

# SPECTRU

MONTHLY NEWSLETTER

200

MAR/APR 2019

More information at: [www.anacom.pt](http://www.anacom.pt)

## ANACOM PROMOTES PARTNERSHIPS

The Autoridade Nacional de Comunicações (ANACOM) is interested in establishing partnerships with non-profit organisations involved in the production and dissemination of knowledge and with institutions that are part of the

national scientific and technological system, specifically in higher education. The key research and study areas identified encompass the fields of law, economics, management, information and engineering. (+)

## CONSUMER DAY - COMPLAINT BOOK

ANACOM marked World Consumer Rights Day on 15 March by launching a video on use of the complaint book. The video explains how to more effectively exercise the right to submit a complaint via the complaint book. ANACOM also

published graphic information showing the most relevant statistical data regarding the electronic communications consumer in 2018. (+)

## PROPOSED AMENDMENT OF VARIOUS LEGAL INSTRUMENTS

ANACOM has forwarded to Parliament and the government a proposal to modify the Electronic Communications Law, the Postal Law and the system governing administrative offences in the sector. The proposal considers changes that ANACOM deems relevant in the following areas: i) protection of consumers and

other end users; ii) universal electronic communications service; and iii) guaranteed access to emergency services. The changes are meant to clarify the information obligations and how information is processed and disseminated. Proposals concerning the system governing sanctions have also been submitted. (+)

## REDUCTION OF SPECTRUM FEES

Following approval of the final report of the working group on Forest Fires - Protection Measures and Resilience of Electronic Communications Infrastructures, ANACOM proposed to the government that spectrum fees be lowered

to boost the use of radio links. The 50 percent fee reduction will enable operators to save around 3.5 million euros per year and should encourage more use of radio-wave connections instead of aerial cables. (+)

## CONSULTATION

### POSTAL NETWORK DENSITY

By decision dated 6 February, ANACOM approved an additional 10-working-day extension of the public consultation on the reference framework CTT Correios de Portugal (Portuguese

postal service) must take into account for presentation of the proposal to revise postal network density objectives and minimal service offerings. The period for receiving contributions ended on 21 February. (+)

# COMMUNICATIONS IN PORTUGAL

## NEWS

### ADMINISTRATIVE OFFENCE CASES

The Autoridade Nacional de Comunicações (ANACOM) applied the following sanctions stemming from decisions regarding administrative offences:

1. Telecommunication infrastructures in buildings

- Nowo Communications - Application of a warning sanction; (+)

2. Electronic communication services

- Media Capital Digital - Imposition of an 18,000-euro fine. (+)

In the area of electronic communication service, NACACOMUNIK voluntarily paid a 1,000-euro fine. (+)

### 2019-2021 ANACOM ACTIVITIES PLAN

ANACOM's Multiannual Activities Plan has been released, covering strategic objectives and key actions to be undertaken during the three-year period. (+)

### ANACOM PUBLIC PARTICIPATION

The chair of the board of directors, João Cadete de Matos, took part in the following events:

- 28 March - Economy 24 section of the Morning Daily programme of TVI and TVI24, focusing on the regulations governing security and integrity of electronic communication networks and services;
- 15 March in Lisbon - panel on "Public Consumer Defence Policy" during the presentation of a study on consumer defence policy in Portugal, part of the conference on "New Challenges for the Consumer" organised by the Directorate-General for Consumers; (+)
- 13 March in Palmela - working session with the Palmela Municipal Council on cable and antenna proliferation in the town's historic centre, specifically around Palmela Castle; (+)
- 4 March in Warsaw - panel on "5G - Spectrum Management and Area Development" at the 11th TIME Economic Forum, at the invitation of the Office of Electronic Communications (UKE), the national regulatory authority responsible for the telecom sector, postal services and spectrum in Poland; (+)
- 26 February in Évora - presentation titled "ANACOM's Mission in the Development of Public Policies", given at the conference on "Public Policies as Viewed by Regulators", organised jointly

by the Order of Economists and the Public Policy Monitoring Unit of the University of Évora; (+)

- 25 February on RTP3 - interview in the All Is Economy programme, focusing on the communications sector and explaining ANACOM's position on the postal sector, including information differences regarding the volume of complaints concerning CTT Correios de Portugal (CTT - Portuguese postal service), quality indicators and the diminishing postal network of the concession holder; (+)
- 20 February - parliamentary hearing held by the Economy, Innovation and Public Works Committee, concerning the performance and quality of service provided by CTT; (+)
- 30 January - Renaissance Morning programme, focusing on CTT post office closures. (+)

