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Der Schweizer Fernmeldemarkt im internationalen Vergleich

## **Um die Schweiz erweiterter Auszug aus dem 13. Implementierungsbericht der Europäischen Union**

Entsprechend der von der Europäischen Kommission angewandten Methode wurden alle Preise zum nominalen Wechselkurs umgerechnet

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# Vorwort

Schon seit mehreren Jahren veröffentlicht die Kommission der Europäischen Gemeinschaften jährlich eine Mitteilung, die sich an den Rat, das Europäische Parlament, den Europäischen Wirtschafts- und Sozialausschuss und den Ausschuss der Regionen richtet. Ihr Ziel besteht darin, den Stand der Umsetzung des EU-Reformpakets für elektronische Kommunikation zu beurteilen. Die letzte Ausgabe dieses Berichts, der auch 13. Implementierungsbericht der Europäischen Union genannt wird, ist im März 2008 erschienen<sup>1</sup>.

Dieser Bericht liefert nicht nur eine umfassende Analyse des Regulierungsumfelds in der Europäischen Union und in den einzelnen Mitgliedstaaten. Anhang 2 enthält auch eine Fülle von Informationen über den Stand des Marktes für elektronische Kommunikation im Jahr 2007 und über die Veränderungen zwischen 2006 und 2007. Die statistischen Daten in diesem Anhang stellen nicht nur eine äusserst umfassende Beschreibung des Fernmeldemarkts dar, sondern haben auch den Vorteil, auf einer einheitlichen und transparenten Methodik zu basieren und somit den direkten Vergleich zwischen den betrachteten Ländern zu ermöglichen.

Da sich die Schweiz geografisch, wirtschaftlich und kulturell im Herzen Europas befindet, wäre es bedauerlich gewesen, diese Vergleiche und Analysen nicht auf unser Land auszudehnen. Aus diesem Grund haben wir uns in den Anhang 2 des 13. Implementierungsberichts eingefügt, soweit dies möglich war.

**Hauptzweck des vorliegenden Berichts ist, auf der Grundlage von Anhang 2 des 13. Implementierungsberichts der Europäischen Union die Schweiz mit den EU-Mitgliedstaaten und gegebenenfalls mit Japan und den USA zu vergleichen. Zudem sollen die darin enthaltenen Zahlen einen möglichst vollständigen Überblick über den Schweizer Fernmeldemarkt im Jahr 2007 geben. Zu diesem Zweck wurden die verschiedenen von der Europäischen Kommission ausgearbeiteten Methoden streng übernommen. Im Übrigen stammen die Passagen, die nicht in blauer Schrift erscheinen, direkt aus Anhang 2 des 13. Implementierungsberichts und stellen somit Zitate dar. Kapitel 4, 5 und 6 wurden nicht übernommen, da keine entsprechenden Daten für die Schweiz vorlagen.**

**Der vorliegende Bericht ist bezüglich seines Datenteils nur auf Englisch verfügbar. Die Zusammenfassung ist hingegen auf Französisch, Italienisch, Deutsch und Englisch erhältlich.**

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<sup>1</sup>Kommission der Europäischen Gemeinschaften, Mitteilung der Kommission an den Rat, das Europäische Parlament, den Europäischen Wirtschafts- und Sozialausschuss und den Ausschuss der Regionen. Bericht über den Stand des europäischen Binnenmarkts der elektronischen Kommunikation 2007 (13. Bericht), KOM(2008), 153, Brüssel, 19.03.2008.



