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## PORTABILITY CAMPAIGN

The Autoridade Nacional de Comunicações (ANACOM) launched last 1 October an information campaign targeting the general public, using radio announcements and major newspapers. The aim is to publicise the new portability rules, following the entrance into force last 13 September of Regulation no. 114/2012 of 13 March. The campaign highlights the new one-working-day deadline for effective number transfer, counting from the portability application's submission to the new provider accompanied by the

necessary information. This deadline has some exceptions, as portability can occur within a maximum of three working days or be done in the shortest time period possible. It also informs consumers of the right to demand that the new provider pay compensation of 2.50 euros (per number and for each full working day of delay) in case of delayed portability implementation, and of other rights in case of non-compliance with the service provision conditions imposed by the regulation. (+)

## CALCULATION OF UNIVERSAL SERVICE NET COSTS

By determination dated 13 September, ANACOM approved the draft decision on applying the concept of 'abnormally high costs' with respect to the methodology used to calculate net costs of universal electronic communications

service. ANACOM decided that the costs of customers in the last third of customers with higher costs should be considered. (+)

## UNIVERSAL ELECTRONIC COMMUNICATIONS SERVICE

### SELECTION OF PROVIDER(S) - TENDER

The government launched last 12 October three tenders to select a company or companies to designate for provision of universal electronic communications service per the terms of Administrative Rule no. 318/2012 of 12 October. The tenders are meant to determine whom the Portuguese state will contract the supply (in any point of national territory, to all users regardless of their geographic location) of the connection to a public communications network at a fixed site and the provision of publicly accessible telephone services, the supply of public payphones and the provision of a complete telephone directory and complete directory information service. The order designating the tenders' jury was published on 16 October.

ANACOM has meanwhile provided, as required by the Ministry of Economy and Employment (MEE), the complementary

information deemed relevant to ensure that potential bidders have the information needed to take part in these tenders. Bids from interested parties must be submitted by 19 November 2012 via the electronic platform [www.compraspublicas.com](http://www.compraspublicas.com). (+)

### CONCESSION SERVICES - CONSULTATION

By order from the Ministry of Economy and Employment dated 16 October and in liaison with ANACOM a public consultation regarding telex, fixed switched data transmission, telegraph and maritime mobile (public correspondence component) services currently provided by the public telecom service concessionaire has been launched.

The consultation runs until this 31 October 2012. Eventual comments may be submitted to [servicos.concessionados@anacom.pt](mailto:servicos.concessionados@anacom.pt). (+)

# COMMUNICATIONS IN PORTUGAL

## NEWS

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### ADMINISTRATIVE OFFENCE CASE

By determination of the Autoridade Nacional de Comunicações (ANACOM) dated 14 May PT Comunicações (PTC) was fined the amount of 50,000.00 euros upon verification that it had unduly rejected, indicating that public payphones were concerned, electronic portability requests referring to 67 telephone numbers corresponding to PT Hello terminals or other terminals installed in private residences. The company judicially contested that decision on 8 July 2012.

### TITLES ISSUED BY ANACOM

ANACOM issued on 26 September declarations that allow provision of the following activities: offer of leased line, internet access, data transmission and virtual private network (VPN) services by the company Hibernia Atlantic; and offer of postal services by the companies Nuno Elbling Gomes da Costa, UPS of Portugal and Vasp-Premium. On the same date it issued licences for the provision of postal services to Best Direct and Vasp-Premium.

On 30 August declarations were issued to the company ANA-Aeroportos de Portugal, allowing the offer of electronic communications network; to the company Fractalia Remote Systems Portugal, Unipessoal for the offer of internet access service; and to the companies Abastfrota-Transportes, Consigo pelo Mundo-Transporte e Entrega de Documentos Unipessoal, Iberperímetro, Obik Express-Serviço de Transportes, Unipessoal and Vasta Seleção-Comércio e Serviços for the offer of postal services. On the same date licences were issued to City Post and Iberomail-Correio Internacional for the provision of postal services.

Declarations for the provision of postal services were issued on 9 and 14 August to Transporta-Transportes Porta a Porta and Iberomail-Correio Internacional.

Also, the end of activities was authorised with respect to the following companies: Eportel-Prestação de Serviços em Telecomunicações, Telemo Comunicaciones and Wireless Brand-Marketing e Serviços Multimédia.