ANACOM vice-chair João Miguel Coelho participated in the following events:

- 28 February in Lisbon - opening session of the technical preparatory meeting on "Focal Points for Communications of the Community of Portuguese Language Countries (CPLP); (+)
- 12 February in Kuala Lumpur, Malaysia - session on "Global Issues: connectivity and accessibility as key enablers of digital growth" of the Regional Regulators' Forum Asia 2019, organised by the International Institute of Communications (IIC). (+)

The head of ANACOM's office in Madeira, José Nelson Melim, participated in the Madeira Viva programme of RTP Madeira on the following dates:

- 18 March - on internet speed; (+)
- 18 February - on the complaint book. (+)

ANACOM's external relations director, José Barros, gave a presentation on the Mainland-Azores-Madeira underwater Atlantic cable platform at the "Submarine Networks EMEA 2019" conference held on 12-13 February in London. (+)

### PORTUGUESE OVERSEAS STAMPS EXHIBITION

The Portuguese Overseas Stamps exhibition at the ANACOM branch in Madeira has been extended until 15 May. ANACOM invites all interested parties to visit the exhibition to view the collection, which documents the past, portraying aspects associated to cultures and peoples closely linked to our history. (+)

## OPERATORS/PROVIDERS OF COMMUNICATION NETWORKS AND SERVICES

### PROVIDERS OF ELECTRONIC COMMUNICATION SERVICES

	No. of registered entities <sup>(a) (b)</sup>	No. of operational entities <sup>(a) (c)</sup>
TV signal distribution service <sup>(d)</sup>	18	12
Mobile telephone service		
Mobile network operators (MNO)	3	3
Mobile virtual network operators (MVNO)	6	5
Telephone service at a fixed location	19	13
Internet access service		
Fixed broadband	52	42
Mobile broadband	8	8
Nomad voice over internet service (Nomad VOiP) <sup>(e)</sup>	28	18
Public payphone service	4	2
Virtual calling card service	12	7

### POSTAL SERVICE PROVIDERS

	No. of authorised entities <sup>(a) (f)</sup>	No. of operational entities <sup>(a) (g)</sup>
Postal service outside the scope of universal service	83	64
Postal services encompassed by universal service	15	13

a) Situation at 31 December 2018

b) Number of companies listed in the registry of companies offering electronic communication networks and services.

c) Includes operational providers with retail and/or wholesale offerings.

d) Includes services provided in the scope of CDNs (8 operational providers) and via other platforms (4 operational providers).

e) Service provided with recourse to the '30' numbering range.

f) Number of companies listed in the registry of postal service providers.

g) Includes 21 companies providing the service under the MRW brand on a franchising basis (the company Ibercourier owns the MRW brand), 17 companies providing the service under the Nacex brand on a franchising basis (the company Logista owns the Nacex brand) and 1 company providing the service under the Enviália brand on a franchising basis.

## COVERAGE OF FIXED HIGH-SPEED NETWORKS

The Autoridade Nacional de Comunicações (ANACOM) has made available the list of civil parishes with access to and covered by fixed high-speed networks borne by fibre optics

and in cable TV distribution networks, updated at the end of the third quarter of 2018. (+)

## NEWLY ENACTED LEGISLATION

**Order no. 3458/2019** (Series II part C - Diário da República of 28 March) - Approves creation of the working group tasked with presenting technological solutions for emergency communications in Portugal as from 1 July 2021. (+)

**Council of Ministers Resolution no. 55/2019** (Series I - D.R. of 13 March) - Creates Portugal Space, the Portuguese space agency. (+)

**Decree-Law no. 31/2019** (Series I - D.R. of 1 March) - 5th amendment of the organic law of the 21st constitutional government. (+)

## NÚMEROS PORTADOS

	2017												2018		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
FTS <sup>1</sup>	1893155	1891885	1890659	1891971	1898661	1901559	1906843	1902815	1903061	1904272	1907551	1908269	1908846	1891885	1890659
MTS	478310	2494518	2511165	2525987	2540401	2557091	2570976	2585138	2599012	2617115	2630830	2644727	2664307	2494518	2511165
SNG <sup>2</sup>	4212	4233	4281	4303	4327	4551	4588	4621	4632	4636	4656	4675	4685	4233	4281
Total	4375677	4390636	4406105	4422261	4443389	4463201	4482407	4492574	4506705	4526023	4543037	4557671	4577838	4390636	4406105

<sup>1</sup> Processes involving number return to the operator 'of origin' contributed to the reduction compared to the previous month and to the previous year. Information about year-on-year figures can be consulted at <http://www.anacom.pt/render.jsp?contentId=834280>.

