

## ANNUAL ELECTRONIC COMMUNICATIONS QUESTIONNAIRE (2016)

**Preliminary note:**

The collection of information through this questionnaire shall not preclude the due fulfillment of the remaining reporting obligations under the law, including, among others, the obligation to notify any change to the information provided under the prior notification of commencement of activity and the obligation to communicate the termination of the offering, on the terms laid down, respectively, in paragraphs 6 and paragraph 7 of Article 21 of Law No. 5/2004 of 10 February, as amended and republished by Law 51/2011 of 13 September, and subsequently amended by Law No. 10/2013 of 28 January, by Law 42/2013, of July 3, by Decree-Law No. 35/2014 of 7 March, by Law No. 82-B / 2014, December 31, and by Law No. 127/2015 of 3 September.

**Instructions for the Fulfilling:**

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

**Responsible for filling in the questionnaire:**

Name of the person responsible for the fulfilling the questionnaire:

Telephone:

E-mail:

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|  |

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

#### 1. COMPANY IDENTIFICATION INFORMATION

**1.1 Company Name <sup>1)</sup>**

**1.2 Registered Office <sup>1)</sup>**

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)

|  |  |
|--|--|
| <b>Telephone Number(s)</b>   | <input style="width: 100%;" type="text"/>              |
| <b>Fax Number(s)</b>   | <input style="width: 100%;" type="text"/>              |
| <b>Email (general correspondence):</b>                             | <input style="width: 100%;" type="text"/>              |
| <b>Email (to be used for ANACOM's notifications<sup>2)</sup>):</b> | <input style="width: 100%;" type="text"/>              |
| <b>Website:</b>  | <input style="width: 100%;" type="text" value="www."/> |

<sup>2)</sup> E-mail to send specific notifications by ANACOM, by electronic means, valid for the purposes set out in Annex I. If the company does not have a specific email for electronic notifications, please fill out the corresponding field with "not applicable".

**1.4 Board Members**

**1.4.1 Board members / Managers**

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

|                                       |   |
|---------------------------------------|---|
| <b>Position:</b>                      | <input style="width: 100%;" type="text"/> |
| <b>Title:</b>                         | <input style="width: 100%;" type="text"/> |
| <input type="checkbox"/> <b>Name:</b> | <input style="width: 100%;" type="text"/> |
| <b>Position:</b>                      | <input style="width: 100%;" type="text"/> |
| <b>Title:</b>                         | <input style="width: 100%;" type="text"/> |
| <input type="checkbox"/> <b>Name:</b> | <input style="width: 100%;" type="text"/> |
| <b>Position:</b>                      | <input style="width: 100%;" type="text"/> |
| <b>Title:</b>                         | <input style="width: 100%;" type="text"/> |
| <input type="checkbox"/> <b>Name:</b> | <input style="width: 100%;" type="text"/> |
| <b>Position:</b>                      | <input style="width: 100%;" type="text"/> |
| <b>Title:</b>                         | <input style="width: 100%;" type="text"/> |
| <input type="checkbox"/> <b>Name:</b> | <input style="width: 100%;" type="text"/> |

**1.4.2 According to the articles of association what are the procedures to bind your company?**

(e.g. "Intervention of a board member" or "Joint intervention of two board members")

**1.5 Shareholders**

**1.5.1 1st and 2nd Levels Shareholders at 31-12-2015**

| Direct company shareholders<br>(1st Level) <sup>3)</sup> | %           | Indirect company shareholders<br>(2nd Level) <sup>4)</sup> | % |
|--|-------------|--|---|
|  |             |  |   |
| <b>TOTAL</b>   | <b>100%</b> |  |   |

Notes:

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 31-12-2015**

|                                       |                      |   |
|---------------------------------------|----------------------|---|
| Direct Capital Shares <sup>5)</sup>   | <input type="text"/> | % |
| Indirect Capital Shares <sup>6)</sup> | <input type="text"/> | % |
| <b>Total</b>                          | <b>0</b>             | % |

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.

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**2. ELECTRONIC COMMUNICATIONS NETWORKS AND SERVICES**


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**2.1 Electronic Communications Networks (Portugal)**

**2.1.1 Please indicate the EC 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 <sup>7)</sup> : | Type of provision        |                          | Provision launching<br>(DD/MM/YY) | Date ceased<br>(DD/MM/YY) |
|--|--------------------------|--------------------------|-----------------------------------|---------------------------|
|  | Wholesale <sup>8)</sup>  | Retail <sup>9)</sup>     |                                   |                           |
| <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"/>      |

**2.1.2 Does your company use and/or own infrastructures suitable for the accommodation of electronic communications networks (conduits, poles, towers, etc.)<sup>10)</sup> ?**

uses
  holds
  not applicable

**2.1.2.1 If you have answered that your company only "uses" these infrastructures, please indicate the entity that owns or is responsible for managing the same infrastructure:**

**2.1.2.2 If you have answered that your company "holds" those infrastructures, please indicate whether these infrastructures are used by third parties?**

Yes
  No

If "yes", indicate which entities use these infrastructures:

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

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

<sup>9)</sup> 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.