### COMPLAINTS RECEIVED BY ANACOM IN 2011

In 2011 the complaints received by ANACOM increased to 46,038, with 79 percent submitted through the complaints book, indicates the annual report disclosed by this Authority. Electronic communications accounted for 78.2 percent of the complaints received, especially telephone service at a fixed

site, with about 47 percent vis-à-vis the other services in this sector. The complaints mainly concerned equipment problems, contract conditions, invoicing and service interruptions. (+)

### FREQUENCY TRANSFERS

ANACOM has received from the Media Regulatory Board (ERC - Entidade Reguladora para a Comunicação Social) the following requests for a decision regarding the intentions to transfer the frequency usage right for exercising audio broadcasting activity from E.D.R. - Empresa de Difusão de Rádio to Narrativas & Melodias; from Rádio Cávado to GLOBINOPLIA Unipessoal; from Rádio Racal - Empresa de Radiodifusão e Informação to R.T.A. - Sociedade de Radiodifusão e Telecomunicação de Albufeira, Unipessoal; and from Cooperativa Rádio Bandarra to Rádio João Bosco.

### ANACOM WEBSITE

Availability and performance have improved on the ANACOM website, a highlight being that availability in July and August recorded levels of close to 100 percent.

Performance also improved, with an average monthly initial page loading time of 2.1 seconds during the months under analysis. This figure has improved consecutively since early 2012, when it stood at 4.1 seconds (January 2012). (+)

### PARISHES WITHOUT MOBILE BROADBAND

October 1 was the deadline for submitting comments regarding the draft decision on the list of parishes with no eventual mobile broadband coverage.

The aim of this measure, approved by ANACOM determination dated 31 August, is to identify parishes eventually without mobile broadband coverage and the later choice of same by the operators involved (Vodafone Portugal, TMN and Optimus). (+)

### CONSULTATION ON THE NEW DIGITAL AGENDA

The aim of the New Digital Agenda for Portugal is to encourage development and use of the digital economy by citizens and companies, and to foster the production of competitive solutions, services and products oriented toward global markets.

The online public consultation launched by the Strategic Programme for Entrepreneurship and Innovation (+e+i programme) is meant to gather proposals for measures to include in the national New Digital Agenda. (+)

## PORTED NUMBERS

	2011						2012								
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FTS	1406160	1420083	1437540	1454349	1471843	1489515	1503309	1520515	1535564	1539250	1558286	1562015	1566728	1576990	1593147
MTS	426117	431235	436575	442948	449753	456387	462374	469284	478347	482219	488127	493629	499737	507220	514172
NGS* <sup>1</sup>	1637	1670	1699	1752	1770	1803	1820	1847	1863	1881	1894	1923	1945	1956	2013
Total	1833914	1852988	1875814	1899049	1923366	1947705	1967503	1991646	2015774	2023350	2048307	2057567	2068410	2086166	2109332

FTS – fixed telephone service; MTS – mobile telephone service; NGS – non-geographic services

\* The following NGS are considered: free call for the caller service (800), shared cost call service (808, 809), universal access service (707), single rate per call service (760, 761, 762), utilitarian premium rate service (71), personal number service (884).

<sup>1</sup> At the end of the third quarter of 2012 47 ported numbers from the '30' numbering range (number associated to nomad VoIP service) were included.

## CHANGES TO THE LLRO AND RELLO - PTC NON-COMPLIANCE

The Autoridade Nacional de Comunicações (ANACOM) approved last 30 August a draft decision concerning non-compliance by PT Comunicações (PTC) with the determination dated 14 June 2012 concerning modifications to the leased lines reference offer

(LLRO) and the reference Ethernet leased lines offer (RELLO). At stake are changes to the prices for 1920 Kbps and 1984 Kbps lines pertaining to the LLRO introduced by PTC on 23 July 2012. (+)

## NEW RULES APPLICABLE TO CONTRACT CANCELLATION

For most providers the first week of September was the deadline for implementing the new rules on contract termination by subscriber initiative with respect to the offer of public networks or publicly accessible electronic communication services.

During the period running from the determination's

approval last 9 March the service providers were in the process of adjusting their contracts and the information on offer conditions, including the communication to customers of changes to the contract termination procedures. (+)

## NEW PRICE TABLE FOR RESERVED POSTAL SERVICES

ANACOM did not oppose the entrance into force last 1 October of the proposed prices for reserved postal services submitted by the CTT national postal service (CTT - Correios de Portugal). The CTT was obliged to promote an action to publicise the new prices via suitable means for informing users and market segments. On 13 September

this decision was corrected after a material mistake was detected in table 1.