<sup>2</sup> Includes 1,056 numbers ported from the '30' numbering range (numbers associated to nomad VoIP service).

## SSP COORDINATION COMMITTEE

The Autoridade Nacional de Comunicações (ANACOM), represented by its vice-chair, João Miguel Coelho, participated in the fourth meeting of the coordination committee for the National Operational Security Programme, held at the offices of

the National Civil Aviation Authority (ANAC). The following were presented at this working session: i) report analysing information from service providers with respect to the first half of 2018; and ii) the national operational security system plan. (+)

## CONSULTATION ON MTS FOR 2020-2022

A European Regulators Group for Postal Services (ERGP) consultation on medium-term strategy (MTS) for the 2020-2022 three-year period and on the 2020 working programme ran until 11 March. The aim was to gather contributions

regarding the relevance of the current ERGP pillars and about which main strategic guidelines, focus areas and specific topics should be considered for the next three years. (+)

## ANACOM AND UEFA

ANACOM met in early February with the Union of European Football Associations (UEFA) to prepare applications for frequency licences that are essential for holding the UEFA

Nations League final and the respective TV transmission to various countries. (+)

## OJEU

**Delegated Regulation** (EU) 2019/320 of the Commission of 12 December 2018, complementing Directive 2014/53/EU of the European Parliament and of the Council, concerning application of essential requisites with respect to article 3, section 3, paragraph g) of that directive, for the purpose of locating emergency telephone communication emitters via mobile devices. (+)

**Implementing Regulation** (EU) 2019/296 of the Commission of 20 February, rectifying certain language versions of Implementing Regulation (EU) 2016/2286, which establishes detailed rules regarding application of the policy on responsible use, the methodology for assessing the sustainability of eliminating retail roaming surcharges and the request roaming service providers must submit for the purpose of that assessment. (+)

**Implementing Decision** (EU) 2019/235 of the Commission of 24 January, amending Decision 2008/411/EC with respect to the update of certain technical conditions applicable to the 3400-3800 MHz frequency band. (+)

# COMMUNICATIONS AROUND THE WORLD

## EUROPEAN UNION

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### WiFi4EU

The European Commission (EC) has launched the second call concerning the Wifi4EU initiative; the application deadline is 5 April. During this second phase the EC made available a total budget of 51 million euros, with 3,400 vouchers awarded by European municipalities, each worth 15,000 euros. The criteria for selecting municipalities to be awarded vouchers is based on the respective application's order of arrival in the portal. (+)

### EUROPEAN 112 DAY

European 112 Day is celebrated every year on 11 February. The single European emergency number can be called free of charge from fixed and mobile telephones at any point in the European Union (EU). Last year 140 million calls to 112 were recorded in the EU. (+)

### SAFER INTERNET DAY

During the celebration of Safer Internet Day on 5 February, the EC announced the creation of a new expert group on Safer Internet for Children. The group's aim is to help improve coordination and cooperation among EU member-states and to propose specific measures to ensure safe internet use by children. The first meeting of the group of experts was held on 6 March in Brussels. (+)

### CONNECTING EUROPE BROADBAND FUND

The EC-financed Connecting Europe Broadband Fund (CEBF) has signed an agreement with two telecom companies from Slovenia and Croatia to create a RuNe Group that will invest

in high-quality broadband. The group will implement an open access network for the home, business and public administration segments and cover more than 135,000 locations. (+)

### EUROPEAN BROADBAND INVESTMENT GUIDE

The EC has begun the process of updating the European broadband investment guide, holding a public consultation about the previous version, which ended in February. The broadband investment guide dates to 2014 and is meant to help local, regional and national authorities prepare long-term development plans for implementing fast internet in their communities. (+)

### 38TH BEREC PLENARY MEETING

The 38th plenary meeting of the Body of European Regulators for Electronic Communications (BEREC) was held last 6-8 March in Budapest, hosted by Hungary's National Media and Infocommunications Authority (NMHH). A public briefing on results of the plenary meeting was held on 13 March in Brussels. (+)

### CONNECTING EUROPE FACILITY

The EC has launched, in the scope of the Connecting Europe Facility, a call to present proposals to grant support for projects that implement digital service infrastructures, meant to encourage cross-border interaction between public administrations, companies and citizens. Funds amounting to 19 million euros will be awarded. Proposals must be submitted by 14 May. (+)

## ENISA

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### CYBERSECURITY IN THE ELECTION PROCESS