# Zusammenfassung

## Mobilfunkmarkt (Kapitel 1)

### Marktdurchdringung mit Mobilfunkdiensten

Im Oktober 2007 betrug die Marktdurchdringung mit Mobilfunkabonnements 104,2% der Schweizer Bevölkerung und lag somit um knapp acht Punkte unter dem gewichteten Durchschnitt der EU-Länder. Die Schweiz hatte 2004 mit einer Durchdringung von 86,7% gegenüber 84,6% in den Nachbarländern noch einen kleinen Vorsprung; seither verzeichnet sie aber eine niedrigere Wachstumsrate als die EU. Zurzeit ist die Position der Schweiz im unteren Drittel der Klassierung. In der EU liegt die Marktdurchdringung heute in nur sieben der 27 Mitgliedsländer unter 100%, wobei Frankreich mit 82,9% das Schlusslicht bildet. Am höchsten ist die Durchdringungsrate mit 170,6% in Luxemburg. Von insgesamt 7,91 Millionen Mobilfunknutzerinnen und -nutzern in der Schweiz haben 42,9% eine Prepaid-Karte und 57,1% ein Abonnement gewählt. In der Europäischen Union ist das Verhältnis zwischen diesen zwei Zahlungsformen beinahe umgekehrt (61% Prepaid, 39% Abonnement). Dies ist ein Hinweis darauf, dass Schweizer Teilnehmerinnen und Teilnehmer ihr Mobiltelefon möglichst ohne Einschränkungen nutzen wollen, selbst wenn es finanziell nicht immer die günstigste Variante ist. Es könnte aber auch ein Hinweis auf ein irrationales Konsumentenverhalten sein, welches dazu führt, dass eine einmal getroffene Wahl nicht mehr geändert wird<sup>2</sup>.

### Akteure auf dem Markt für Mobilfunkdienste

Im Juli 2007 gab es fünf Betreiberinnen von Mobilfunknetzen der zweiten Generation, von denen drei ebenfalls ein Mobilfunknetz der dritten Generation betreiben: Swisscom Mobile, Sunrise, Orange, Tele2 und In&Phone<sup>3</sup>. In den EU-Ländern liegt die Anzahl der Betreiberinnen zwischen zwei (Zypern und Malta) und sechs (Schweden). Die Schweiz steht damit im vorderen Teil der Rangliste. Eine hohe Anzahl Anbieterinnen allein genügt jedoch nicht immer, um einen effizienten Wettbewerb zu gewährleisten.

### Marktanteile der Mobilfunkbetreiberinnen

Obwohl die Zahl der Akteure auf dem Markt für Mobilfunkdienste im Vergleich zu den Nachbarländern zufrieden stellend ist, weist die Wettbewerbssituation in der Schweiz einige Besonderheiten auf.

Zum einen ist die Schweiz ein Land, in dem der Marktanteil (bezogen auf die Kundenbasis) der historischen Betreiberin vergleichsweise hoch ist. Die Schweiz liegt diesbezüglich unter den verglichenen Ländern an dritter Stelle nach Zypern und Slowenien. Der Marktanteil der Firma Swisscom Mobile beträgt denn auch 61,9%. Dieser Wert ist im Vergleich zum europäischen Durchschnitt von 39,4% bemerkenswert hoch. Obschon die Preise der historischen Anbieterin in der Schweiz verglichen mit ihrer Konkurrenz nicht zu den günstigsten gehören, zeigen die Schweizer Kunden ein starkes Interesse an ihren Diensten. Die Aufteilung des Marktes auf die etablierte Anbieterin und ihre Konkurrentinnen ist ausserdem seit mehreren Jahren unverändert geblieben, dies sowohl in der Schweiz als auch in den

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<sup>2</sup>Dieses Phänomen wird in der Verhaltensökonomie "endowment effect" (Besitztumseffekt) genannt.

<sup>3</sup>In&Phone bietet ihre Dienste ausschliesslich Geschäftskunden an. Aus diesem Grund deckt ihr Mobilfunknetz die Landesfläche nur punktuell ab.

EU-Ländern. Der Markt scheint einen gewissen Konsolidierungsgrad erreicht zu haben oder es existiert eine Art Schwelle, welche die alternativen Anbieterinnen bisher nicht überwinden konnten.

## **Portabilität der Mobilfunknummern**

Im Mobilfunkbereich betrug die Zahl der portierten Nummern per 31. Dezember 2006<sup>4</sup> 151'432, was einer Steigerung um 52.9% im Vergleich zum Vorjahr entspricht (99'072). Der von der historischen Anbieterin in der Schweiz verrechnete Preis von 17.6 Euro ist im internationalen Vergleich relativ hoch: Nur in vier EU-Ländern, in der Slowakei, Deutschland, der Tschechischen Republik und in Irland, sind die Preise für die Nummernportierung höher.