The reserved service prices to be in effect in 2013 will be evaluated in accordance with the rules applicable during that year. (+)

## REVISED CALCULATION OF PTC CAPITAL COST RATE

ANACOM approved on 30 August the final decision on revising calculation of the capital cost rate of PT Comunicações (PTC) applicable to financial year 2011.

Note that the respective draft decision had been approved last 12 July for notification to the European Commission (EC), the Body of European Regulators for Electronic

Communications (BEREC) and the national regulatory authorities (NRAs) of the other European Union member states. The EC indicated that it had no respective comments.

The EC and BEREC will be notified of the final decision now approved. (+)

## OPERATORS/PROVIDERS OF COMMUNICATIONS NETWORKS AND SERVICES

### PROVIDERS OF ELECTRONIC COMMUNICATIONS SERVICES

	No. of authorised entities (a)	No. of operational entities (b)
<b>Television signal distribution service c)</b>	13	11
<b>Mobile telephone service</b>		
Mobile network operators (MNO)	3	3
Mobile virtual network operators (MVNO)	5	2
<b>Telephone service at a fixed site</b>	21	15
<b>Trunking mobile service</b>	1	1
<b>Internet access service</b>		
Fixed broadband	50	37
Mobile broadband	7	4
<b>Nomad voice over internet service (nomad VoIP) d)</b>	20	9
<b>Public payphone service</b>	19	10
<b>Virtual calling card service</b>	36	15

### POSTAL SERVICE PROVIDERS

	No. of authorised entities (a)	No. of operational entities (b)
<b>Express mail services</b>	<b>64</b>	<b>52 c)</b>
<b>Services not covered by the express mail category</b>	<b>13</b>	<b>12</b>

a) Situation at 30 June 2012

b) Situation at 31 March 2012

c) Includes service provided in the scope of CDNs (8 operational providers) and via other platforms (3 operational providers)

d) Services provided with recourse to the '30' numbering range.

e) Includes 18 companies providing the service under the MRW brand on a franchising basis (the company IBERCOURIER owns the MRW brand), 14 companies providing the service under the NACEX brand on a franchising basis (the company LOGISTA owns the NACEX brand) and 3 companies providing the service under the ENVIALIA brand on a franchising basis.

## NEW POSTAL SERVICE STATISTICAL INDICATORS

By determination dated 23 August the Autoridade Nacional de Comunicações (ANACOM) approved the new postal service statistical indicators that providers of those services must submit quarterly to this Authority.

The entrance into force of Law no. 17/2012 of 26 April, which re-established the legal system governing the provision of fully competitive postal services, made it necessary to adjust the statistical information gathered to the new legal framework. (+)

## NEW STATISTICAL INDICATORS FOR MOBILE SERVICES

ANACOM approved on 30 August the final decision concerning the new mobile service statistical indicators that the respective providers must submit quarterly to this Authority.

The new indicators take effect in the fourth quarter of 2012 and must be transmitted to ANACOM by 30 January 2013. (+)

## REVISED CALCULATION OF THE CTT CAPITAL COST RATE - 2011

The decision on revising the capital cost rate of the CTT national postal service (CTT - Correios de Portugal) applicable to financial year 2011, as well as the report from the prior hearing concerning the draft decision dated 30 August 2012, was approved by determination dated 4 October.

The CTT should reformulate results from the cost accounting system and other associated information referring to 2011 so that the capital cost rate used is 14.77 percent, and forward same to ANACOM within a maximum of ten working days. (+)

# COMMUNICATIONS AROUND THE WORLD

## EUROPEAN COMMISSION PUSHES SPECTRUM SHARING

The European Commission (EC) released last 3 September a communication that presents various measures to deal with exponential data traffic growth in mobile and wireless networks, especially shared spectrum use by wireless technologies, namely broadband ones.

The EC appealed to regulators to back innovation in wireless communications, monitoring and eventually expanding harmonised bands at internal market level, and to promote consistent regulation strategies throughout the European Union (EU) for sharing usage rights, which offer incentives and legal security to all users (current and new) so they can share valuable spectrum resources. (+)

## WEB INDEX 2012

The World Wide Web Foundation has created the "Web Index 2012" to evaluate the internet's usefulness and impact in 61 developed and developing countries.