<sup>10)</sup> Infrastructure suitable for the accommodation of electronic communications networks, as defined in point h) of paragraph n.1 of article 3 of Decree-Law n. 123/2009 of 21 May.

**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 <sup>11)</sup> : | Type of provision        |                          | Provision launching<br>(DD/MM/YY) | Date ceased<br>(DD/MM/YY) |
|--------------------------------------|--------------------------|--------------------------|-----------------------------------|---------------------------|
|                                      | Wholesale <sup>12)</sup> | Retail <sup>13)</sup>    |                                   |                           |
| <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"/>      |
| <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"/>      |

<sup>11)</sup> Please complete with the service/network abbreviation according to the attached list (annex II).

<sup>12)</sup> Wholesale provision: provision aimed at other undertakings that provide electronic communications networks and services.

<sup>13)</sup> 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.

**2.3 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 <sup>14)</sup> | (DD/MM/YY) |
|----------|------------------------|------------|
|          |                        |            |
|          |                        |            |
|          |                        |            |
|          |                        |            |
|          |                        |            |
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|          |                        |            |

**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 <sup>14)</sup> | (DD/MM/YY) |
|------------------|-------------------------------|------------|
|                  |                               |            |
|                  |                               |            |
|                  |                               |            |
|                  |                               |            |
|                  |                               |            |
|                  |                               |            |
|                  |                               |            |
|                  |                               |            |
|                  |                               |            |
|                  |                               |            |

<sup>14)</sup> 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 Geographic area of activity**

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

| Service  | Portugal Continental     | Only some areas of the continental territory (Portugal) | Autonomous Region of the Azores | Autonomous Region of the Madeira |
|--|--------------------------|---|---------------------------------|----------------------------------|
| <div style="border: 1px solid black; height: 20px;"></div> | <input type="checkbox"/> | <input type="checkbox"/>                                | <input type="checkbox"/>        | <input type="checkbox"/>         |
| <div style="border: 1px solid black; height: 20px;"></div> | <input type="checkbox"/> | <input type="checkbox"/>                                | <input type="checkbox"/>        | <input type="checkbox"/>         |
| <div style="border: 1px solid black; height: 20px;"></div> | <input type="checkbox"/> | <input type="checkbox"/>                                | <input type="checkbox"/>        | <input type="checkbox"/>         |
| <div style="border: 1px solid black; height: 20px;"></div> | <input type="checkbox"/> | <input type="checkbox"/>                                | <input type="checkbox"/>        | <input type="checkbox"/>         |
| <div style="border: 1px solid black; height: 20px;"></div> | <input type="checkbox"/> | <input type="checkbox"/>                                | <input type="checkbox"/>        | <input type="checkbox"/>         |
| <div style="border: 1px solid black; height: 20px;"></div> | <input type="checkbox"/> | <input type="checkbox"/>                                | <input type="checkbox"/>        | <input type="checkbox"/>         |
| <div style="border: 1px solid black; height: 20px;"></div> | <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 (retail offer) <sup>15) 13)</sup>
- Non-residential Segment <sup>16)</sup>
  - Retail offer <sup>13)</sup>
  - Wholesale offer <sup>12)</sup>

Obs:

<sup>15)</sup> The residential segment includes the offers available for residential customers. It is considered a residential customer every user who mostly do not use the service in question as intermediate consumption of their economic activity.

<sup>16)</sup> The non-residential segment includes the offers available for non-residential customers. It is considered a non-residential customer every user who mostly use the service in question as intermediate consumption of their economic activity.

**2.7 Please, indicate whether your company has currently available for subscription any stand-alone offers (service offers that can be subscribed isolated, ie not necessarily integrated in bundles of services):**

**2.7.1 Residential segment:**

Yes  No

If yes, please identify which service(s) are offered on a stand-alone basis (eg. fixed voice, fixed broadband, television, mobile broadband, mobile voice, etc).

**2.7.2 Non-residential segment:**

Yes  No

If "yes", please identify which service(s) are offered on a stand-alone basis (eg. fixed voice, fixed broadband, television, mobile broadband, mobile voice, etc..)

**2.8 If you have retail offers aimed at non-residential users, please indicate whether any of them is "standardized" <sup>17)</sup>:**

Yes  No

<sup>17)</sup> 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.

**2.9 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 <sup>18)</sup>):**

www.

Obs:

<sup>18)</sup> According to point 5 xii) of the determination, when having a internet website, those undertakings must notify ANACOM of the (URL) page - see in: <http://www.anacom.pt/render.jsp?contentId=1101389>

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 <sup>17)</sup>.