## **Mobilfunktarife**

Grundsätzlich ist die Nutzung von Mobiltelefonen in der Schweiz teurer als in der Europäischen Union. In den drei analysierten Konsumkörben – für den geringen, mittleren oder grossen Nutzungsbedarf – liegen die Nutzungskosten immer klar über dem europäischen Durchschnitt. Die Kostendifferenz zwischen der Schweiz und der EU variiert zwischen 7.54 Euro pro Monat (Korb für geringen Nutzungsbedarf) und 23.24 Euro (Korb für grossen Nutzungsbedarf), inklusive Mehrwertsteuer.

## **Terminierung von Anrufen auf Mobilfunknetzen**

Neben den Endkundenpreisen sind auch die Grosshandelsgebühren für die Mobilfunk-terminierung von Interesse. Für jedes Land wurde ein nationaler Durchschnitt auf der Grundlage der Grosshandelspreise vom Oktober 2007 berechnet, der nach der Zahl der Kunden der jeweiligen Anbieterin gewichtet wurde. Betrachtet man die Durchschnittswerte aller 28 Länder (einschliesslich der Schweiz), ist ersichtlich, dass die Preise der auf dem Schweizer Markt tätigen Mobilfunkanbieterinnen im Jahr 2007 zu den höchsten in Europa gehören. Nur in Estland und Bulgarien sind die Preise höher.

Mit einer gewichteten Terminierungsgebühr von 12.76 Eurocents pro Minute liegt die Schweiz 32.0% über dem gewichteten europäischen Durchschnitt. Trotz der schrittweisen Senkung der Gebühren zwischen 2005 und 2006 (-5.1%) und zwischen 2006 und 2007 (-11.0%) ist nicht zu übersehen, dass der Unterschied zwischen der Schweiz und den EU-Ländern nicht nur substantiell ist, sondern in den Jahren 2006 und 2007 sogar noch zugenommen hat. Daraus lässt sich schliessen, dass der Wettbewerb die Terminierungsgebühren in der Schweiz noch nicht auf das tiefstmögliche Niveau gedrückt hat. Dass das Senkungspotenzial gross ist, zeigt auch die Tatsache, dass die Interkonnektionsgebühr für die Terminierung von Anrufen auf Mobilfunknetzen etwa 11-mal höher ist als die Terminierungsgebühr auf dem nationalen Festnetz. Im Durchschnitt der EU-Länder beträgt dieser Faktor 9.

Die Wettbewerbskommission (Weko) hat die im Vergleich mit der EU hohen Schweizer Mobilfunkterminierungsgebühren bereits im Oktober 2002 zum Anlass genommen, eine Untersuchung gegen die drei nationalen Schweizer Mobilfunkanbieterinnen (Swisscom Mobile, Orange und Sunrise) einzuleiten. Im Februar 2007 hat die Weko eine erste Verfügung für den Zeitraum vom 1. November 2002 bis 31. Mai 2005 erlassen. Sie hat entschieden, dass Swisscom Mobile ihre marktbeherrschende Stellung ausgenutzt hat, indem sie von den Endkunden zu hohe Preise verlangt hat. Swisscom wurde in der Folge eine Sanktion von 333 Millionen Franken auferlegt. Die Beschwerde der Swisscom gegen diesen Entscheid ist zur Zeit hängig. Ein weiterer Weko-Entscheid für den Zeitraum ab dem 1. Juni 2005 ist noch ausstehend. Dieser könnte alle Betreiberinnen betreffen, die Gegenstand der Untersuchung waren.

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<sup>4</sup>Der internationale Vergleich bezieht sich auf den Oktober 2007. Da in der Schweiz die Daten für diesen Monat noch nicht verfügbar sind, wurden die Daten per 31. Dezember 2006 für das Jahr 2007 übernommen.