Sweden holds the top spot in the global ranking of the 61 countries evaluated, followed by the United States and United Kingdom. Portugal ranks 17<sup>th</sup>, behind Germany and France but ahead of Spain, Japan and Brazil. (+)

## CEPT - ITU COMMITTEE ELECTS NEW CHAIRMAN

The Committee for ITU Policy (Com-ITU) of the European Conference of Postal and Telecommunications Administrations (CEPT) recently appointed Marcin Krasuski of Poland as its new chairman, a position that inherently implies the co-presidency of CEPT.

The new chairman, who replaces Anders Jönsson of Sweden, is currently responsible for the International Relations Unit of the Telecommunications Department of Poland's Ministry of Administration and Digitalisation, and has lengthy experience in the telecoms area.

## PUBLIC SPEECHES BY NEELIE KROES

The most recent public speeches given by Commissioner Neelie Kroes have been posted, of which the following stand out: "A European Strategy for Cloud Computing" at the press conference on "Cloud Computing Strategy" (Brussels, 27 September); "Research and Innovation in ICT: time for radical change?" at the Open Forum Europe (Brussels, 25 September); "Media Freedom in Action", in the opening speech at meetings with the Bulgarian press (Sofia, 20 September); "Building the Connected Continent" at the High

Level Conference on the Digital Agenda for Europe (Sofia, 20 September); "Copyright and Innovation in the Creative Industries" at the 2012 Summit on Intellectual Property and Innovation, the Lisbon Council (Brussels, 10 September); "Take your Chances - Europe needs you" at the opening of the 2012-2013 academic year, University of Technology (Delft, 3 September).

## SAFE INTERNET PROJECT LAUNCHES NEW WEBSITE VERSION

A new version of the Safe Internet website has been launched, with more interactivity and functions. Besides the renewed image, it enables online consultation of statistical data concerning safety and the assessment of knowledge about the internet and safe browsing behaviour, by age group and specific interest groups, among others. It also enables the notification of various situations, such as the existence of websites with content including child pornography, incitement to racism or xenophobia, cases which will be forwarded to the Judiciary Police. (+)

## 25<sup>TH</sup> UNIVERSAL POSTAL UNION CONGRESS

The 25<sup>th</sup> Congress of the Universal Postal Union (UPU) began on 24 September in Doha, Qatar, and ended on 15 October. More than 1,500 delegates representing 192 member countries of the organisation took part, along with observers and guests, who were able to attend meetings of the eight committees formed to debate multiple regulatory and technical issues.

Besides adopting the World Postal Strategy, which sets guidelines for all member countries and the UPU's own bodies during the four-year cycle until the next congress, various proposals were discussed. Standing out among them are reform of the Union, bearing in mind regulatory, operational and market developments that have affected the postal sector in recent years, issues associated to organic restructuring of the Union's two Councils, budget questions for the next cycle and the terminal charge system. (+)

## WORLD TELECOMMUNICATIONS CONFERENCE

The International Convention & Exhibition Centre in Dubai, United Arab Emirates, will host this coming 3-14 December the World Conference on International Telecommunications (WCIT-12) organised by the International Telecommunication Union (ITU), which will review the International Telecommunication Regulations approved in 1988. (+)

## ANACOM INTERNATIONAL ACTIVITY

The Autoridade Nacional de Comunicações (ANACOM) represents the Portuguese communications sector before international sector-related organisations and took part in recent meetings in the scope of the European Conference of Postal and Telecommunications Administrations (CEPT), the Body of European Regulators for Electronic Communications (BEREC) and the European Regulators Group for Postal Services (ERGP).

### CEPT

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

- meeting of the project team on Future Numbering Issues (PT FNI) of the working group on Numbering and Networks (WG NaN), last 19-20 September in Lisbon; (+)
- 56th meeting of the Short Range Devices/Maintenance Group (SDR/MG) working group, on 29-31 August in Montegrotto, Italy; (+)
- 30th meeting of the ECO Frequency Information System/Maintenance Group (EFIS/MG) working group, on 6-7 September in Mainz, Germany; (+)
- 62nd meeting of the Spectrum Engineering working group

(WG SE), on 10-14 September in Wroclaw, Poland; (+)

- 41st meeting of the ECC PT1 (International Mobile Telecommunications - IMT) working group, on 17-21 September in Kristiansand, Norway. (+)