Looking ahead to upcoming elections in Portugal, the National Cybersecurity Centre (CNCS) has asked ENISA to support a cybersecurity exercise covering the election process. The ExNCS 2019 exercise will be jointly organised with the National Elections Commission. (+)

### SMASHiNG TOOL

The European Network and Information Security Agency (ENISA) has launched SMASHiNG, a new online tool meant to improve security measures in smartphones. (+)

## ATIVIDADE INTERNACIONAL DA ANACOM

As national representative of the Portuguese communications sector before relevant international organisations, the Autoridade Nacional de Comunicações took part in recent meetings involving the Body of European Regulators for Electronic Communications (BEREC), the European Conference of Postal and Telecommunications Administrations (CEPT), the Euro-Mediterranean Regulators Group (EMERG), the European Regulators Group for Postal Services (ERGP), the European Space Agency (ESA), the European Telecommunications Satellite Organisation (EUTELSAT), the European Union (EU) and the Universal Postal Union (UPU).

### BEREC

- Regulatory Accounting - 5 March in Brussels; (+)
- Open Internet EWG - 20 February in Brussels; (+)
- Contact Network - 14-15 February in Bucharest; (+)
- EWG-MEA in the scope of the Data Economy project - 14 February in Brussels; (+)
- MEA on PRD for "Access to physical infrastructures in the context of market analysis" - 13 February in Brussels; (+)
- End User EWG - 7 February in Brussels; (+)
- EWG Planning and Future Trends - 24 January in Brussels. (+)

### CEPT

- PT NPS of ECC WG NaN - 12-13 February in Copenhagen; (+)
- ECC WG SE - 20-25 January in Nice, France; (+)
- SRD/MG - 19-21 December 2018 in Copenhagen; (+)
- WG FM PT44 - 17-19 December 2018 in the Hague; (+)
- CPG PTC - 27-30 November 2018 in Hilversum, the Netherlands. (+)

### EMERG

- Contact Network - 12-13 February in Bonn, Germany. (+)

### ERGP

- Market Indicators - 28 February-1 March in Rome; (+)
- Postal Indicators - 28 February in Rome; (+)
- Regulatory Accounting - 20 February in Warsaw; (+)
- Access Regulation - 5-6 February in Porto, Portugal; (+)
- Future of the Regulatory Framework - 30 January in Brussels; (+)
- Future of the Regulatory Framework - 27 January in Rome. (+)

### ESA

- NAVISP Industry Days workshop - 17-18 January in Noordwijk, the Netherlands. (+)

### EUTELSAT

- Advisory Committee - 14-15 February in Paris. (+)

### EU

- Workshop on roaming model - 26 February in Brussels; (+)
- COCOM - 19 February in Brussels; (+)
- WG of RSPG EECC - 31 January in Brussels; (+)
- Seminar on developments in cross-border electronic commerce - 29 January in Brussels. (+)

### UPU

- CA/ETR - 21-22 February in Berne, Switzerland; (+)
- CA/ETR - 25 January in Berne, Switzerland. (+)

## ANACOM MEETS WITH THE FCC

ANACOM held a meeting last 28 February in Lisbon with representatives of its counterpart organisation in the United States of America, the Federal Communications Commission (FCC). The meeting focused on matters concerning electronic

communications and examined projects of common interest involving exchanges and sharing of experiences to further develop in the future. (+)

## ANACOM AND THE ARME

ANACOM hosted on 28 February a visit by the head of Cabo Verde's Multisector Regulatory Agency for the Economy (ARME). The meeting served to launch cooperation projects involving systems providing information about infrastructures

able to house electronic communication networks and the development telecommunication infrastructure solutions in that West African island country. (+)

## NEWS FROM OTHER COUNTRIES

### **GERMANY - Bundesnetzagentur (BNetzA)**

- The 5G mobile auction was held last 19 March at the offices of BNetzA. Four companies had been admitted to the bidding for the sale of 420 MHz of spectrum in the 2GHz and 3.6 GHz frequency bands. The aim is to ensure that consumers and industry can benefit as much as possible from the potential of the supplied spectrum. (+)

### **ARGENTINA - Ente Nacional de Comunicaciones (ENACOM)**

- ENACOM has provided 29 million dollars in funding for small and medium sized enterprises. The aim is to boost internet provision in small localities, financing projects that can enhance coverage and ensure better broadband network infrastructures. (+)

### **BELGIUM - Belgian Institute for Postal Services and Telecommunications (BIPT)**

- Mobile coverage maps have been published, including indoor and outdoor coverage. Also, a recently released study examines results of analyses of the quality of voice and data service provided by the three operators, with reference to the second half of 2018. A mobile application (app) has been made available, allowing citizens to participate in the coverage measurements. (+)