## Festnetzmarkt (Kapitel 2)

### Marktakteure

Ende 2006 waren bei der schweizerischen Regulierungsbehörde (BAKOM) 239 Anbieterinnen registriert, die Sprachtelefoniedienste auf dem Festnetz anbieten können: 2005 hatte ihre Zahl noch 208 betragen, was einer Erhöhung um 15% entspricht.

Obwohl die Zahl der Anbieterinnen, welche Dienste der öffentlichen Telefonie anbieten können, erfreulich hoch scheint, sagt sie nichts über den effektiven Wettbewerb aus. In Wirklichkeit handelt es sich bei dieser Zahl um diejenigen Anbieterinnen, die potenziell Dienste bereitstellen können: Nur 72 der 239 Anbieterinnen (30%) sind tatsächlich auf diesem Markt aktiv. Dieser Umstand zeigt, dass es keine einschränkenden administrativen Hürden für den Eintritt in den Schweizer Fernmeldemarkt gibt, während es ungleich schwerer ist, sich im Markt durchzusetzen und langfristig ein entsprechendes Geschäftsfeld aufzubauen. Positiv ist jedoch, dass 2007 12 Anbieterinnen mehr auf dem Festnetzmarkt aktiv waren als im Vorjahr.

Ende 2006 betrug die Zahl der Anbieterinnen auf dem Schweizer Markt für IP-Telefonie 30 (25 im Jahr 2005). Rund 60% der Unternehmen bieten diesen Dienst auf dem traditionellen Telefonnetz (PSTN/ISDN) an, 40% operieren mittels Kabel- oder Glasfaseranschlüssen. Damit gehört die Schweiz in dieser Kategorie zur Spitzengruppe der europäischen Länder (7. Stelle von 28).

Eine sinnvolle Ergänzung zur Analyse der Wettbewerbsslage auf dem Sprachtelefoniemarkt stellt die Berechnung des kombinierten Marktanteils dar, der ausdrückt, wie viele Konkurrentinnen zusammen einen Marktanteil von mindestens 90% haben. Dieser Indikator beträgt in der Schweiz den Wert 4; damit liegt die Schweiz im europäischen Mittelfeld. Von den 27 analysierten Ländern erzielten 10 Länder einen Wert von mindestens 5 – wobei Deutschland mit 16 an der Spitze steht – und 7 Länder einen Wert von 1 aufweisen, womit dort faktisch immer noch ein Monopol besteht. Die restlichen Länder weisen Werte zwischen 2 und 4 auf.

### Marktanteile der Anbieterinnen von Festnetzdiensten

Der Marktanteil, den die historischen Betreiberinnen im Laufe der Zeit beibehalten konnten, gibt ebenfalls Aufschluss über die Entwicklung und den Stand des Wettbewerbs. Je grösser dieser Anteil ist, desto weniger ist es den alternativen Anbieterinnen gelungen, sich im jeweiligen Markt durchzusetzen. Was die Schweiz betrifft, liegt der Anteil der etablierten Anbieterin am gesamten Festnetzmarkt – ausgedrückt in Prozent des Umsatzes – klar unter dem gewichteten Durchschnitt der EU-Länder. So betrug die Differenz zwischen dem Schweizer Wert (58.5%) und dem EU-Wert (64.1%) Ende 2006 über 5 Prozentpunkte. Betrachtet man die Situation in den einzelnen Ländern genauer, stellt man fest, dass die Schweiz gut positioniert ist, da nur die etablierte Anbieterin Schwedens (56.0%), Österreichs (52.6%), Deutschlands (50.9%) und des Vereinigten Königreichs (49.3%) einen kleineren Marktanteil haben. Besonders auffallend ist, dass zwischen den EU-Mitgliedstaaten nach wie vor grosse Unterschiede bestehen, da der Marktanteil der historischen Anbieterin zum Teil über 90% beträgt. Aufgrund des zunehmenden Wettbewerbs in der EU ist damit zu rechnen, dass der durchschnittliche Marktanteil der Ex-Monopolistinnen in der EU weiter zurückgehen wird.

In der Schweiz sank der Marktanteil der Swisscom zwischen 2004 und 2006 nur leicht (-1.1 Prozentpunkte), womit die Situation insgesamt gesehen praktisch unverändert geblieben ist.