The German city of Mainz hosted on 3-4 September a meeting of the European Committee for Postal Regulation (CERP) working group in charge of European co-ordination regarding Universal Postal Union (UPU) issues, WG UPU. (+)

The CEPT committee in charge of European co-ordination for participation in ITU activities (Com-ITU) met on 10-15 September in Copenhagen. (+)

### BEREC

The IRG/BEREC expert working group on Net Neutrality (EWG NN) met last 21 August at the offices of the International Regulators Group (IRG) secretariat in Brussels. (+)

### ERGP

The fourth meeting of the End Users and Market Monitoring Outcomes working subgroup was held on 13-14 September in Ljubljana, Slovenia. (+)

## RECRUITMENT AT EUTELSAT

Applications for the position of executive secretary of the European Telecommunications Satellite Organisation

(EUTELSAT) may be submitted until 15 January 2013. (+)

## ITU EXCELLENCE CENTRE

The seventh training action for the Portuguese and Spanish speaking African countries carried out by the International Telecommunication Union (ITU) Excellence Centre was held last 8-11 October in São Tomé and Príncipe. The action focused on

the theme topic of 'concepts for a regulatory framework'; it was the seventh of the planned 13 actions in 2012 organised by the ITU in partnership with Portugal and Spain and hosted by the regulatory authorities of the African countries involved.

## CO-OPERATION WITH CAPE VERDE

The second co-operation meeting between Cape Verde and Portugal's Azores and Madeira autonomous island regions was held last 11-14 September in Ponta Delgada, Azores. The meeting was held pursuant to the Annual Co-operation Plan between ANACOM and its Cape Verdean

counterpart, though it had a distinct emphasis due to the specific island context. The first co-operation meeting was held in Cape Verde in 2011. The programme may in the future involve the Canary Islands; the next meeting will be held in Madeira in 2013.

## CO-OPERATION WITH HUNGARY

ANACOM hosted last 17-21 September a co-operation meeting between this Authority and the Hungarian regulator with the aim of sharing experience between the two regulatory bodies, specifically on issues such as digital television broadcasting

and mobile services, non-ionising radiation and monitoring techniques and/or systems. Much emphasis was given to activities involving aeronautic mobile service and systems to aid air navigation and to control temporary events.

# NEWS FROM OTHER COUNTRIES

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## **AUSTRALIA - Australian Communications and Media Authority (ACMA)**

- The regulator presented last 27 September the analysis of responses received in the consultation on the numbering plan and determined new orientations for telephone numbering. The changes will be progressively applied and aim to ensure greater flexibility for consumers and service providers. (+)

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

- The Belgian regulator placed in public consultation on 4 October two documents which propose that operators notify mobile telephone and mobile internet consumers by short message service (SMS) when they exceed the set monthly values or the caps above the set monthly values. (+)

## **COLOMBIA - Comisión de Regulación de Comunicaciones (CRC)**

- The Colombian regulator organised the 7<sup>th</sup> International Regulation Workshop, which focused on the theme topic of television in a convergence context, stressing new challenges, namely for regulation by means of the so-called 'monitor generation': TVs, laptops, tablets, consoles and smartphones, etc. Two thirds of Colombians already access television via three or four monitors, while 70 percent of children in Bogotá prefer the internet to television. (+)

## **SPAIN - Comisión del Mercado de las Telecomunicaciones (CMT)**

- The regulator reported that electronic commerce in Spain attained a total invoicing volume of 2.4526 billion euros in the first quarter of 2012, up 19.3 percent over the same period in 2011. (+)

## **USA - Federal Communications Commission (FCC)**

- The FCC has approved a consultation on the overall review of its spectrum policy. The review is meant to result in application of more homogeneous, consistent and articulate rules for various spectrum allocation procedures, minimising case-by-case appreciation and encouraging legal certainty, particularly regarding secondary spectrum trading to incentive auctions. (+) (+)
- The regulator has informally announced the launch of a globally pioneering programme for incentive auctions meant to encourage broadcasters to cede the use radio frequencies to mobile broadband service providers. (+)
- The FCC also launched a parallel programme to educate and assist stakeholders, demonstrating what the incentives

are and how they actually work, which will contain publicly available information. (+) (+)