**2.10 Please, indicate if your company has currently available for subscription offers with a minimum contractual duration shorter than 24 months (including offers with no minimum contractual duration):**

 Yes

 No

If you have answered "yes" to the previous question, please indicate those offers below and the respective minimum contractual periods as well as the hiperlinks which give access to the website pages where they are published:

| Offers | lock-in periods | Link |
|--------|-----------------|------|
|        |                 | www. |
|        |                 |      |
|        |                 |      |
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|        |                 |      |
|        |                 |      |
|        |                 |      |
|        |                 |      |

Obs:

**2.11 If your company is providing mobile service, please indicate whether it supports the provision of "mobile payments":**

 Yes

 No

If you have answered "yes" to the previous question, please identify (optional answer) which companies provide mobile payments supported on your mobile service:

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**3. ELECTRONIC COMMUNICATIONS PROJECTS (This section is optional)**

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**3.1 Major Projects undertaken over the last year, including new generation networks projects, indicating, if possible, the regions where the investment was made and the amount invested.**

**3.2 Major Projects planned for this year, including new generation networks projects:**

## **ANNEX I**

### **ADDRESSES FOR ELECTRONIC NOTIFICATIONS**

As indicated in previous communications we have sent, when companies communicate to ANACOM email address(es) to be used by this Authority in its electronic notifications, those addresses will be valid for the purposes specified in paragraph 1 of article 6 of Decree-Law 290-D/99, dated 2 August (amended by Decree-Law n. 62/2003, of 3 April, 165/2004, of 7 June, 116-A/2006, of 16 June and 88/2009). These addresses will also be used to receive, by electronic means, the answers or documents which are remitted in response to such notifications, following the rules established in that Decree-Law as well as in Law no. 7/2007 of 5 February, which regulate the validity, effectiveness and probative value of the electronic documents.

For that purpose, ANACOM will add a qualified electronic signature to its notifications, which will be sent by email to the mail address that each company communicates to this Authority.

In certain situations, the message's reception by the companies must be proven by providing a confirmation message addressed to ANACOM, using the same communication path. Similarly, this Authority will confirm the receipt of replies and other documents remitted by electronic means and to which the companies have added a qualified electronic signature.

**ANNEX II**

**ANNUAL ELECTRONIC COMMUNICATIONS QUESTIONNAIRE**

| <b>LIST OF ELECTRONIC COMMUNICATION NETWORKS AND SERVICES</b>  | <b>ABBREVIATION</b> |
|--|---------------------|
| <b>A) Electronic Communication Networks</b>  |                     |
| 1. Fixed Network   |                     |
| 1.1. Fixed telephone network   | RTF                 |
| 1.2. Other fixed networks  | ORF                 |
| 2. Mobile Network  |                     |
| 2.1. Mobile telephone network  | RTM                 |
| 2.2. Other mobile networks   | ORM                 |
| 3. Satellite Network   | RS                  |
| 4. Radiocommunication network between fixed points, including fixed wireless access network (FWA, BWA) | RRPF                |
| 5. Electric network when used for transmission of signals  | RE                  |
| 6. Network used for broadcast and distribution of radio and television programs to the public          | RTDRTP              |
| 7. Cable distribution network  | RDC                 |
| 8. LAN wireless network  | RW                  |
| 9. Digital terrestrial television  | TDT                 |
| 10. Other networks   | OR                  |
| <b>B) Electronic Communication Services</b>  |                     |
| 1. Service of access to the public telephone network at a fixed location                               | SARTP               |
| 2. Leased lines services   | SCA                 |
| 2.1 Leased lines services (wholesale)  | SCA (G)             |
| 2.2 Leased lines services (retail)   | SCA (R)             |
| 3. Mobile services   |                     |
| 3.1 Mobile telephone services (including MVNO)   | STM/MVNO            |
| 3.2 Mobile service with Shared Resources   | SMRP                |
| 3.3 Satellite mobile service   | SCMPVS              |
| 3.4 Aeronautic mobile service  | SCMA                |
| 3.5 Mobile communication services on board vessels   | MCV                 |
| 4. Fixed voice services  |                     |
| 4.1 Telephone service at a fixed location  | STF                 |
| 4.2 Nomadic VoIP services  | VoIP-N              |
| 4.3 VoIP services without numbering  | VoIP                |
| 4.4 CUG voice transport services   | TVGFU               |
| 5. Distribution of television service  |                     |
| 5.1 Distribution of television signals service   | SDTV                |
| 5.2 Satellite distribution of television service (Direct-to-Home)                                      | DTH                 |
| 6. Data transmission services  |                     |
| 6.1 Internet access services   | SAI                 |
| 6.2 Satellite Internet access services   | SAIVS               |
| 6.3 Fixed switched data transmission services  | SFCTD               |
| 6.4 Short data messages  | SMS                 |
| 6.5 Other data services  | OSD                 |
| 7. International traffic transport services  | STTI                |
| 8. Virtual private network services (VPN)  | VPN                 |
| 9. Services via satellite  | SVS                 |
| 10. Public pay-telephone services  | PP                  |
| 11. Virtual phone card services  | SCVC                |
| 12. Resale of services   |                     |
| 12.1 Resale of leased lines services   | SRC                 |
| 12.2 Resale of telephone voice traffic services  | RTTV                |
| 12.3 resale of internet access services  | RSAI                |
| 12.4 Resale of short data messages   | RSMS                |
| 12.5 Resale of satellite service   | RSS                 |
| 12.6 Other resale of services  | OSR                 |
| 13. Other services   | OS                  |