Betrachtet man die verschiedenen Segmente der öffentlichen Festnetztelefonie, liegen die Anteile der historischen Anbieterin in der Schweiz jeweils unter den EU-Durchschnittswerten. Die geringste Differenz ist im Segment der Auslandgespräche, die grösste Differenz im Segment der Inlandgespräche festzustellen.

Unten stehende Tabelle zeigt den Anteil der etablierten Anbieterin in der Schweiz bzw. in der EU am ganzen Festnetzmarkt und an den verschiedenen Segmenten dieses Marktes.

	Anteil der historischen Anbieterin in der Schweiz in % des Umsatzes	Anteil der historischen Anbieterin in den EU-Ländern in % des Umsatzes gewichteter Durchschnitt
<b>Total</b>	<b>58.5%</b>	<b>64.1%</b>
Segmente		
Inlandgespräche (Orts- und Ferngespräche)	60.5%	65.4%
Auslandgespräche	52.5%	53.8%
Anrufe in Mobilfunknetze	57.1%	61.2%

## Wahlmöglichkeiten für die Konsumentinnen und Konsumenten auf dem Festnetzmarkt

Seit der Öffnung des Fernmeldemarktes Ende der 90er-Jahre haben sowohl die Schweizer als auch die europäischen Konsumentinnen und Konsumenten die Möglichkeit, für die Abwicklung von Telefongesprächen zwischen mehreren Anbieterinnen zu wählen.

Dank der raschen Einführung der freien Wahl der Anbieterin (Preselection oder Call-by-Call) können auch in der Schweiz die verschiedenen Angebote am Markt genutzt werden. Der Anteil der Kundschaft, der die Dienste alternativer Anbieterinnen nutzt, ist in der Schweiz schon seit mehreren Jahren grösser als in den EU-Ländern. 2007 baute die Schweiz ihren Vorsprung noch aus: 39.8% der Teilnehmerinnen und Teilnehmer wählten eine andere Anbieterin für die Abwicklung ihrer Auslandgespräche, während es in der EU durchschnittlich nur 29.8% waren. Bei den Inlandgesprächen ist der Unterschied gleich stark ausgeprägt: Die Dienste der alternativen Anbieterinnen wurden hier von 37.7% (EU 27.9%) der Schweizer Kundschaft genutzt.

Im Bereich der Teilnehmeranschlüsse liegt die Schweiz im europäischen Mittel. So beziehen 13.5% der europäischen Teilnehmerinnen und Teilnehmer ihren Anschluss von einer alternativen Anbieterin, in der Schweiz sind es 13.9%. Dabei handelt es sich vorwiegend um Anschlüsse von Kabelnetzbetreiberinnen. Obwohl die Zahl der Glasfaser-Anschlüsse allmählich zunimmt, bedeutet ihre beschränkte Vermarktung in der Schweiz (nur in einzelnen geografischen Gebieten sind sie für die breite Öffentlichkeit erhältlich), dass sie vorläufig einen nur sehr kleinen Anteil an den alternativen Anschlüssen ausmachen.

Der Anteil an Teilnehmeranschlüssen bei alternativen Anbieterinnen (von 5.4 auf 13.9%) dürfte weiter zunehmen, da die Entbündelung des Teilnehmeranschlusses nach jahrelangen Diskussionen nun seit dem 1. April 2007 auch im Schweizer Recht verankert ist. Im Juli 2007 hatte noch keine Anbieterin Dienste über entbündelte Anschlüsse angeboten. Gegen Ende der zweiten Jahreshälfte 2007 sind erste Angebote am Markt aufgetaucht und dementsprechend gering ist ihr heutiger Anteil am Anschlussmarkt.

## Portabilität der Festnetznummern

Gemäss den Angaben per 31. Dezember 2006 wurden im Betrachtungszeitraum 76'673 Festnetznummern portiert, was einer Reduktion um 3.1% im Vergleich zum Vorjahr entspricht (79'127). In den meisten Fällen wurde ein Vertrag mit einer Kabelnetzbetreiberin abgeschlossen.