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

- On 23 August the regulator indicated that it will work with the government in the research project on the future of television regulation, which should end in November 2012. There is concern about the fact that programmes are delivered increasingly less via terrestrial broadcasting systems and more via fixed network (ADSL, cable, fibre optics, etc) and wireless networks, and also regarding the diminished scope of television regulation, mainly linked to terrestrial broadcasting. (+)
- On 20 September ARCEP sent the government and Parliament a report on the current situation of net neutrality. (+)

## **IRELAND - Commission for Communications Regulation (ComReg)**

- ComReg's public consultation on its proposed postal sector strategy for the 2012-2014 period ended on 3 October. (+)

## **NETHERLANDS - Onafhankelijke Post en Telecommunicatie Autoriteit (OPTA)**

- OPTA has introduced an annual duty on market players with the aim of supporting regulation costs. The 2013 rate will be based on net turnover in 2011. To that end, the regulator asked all companies providing electronic communication services for details about their respective turnover. (+)

## **POLAND - Office of Electronic Communications (UKE)**

- The European Commission (EU) has urged the regulator to re-examine its decision concerning wholesale access to the broadband market (market 5), with a view to introducing major changes or even its elimination. (+)

## **UNITED KINGDOM - Office of Communications (Ofcom)**

- The regulator published last 6 September a consultation on the current financial regulation framework which dates to 2004. The technology and use of financial data have evolved significantly since then, thereby making the consultation pertinent. (+)
- On 22 August Ofcom introduced new measures to guarantee that consumers obtain best results in the process of alternative dispute resolution involving broadband, mobile and fixed telephone service. (+)

## 2ND QUARTER 2012 STATISTICS RELEASED

### FIXED TELEPHONE SERVICE

The penetration rate of main telephone accesses stood at 42.7 per 100 inhabitants. The number of accesses compared to the previous quarter also increased, mainly due to new participation in multiple-play offers supported by high-speed networks (fibre optics/FTTH/FTTB and cable TV).

At the end of this period the Grupo PT accounted for 57.6 percent of total main accesses; the second biggest operator was Grupo ZON, with a 19 percent share. (+)

### INTERNET ACCESS SERVICE

In 2Q12 Optimus was the operator with the highest share of internet access traffic, 44.6 percent, followed by TMN with 33.4 percent and Vodafone with 19.5 percent. ZON accounted for 2.5 percent of generated traffic.

Despite year-on-year traffic growth generated by mobile accesses, mobile broadband still accounts for a small part of total broadband traffic (3.8 percent at the end of June). (+)

### MOBILE SERVICES

Mobile service penetration stood at 156 per 100 inhabitants. The number of mobile stations authorised to use the service was 16.6 million (-0.8 percent compared to 1Q12 and +1.7 percent over 2Q11).

Regarding written message service, 59.5 percent of total effectively used mobile stations, excluding internet access cards, sent nearly 7 billion written messages (+6.2 percent over 2Q11). (+)

### POSTAL SERVICES

Total postal service traffic was about 243.7 million objects, i.e. nearly 22.9 postal objects per inhabitant (-9 percent compared to 1Q12 and -8.1 percent compared to 2Q11).

Express mail traffic involved 7.4 million objects (3 percent of the total) and was up 5.4 percent in the quarter and down 3.1 percent year-on-year. (+)

## WORLD POST DAY 2012 - COMMEMORATIONS IN PORTUGAL

World Post Day is organised by the Universal Postal Union (UPU) and was celebrated throughout the world on 9 October. Portugal held a ceremony at the Portuguese Foundation for Communications (FPC), attended by the vice-chairman of the Autoridade Nacional de Comunicações (ANACOM), José Manuel Perdigoto, and the chairman of the CTT postal service, Francisco de Lacerda, among other figures.

The event included a "School Mail" stamp issue and the project

"Offer of CTT and FPC Editions to Municipal Councils", as well as the opening of an exhibition on "Portugal with Us, the Mailman's View". Prizes were also awarded for the 2012 Best Letter contest and the topic chosen by the UPU for the 2013 contest was announced: "write a letter explaining why water is a precious resource". (+)

The speech given by the vice-chairman of ANACOM's management board at the event has been posted. (+)

Changing provider?

# TAKE YOUR NUMBER WITH YOU.

Information about portability rights, exceptions and conditions at ANACOM's Consumer Portal

[www.anacom-consumidor.com](http://www.anacom-consumidor.com)

ANACOM

AUTORIDADE NACIONAL DE COMUNICAÇÕES



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