### **BRAZIL - Agência Nacional de Telecomunicações (ANATEL)**

- A public hearing was held last 20 February in São Paulo, concerning the proposed new regulation on regulatory inspections and control. It envisages obligations to end violations, preventive measures and consumer compensation. (+)

### **CROATIA - Croatian Regulatory Authority for Network Industries (HAKOM)**

- The public consultation on the allocation of spectrum for mobile service in the 2500-2600 MHz frequency band ended on 24 February. The respective final decision enabling the provision of communication services based on technological neutrality is expected soon. (+)

### **SPAIN - Comisión Nacional de los Mercados y la Competencia (CNMC)**

- January 2019 statistical data concerning fibre-to-the-home

(FTTH) has been released, indicating more than 8.6 million accesses, making it the main fixed broadband technology chosen. (+)

### **FINLAND - Finnish Transport and Communications Agency (TRAFICOM)**

- Finnish TV viewers have been warned about the need to ensure that their TVs are compatible with DVB-T2 technology, given that the switchover is set to occur in the near future. DVB-T2 allows high-definition transmission and a larger number of terrestrial television channels. Traficom estimates that nearly 400,000 households do not have equipment compatible with this new technology. (+)

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

- ARCEP has published its position confirming that the regulation of the wholesale terrestrial broadcasting market will be maintained for two more years, following the public consultation from 27 November to 12 December 2018. A public consultation on information used to calculate the price of regulated terrestrial broadcasting services at sites considered non-replicable in 2019 and 2020 ran until 25 March. (+)

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

- An online outdoor coverage map has been made available. It allows consumers to access ComReg calculations regarding the mobile operators' signal and coverage levels. (+)
- A public consultation concerning procedures for designating the universal postal service provider was held; the response deadline was 19 April. (+)

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

- A new guide on good practices for broadband offerings has been published. They should generally indicate a minimum guaranteed speed and advance information about speeds during peak hours such as 8 p.m. and 10 p.m. for homes and 12 noon and 2 p.m. for businesses. (+)

## ITU AND UNESCO PROMOTE HACKATHON

The International Telecommunication Union (ITU) and the United Nations Educational, Scientific and Cultural Organisation (UNESCO) organised a #Hack4Education held last 7-8 April in

Geneva. All participants were invited to attend the high-level ITU WSIS Forum 2019 session held on 9 April. (+)



## REGULATION ON NETWORK AND SERVICE SECURITY

By decision dated 14 March, the Autoridade Nacional de Comunicações (ANACOM) approved the regulation concerning

security and integrity of electronic communication networks and services. (+)

## REPORT ON SECURITY VIOLATIONS

The report on security violations or integrity losses was published on 18 March. It presents, analyses and characterises information contained in notifications of security violations or integrity losses

with major impact sent to ANACOM by companies that supplied public networks or publicly accessible electronic communication services in 2015, 2016, 2017 and 2018. (+)

## CTT COST ACCOUNTING SYSTEM

ANACOM approved by decision dated 15 February a draft decision on the planned declaration concerning the cost accounting system (CAS) of CTT Correios de Portugal (Portuguese postal service) in financial year 2016, which envisages reformulating within 20 working days the results

of CTT's CAS from 2016 on (2016 and 2017). (+)

An extension of the period for prior hearing of CTT was accordingly approved on 1 March, granting an additional 15 working days, following a request by that company. (+)

## MAINLAND-AZORES-MADEIRA ETHERNET LINES

ANACOM approved by decision dated 1 March a 10 percent drop in the maximum prices for Ethernet lines between the Portuguese mainland and the autonomous island regions of

the Azores and Madeira, as well as a 6 percent drop in prices for Ethernet lines between various islands in the Azores (inter-island lines). (+)

## COMPLAINTS CONCERNING CTT - CLARIFICATION

ANACOM released on 19 February an explanatory note regarding the CTT announcement titled "CTT Postal Service Complaints Down 7 Percent in 2018", issued on 13 February. The latter states that "total complaints regarding postal services received by CTT fell 7 percent in 2018 compared to

2017". ANACOM considers that information to be misleading, because it leads to the conclusion that the reduction only concerns complaints, although it actually considers the sum of complaints and information requests. (+)

CONCURSO  
NACIONAL DE  
FOTOGRAFIA  
ANACOM

ANACOM commemorates 30 years  
with a photography competition  
in partnership with the magazine Visão

ANACOM  
30  
ANOS

SPECTRU

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