that provide electronic communications networks and services.

⁹⁾ Retail provision: provision aimed at end-users, that is, both at residential users (consumers) and at business/professional purpose users who do not provide publicly available electronic communications networks and services.

2.2.2 If you have retail offers aimed at business users indicate whether any of them is "standardized" ¹⁰⁾:

Yes No

¹⁰⁾ Standard offers: those offers which include common terms and conditions of service provision, corresponding to a pattern determined *a priori* in a contract or standard contract, as well as those in which the service user may only enter into a contract in predefined terms.

2.2.3 If your company provides telephone service at a fixed location, please identify the technology that is used for providing this service in Portugal (eg. circuit switching, VoIP, GSM, etc.).

2.3 Reseller Offers of Electronic Communications Services (Portugal)

2.3.1 Is your company a support operator of resellers of electronic communications services to final users (resale voice telephone traffic, resale internet access services, resale leased lines, etc.)?

Yes No

If so, please identify the resale providers supported in your company offers, the support services your company provides and the launching of this provision to each resale provider:

Reseller	Service ¹¹⁾	(DD/MM/YY)
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

2.3.2 Is your company a reseller of electronic communications services to final users (resale voice telephone traffic, resale internet access services, resale leased lines, etc.)?

Yes No

If so, please identify the support operator(s) which supports your resale services, the resale service(s) your company provides and the respective provision launching

Support Operator	Resale Service ¹¹⁾	(DD/MM/YY)
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

¹¹⁾ Please complete with the service abbreviation according to the attached list (annex II).

2.4 Which is the main commercial Brand used by your company to offer electronic communications services in Portugal?

2.5 Geografic area of activity

Please identify the geografic areas where your services are provided in Portugal:

Service	Portugal Continental	Only some areas of the continental territory (Portugal)	Azores	Madeira
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If the services are only provided in some areas of the continental territory (Portugal), please identify those areas (municipality):

2.6 Please identify the market segments of your electronic communications business in Portugal: Residential Segment Non-residential Segment

Obs.:

2.7 Conditions of Provision

Please identify the link of your Website where is available the information on the conditions for CE services provision in Portugal (according to ANACOM's Determination of 21/04/2006 amended by determination of 10/10/2011 ¹²⁾:

Obs.:

¹²⁾ According to point 5 xii) of the determination, when having a internet website, those undertakings must notify ANACOM of the (URL) page which allows access to information made available to the public on conditions of provision and use of publicly available electronic communications services.

<http://www.anacom.pt/render.jsp?contentId=1101389&languageId=1>

Obligations provided for herein apply to the disclosure of information related to the standard offer of publicly available electronic communications services to end-users, including, duly adapted, the offers aimed for citizens with special needs (please see the definition of "standard offer" in note 9).

3. CUSTOMER SERVICE AND TECHNICAL ASSISTANCE

3.1 Please, identify which type of contact channel¹³⁾ that the company provides to the customer (eg. shops, mobile points of service, call centers, form on the website, email, postal mail, fax, etc.). Identify also the type of requests (different types of requests / complaints) that are received in each of these types of contact channels:

		Type of requests
Shops:	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>
Call centers:	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>
Mobile points of service:	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>
Other (specify by channel type):		
<input style="width: 150px;" type="text"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>
<input style="width: 150px;" type="text"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>
<input style="width: 150px;" type="text"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>
<input style="width: 150px;" type="text"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>

Obs.:

3.2 Please, for each type of contact channel ¹³⁾, identify its quantity:

No. of Shops:	<input style="width: 150px;" type="text"/>
No. of call center:	<input style="width: 150px;" type="text"/>
No. of mobile points of service:	<input style="width: 150px;" type="text"/>
Other (specify by channel type):	

3.3 Please identify the average number of service stations effective assets by type of contact channel¹³⁾:

Shops:

Call center:

Mobile points of service:

Other (specify by channel type):

3.4 Please identify, for each type of contact channel¹³⁾, the average number of hours of attendance:

Shops:

Call center:

Mobile points of service:

Other:

¹³⁾ Channel contact with active clients during the year 2012.

4. ELECTRONIC COMMUNICATIONS PROJECTS (This section is optional)

4.1 Major Projects undertaken over the last year, including new generation networks (NGN) projects:

4.2 Major Projects planned for this year, including new generation networks (NGN) projects: