

Decision on set of statistical elements to be sent to ICP-ANACOM by the providers of the Service of Access to the Internet (at a fixed location)

Preamble

1. On 19 March 1996, The Board of Directors of ICP-ANACOM approved the first set of indicators applicable to the service of data transmission, including the service of access to the Internet. The indicators with respect to the service of access to the internet were successively reformulated in 1997, 1997, 1999 and 2002 owing to the development of the service of access to the Internet and the evolution of the forms of the provision of the service.
2. On 2 November 2006, approval was given to the set of statistical elements to be sent to ICP-ANACOM by the providers of Services of Access to the Internet, in order to define the relevant markets and assess significant market power (SMP) in the markets of service of broadband access to the Internet.
3. On 23 October 2006, approval was given to the set of statistical elements of UMTS services and data services, by which information is compiled on mobile access to the Internet.
4. Taking into consideration:
 - The necessity to harmonise the statistical questionnaire of the service of access to the internet with the indicators in order to define the relevant markets and assess significant market power (SMP) in the markets of service of broadband access to the Internet.

- The need to respond to requests for information from external entities, specifically the European Commission;
- The experience acquired in the meantime and the technological evolution which has occurred since the approval of the current form¹,

ICP-ANACOM decided to substitute the indicators of the service of access to the Internet (at a fixed location) contained in the current questionnaire with a new form to be completed by providers of the service of access to the Internet (at a fixed location), giving independence to these indicators from the questionnaire of the services of data transmission. This last questionnaire remains in force only in respect of the indicators of the service of transmission of data.

5. In this context, a new set of statistical elements was elaborated, which can be found in annex, and which includes the following indicators:
 - a) Number of customers and number of accesses separated by bandwidth, by type of technology of access and customer segment (residential/non-residential).

These indicators, with reference to the number of customers and accesses, are already present in the previous questionnaires under the title of subscribers and accesses. These indicators are requested, with greater detail, within the scope of the definition of relevant markets and the assessment of SMP.

The number of customer allows, in particular, determination of the penetration of the service and assessment of the development of this service over time. This information is likewise compiled by various international institutions for the purpose of assessing the development of broadband in various countries. Note, also, that the compilation of

¹ <http://www.anacom.pt/template12.jsp?categoryId=68672>.

monthly information will allow the evolution of the markets of Internet Services to be accompanied and will compliment the periodic assessment of SMP in these markets – taking into account that dial-up accesses remain materially relevant -, and to accompany the phenomenon of migration to broadband.

As far as discrimination by technology of access is concerned, this is important above all to assess the way in which competition is developing in these markets, especially with respect to the means used by the alternative operators to launch their offers. This data is also essential for providing a response to the COCOM questionnaire on broadband – “Broadband data and indicators”². In fact, and despite the efforts made by ICP-ANACOM to try to clarify this situation, it can be seen that there are various factors which makes it difficult for the information on wholesale offers to coincide with the equivalent values compiled at a retail level. So that these possible discrepancies do not affect the assessment of the development of broadband it is essential to compile this information at a retail level.

b) Traffic volume and revenues of the services of access to the Internet

The traffic indicator is already requested in the current questionnaire and allows for assessment of the intensity of use of the service by customers.

The revenues allow assessment of the evolution of a service with different instalments and distinct tariff plans.

It is further noted that, where access to the Internet is offered as part of a package of services of electronic communications (i.e. *double play, triple play, etc...*), it is necessary to compile the revenues from these packages individually. ICP-ANACOM will consider,

² COCOM07-35 REV1, European Commission, 2 August 2007.

subsequently and in accordance with the objectives of analysis which are to be accomplished, the need to proceed with the breakdown of revenues by service in accordance with a criterion which ensures the comparability of results. The number of packages of services is likewise compiled. These values will likewise allow the evolution of packaged offers to be accompanied.

6. It is further noted that, in relation to the current questionnaire, various indicators were suppressed:

- a) With respect to narrowband accesses, the rapid evolution of technology and of the offers and the migration to broadband makes the separation of dial-up access indicators between “paid” and “free”, residential and non-residential, and the compilation of indicators on the number of sessions and the number of hours of access unnecessary;
- b) With respect to the indicators on the number of hosted sub-domains, hosts and number of POPs, the compiled values obtained were not representative of the totality of existing offers and/or their use and disclosure has been reduced.

7. Providers of the service are given a period of 60 days for the implementation of these indicators. On termination of this period, the provider concerned must send this information on a regular basis.

Information should be sent in respect off the quarter (civil) following that in which the implementation period expired.

8. Pursuant to article 108 of Law no 5/2004 of 10 February and point f) of paragraph 1 of article 109 of the same law, the set of indicators in annex shall be sent to ICP-ANACOM by providers of the service of access to the Internet (at a fixed location) by the thirtieth day following the end of each quarter.

Where the information is not immediately available, the operators shall send estimates of the values concerned, indicating the methodology used for the respective calculation and the date on which it is expected that the definitive data will be sent.

The information shall be sent by email to dee.stats@anacom.pt.

The completed questionnaire may also be sent in paper form to::

ICP-ANACOM

DIE – Direcção de Informação e Estatística

Av. José Malhoa, 12

1099-017 Lisboa

The contacts given above can also be used for obtaining any clarification that may be necessary.

9. The information compiled in this context may be published by ICP-ANACOM.

Statistical information to be sent by providers of the Service of Access to the Internet at a fixed location

Company:
Person responsible for completing this questionnaire:
Telephone contact of person responsible:
E-mail:

1. Information on Customers¹

1.1. Narrowband customers² - Number of customer by type of technology of access

	Type of technology	Quarter x
1.1.1.	Dial-up Access ⁴	
1.1.2.	Other technology (specify) ⁵	
1.1.3.	TOTAL (1.1.1+1.1.2)	

1.2. Broadband customers⁶ - Number of customers, by type of access technology and by market segment (residential and non-residential)³

	Type of technology	Quarter x
1.2.1.	ADSL	
1.2.1.1.	Residential offers	
1.2.1.2.	Non-residential offers	
1.2.2.	Cable Modem	
1.2.2.1.	Residential offers	
1.2.2.2.	Non-residential offers	
1.2.3.	FWA	
1.2.3.1.	Residential offers	
1.2.3.2.	Non-residential offers	
1.2.4.	Fibre optic	
1.2.4.1.	Residential offers	
1.2.4.2.	Non-residential offers	
1.2.5.	Leased circuits	
1.2.5.1.	Residential offers	
1.2.5.2.	Non-residential offers	
1.2.6.	Satellite	
1.2.6.1.	Residential offers	
1.2.6.2.	Non-residential offers	
1.2.7.	PLC⁷	
1.2.7.1.	Residential offers	
1.2.7.2.	Non-residential offers	
1.2.8.	Other technology (specify)⁸	
1.2.8.1.	Residential offers	
1.2.8.2.	Non-residential offers	
1.2.9.	TOTAL (1.2.1+1.2.2+1.2.3+1.2.4+1.2.5+1.2.6+1.2.7+1.2.8)	
1.2.10.	Total active Customers during reported period⁹	

2. Information on Accesses¹⁰

2.1. Broadband accesses⁶ - Number of Access, by type of access technology

	Type of technology	Quarter x
2.1.1.	ADSL	
2.1.1.1.	Own network ¹¹	
2.1.1.2.	Unbundled local loop - Complete Access ¹²	
2.1.1.3.	Unbundled local loop - Shared Access ¹³	
2.1.1.4.	Bitstream with ATM aggregation ¹⁴	
	Of which are supported in Wholesale Offers of the companies of Grupo PT (percentage) ¹⁵	
2.1.1.5.	Bitstream with IP aggregation ¹⁴	
	Of which are supported in Wholesale Offers of the companies of Grupo PT (percentage) ¹⁵	
2.1.1.6.	Bitstream based on other offers (discriminate) ¹⁶	
	Of which are supported in Wholesale Offers of the companies of Grupo PT (percentage) ¹⁵	
2.1.1.7.	Resale ¹⁷	
	Of which are supported in Wholesale Offers of the companies of Grupo PT (percentage) ¹⁵	
2.1.1.8.	Naked ADSL ¹⁸	
2.1.1.9.	Other types of access ¹⁹	
2.1.2.	Cable Modem	
2.1.3.	FWA	
2.1.4.	Fibre optic	
2.1.5.	Leased circuits	
2.1.6.	Satellite	
2.1.7.	PLC	
2.1.8.	Other technology (specify)²⁰	
2.1.9.	TOTAL (2.1.1+2.1.2+2.1.3+2.1.4+2.1.5+2.1.6+2.1.7+2.1.8)	

3. Traffic Volume

	Traffic	Quarter x
3.1.	Volume of traffic of the service of access to the Internet (in Gbytes)	

4. Information on Revenues and Packages

4.1. Volume of Revenues (net of discounts) and number of packages

		No of Packages ²¹	Revenue ²²
4.1.1.	Individualised Service of Access to the Internet²³		
<i>Where it is not possible to individualise the value of revenues from the Service of Access to the Internet provided in respect of a package of service, providers must complete point 4.1.2.:</i>			
4.1.2.	Packages of combined services²⁴ which include the service of access to the internet²⁵		
4.1.2.1.	Package _____		
4.1.2.2.	Package _____		
4.1.2.3.	Package(...)		
4.1.3.	TOTAL (4.1.1+4.1.2)		

Unit no of packages/Thousands of Euros

NOTES:

1	Number of customers covered by, at the least, a current contractual relationship, including subscriber to the service of access to the Internet or to a package of services which includes the service of access to the Internet (for example double play, triple play or multiple play), at the end of the quarter concerned.
2	For the present purpose, narrowband is to be understood as the services characterised by the provision to end users of asymmetric speeds which, in a downstream direction (i.e. originated on the network and directed at the customer) do not exceed 128 Kbps (maximum contracted speed).
3	Residential customers shall be considered as including all users who do not use, in the most part, the service concerned as intermediate consumption of the developed economic activity. As proxy, the classification resulting from the <i>NIF-Número de informação fiscal</i> (Tax Information Number) may be used (customers without a NIF or with a NIF beginning with the numbers 1 or 2 are non-corporate customers). Other equivalent criteria may be employed, which criteria, where used, must be explained. Non-residential customers shall be considered as including all users who use, in the most part the service concerned as intermediate consumption of the developed economic activity. As proxy, the classification resulting from the <i>NIF-Número de informação fiscal</i> (Tax Information Number) may be used (customers a NIF beginning with numbers other than 1 or 2 are corporate customers). Other equivalent criteria may be employed, which criteria, where used, must be explained.
4	In accounting customers of dial-up access, whose use is not subject to the payment of a monthly or subscription charge, only customers who have used the respective access at least once in quarter to which the information respects should be considered.
5	Identify offered technologies. Where the offer of more than one alternative technology is seen, discrimination must be made of the values for each one. As such, as many lines should added as may be necessary.
6	For the present purpose broadband is to be understood as the services characterised by the provision to end users of asymmetric speeds which, in a downstream direction (i.e. originated on the network and directed at the customer) exceed 128 Kbps.
7	Broadband internet connections through Powerline Communications (PLC) – use of networks of low voltage, electrical energy distribution for the transmission of voice and data.
8	Identify offered technologies. Where the offer of more than one alternative technology is seen, discrimination must be made of the values for each one. As such, as many lines should added as may be necessary in the table above. <i>Only one connection per point of access should be considered, irrespective of the estimated number of end users. Wi-Fi hotspots should not be considered in respect of this indicator.</i>
9	Number of customers who access, at least once, the service of access to the Internet in the quarter concerned. All customers meeting these conditions should be considered, including those which, in the meantime, may have ceased to be customers of the service in this quarter.
10	The physical access should be considered. For example, if 1 customer has more than 1 physical access, the value to be reported should correspond to the number of physical accesses of the customer.
11	Broadband access with recourse to own infrastructure.
12	Broadband accesses based on local loop unbundling of complete access, as defined in the respective wholesale offer (for example: in the RUO of PTC).
13	Broadband accesses based on local loop unbundling of shared access, as defined in the respective wholesale offer (for example: in the RUO of PTC).
14	Broadband accesses based on a bitstream offer with ATM and/or IP aggregation, as defined in the respective wholesale offer (for example: in the PT ADSL Network offer of PTC).
15	Indication of the percentage of accesses supported in offers of the companies of Grupo PT.
16	Broadband accesses based on a bitstream offer with other types of aggregation (not ATM or IP), such as, for example, Ethernet or other options mentioned in the document of the ERG - "ERG (03) 33rev2 - Bitstream Access", available at: http://erg.eu.int/doc/whatsnew/erg_03_33rev2_bitstream_access_final_plus_cable_adopated.pdf
17	In contrast to bitstream access, resale occurs when the operator receives and sells to its final customers – without the possibility of adding characteristics of added value to the DSL service – a product that is commercially identical to DSL offered by the wholesale operator to its retail customers.
18	"Naked DSL" (NDSL) consists of a wholesale offer which has as its end the enabling of the offer of an ADSL service to the final user without the need, on the part of the operator which holds the local loop, for the end user to contract (or maintain) the Fixed Telephone Service.
19	Identify other types of access used. Where resource to more than one type of access is seen, discrimination must be made of the values for each one. As such, as many lines should added as may be necessary.
20	Identify technologies offered. Where the offer of more than one alternative technology is seen, discrimination must be made of the values for each one. As such, as many lines should added as may be necessary. <i>Only one connection per point of access should be considered, irrespective of the estimated number of end users. Wi-Fi hotspots should not be considered in respect of this indicator.</i>
21	Count, as number of packages, the number of contractual relationships in force which allow the use of packages of services at the end of the reported period. The shaded cells indicate that this report does not apply to the offer of the individualised service and that the total number of packages must be reported in the aggregation indicator (4.1.2).
22	Values of provision of the service of access to the internet, accumulated at the end of the quarter, in thousands of euros, net of discounts. Where the service of access to the Internet is sold as part of a package of services (e.g. double play, triple play or multiple play) overall revenue from the package of the service concerned must be reported in an individualised way.
23	Revenues from the service of access to the Internet not offered as part of a package of services.
24	'Package of Services' shall be understood as a commercial offer of a single operator which includes 2 or more services, such as for example: Service of Access to the Internet and fixed telephone service, service of distribution of television signals and service of broadband access to the internet, but which are provided with an inclusive tariff and a single invoice.
25	Indicate the commercial designation of the offer and report the values individually for all the modes of the various packages and combinations of packages which form part of the commercial offer of the operator - double play, triple play and multiple play. (E.g.: "Pack TV+Net"; "Duplo TV+Net 2Mb"; "Duplo TV+Net 8Mb"; "Duplo TV+Net 25Mb"; "Duplo Light TV+Net 2Mb"; "Duplo Light TV+Net 8Mb"; "Pack TV+Net+Voz"; "Tripló 2Mb"; "Tripló 8Mb"; "Tripló 25Mb"; "Tripló Light 2Mb"; "Tripló Light 8Mb"; "Promoção TV+Net+Fone"; "Promoção TV+Internet+Telefone S"; "Promoção TV+Internet+Telefone M"; "Promoção TV+Internet+Telefone L"; "Duplex 4Mb"; "Duplex 12Mb"; "Duplex 24Mb"; "ADSL 2Mb+Telefone"; "ADSL 12Mb+Telefone"; "ONIDUO 5 Mb"). An example of completion is presented below. Attention is called to the fact that the offers to be included should be all the available offers of the operator concerned.

	No of packages	Revenue
Individualised Service of Access to the Internet		5.000
Packages of combined services which include the service of access to the Internet	268	6.200
Pacote TV + NET 2Mb	25	500
Pacote TV + NET 4Mb	21	500
Pacote TV + NET 12Mb	23	500
Pacote TV + NET 24Mb	25	500
Pacote VOZ + NET 2Mb	15	400
Pacote VOZ + NET 4Mb	25	400
Pacote VOZ + NET 8Mb	21	400
Pacote TV + NET 2Mb + VOZ FIXA	23	600
Pacote TV + NET 4Mb + VOZ FIXA	20	600
Pacote TV + NET 12Mb + VOZ FIXA	25	500
Pacote TV + NET 4Mb + VOZ FIXA + VOZ MÓVEL	25	600
Pacote TV + NET 12Mb + VOZ FIXA + VOZ MÓVEL	20	700
TOTAL		11.200
Unit no of packages/Thousands of Euros		