In der Schweiz ist der Preis, den die historische Anbieterin von ihren Konkurrentinnen für die Nummernportierung verlangt, in den vergangenen Jahren deutlich gesunken. Dieser Preisrückgang ist auf eine Verfügung der Eidgenössische Kommunikationskommission (ComCom) zurückzuführen, die auf Gesuch der grössten Kabelnetzbetreiberin der Schweiz (Cablecom) erlassen und vom Bundesgericht bestätigt worden ist. Mit einem Betrag von 10.52 Euro exkl. MWSt lag der Preis für die Portierung von Festnetznummern im Jahr 2007 auf demselben Niveau wie der EU-Durchschnitt von 9.69 Euro.



## Festnetztarife

Bei der Analyse betreffend Basis-Telefonanschluss (d.h. analoger Anschluss) wurde nach der Monatsgebühr für Haushalte (inkl. MWSt) und für Geschäftskunden (exkl. MWSt) unterschieden, da viele Länder – im Gegensatz zur Schweiz – einen unterschiedlichen Tarif anwenden. Was den Anschlusspreis betrifft, war die Schweiz jahrelang eines der teuersten Länder Europas. Nachdem die meisten EU-Länder ihre Tarife angeglichen haben<sup>5</sup>, entspricht der Anschlusspreis, den Schweizer Haushalte bezahlen, heute beinahe dem gewichteten Durchschnitt für die EU (15.3 Euro in der Schweiz vs. 14.9 Euro in der EU). Für Geschäftskunden ist der Preis in der Schweiz um 1 Euro tiefer als in der EU (14.2 Euro in der Schweiz vs. 15.2 Euro in der EU<sup>6</sup>). Im Jahr 2000 betrug die Differenz zwischen der Schweiz und der EU noch 3.1 Euro (Geschäftskunden) bzw. 4.4 Euro (Haushalte).

Was die Ortsgespräche betrifft, ist die Schweiz im internationalen Vergleich klar schlechter positioniert. Der Preis für einen Anruf von drei Minuten Dauer ist nur in Belgien und in der Slowakei höher. In Bezug auf den Preis für einen Anruf von zehn Minuten Dauer steht die Schweiz an 23. Stelle, knapp vor Österreich, Irland, der Tschechischen Republik, Belgien und der Slowakei. Dies ist darauf zurückzuführen, dass im Frühling 2002 ein einheitlicher Tarif für Inlandgespräche eingeführt wurde, der unabhängig von der Entfernung gilt.

Was die Ferngespräche betrifft, sieht die Lage deutlich besser aus, da der Preis für eine solche Verbindung von drei bzw. zehn Minuten Dauer klar unter dem gewichteten europäischen Durchschnitt liegt (18.2 Eurocents für ein Gespräch von drei Minuten Dauer in der Schweiz vs. 25.8 Eurocents in der EU).

Bei den Auslandgesprächen schliesslich belegt die Schweiz einen hervorragenden Rang. Betrachtet man die Kosten der Warenkörbe, die für internationale Verbindungen definiert wurden (Korb für Haushalte und Korb für Geschäftskunden), kann nur die historische Anbieterin Zyperns vorteilhaftere Preise vorweisen. Zudem liegen die Schweizer Preise klar unter dem europäischen Schnitt.

Trotz des starken Preisrückgangs in der Schweiz seit der Liberalisierung hat der Wettbewerb noch nicht zu einer vollständigen Angleichung der Verbindungspreise geführt. Vergleicht man die historische Betreiberin mit ihrer wichtigsten Konkurrentin (Sunrise), stellt man fest, dass der Preis für eine nationale Verbindung bei Sunrise um 20% (drei Minuten Dauer) bzw. 10% (zehn Minuten Dauer) tiefer liegt. Selbst bei den internationalen Verbindungen, die in der Schweiz bereits extrem günstig sind, können je nach Verbindungsziel 16 bis 24% eingespart werden. Zwar ist Sunrise die wichtigste Konkurrentin von Swisscom, nicht aber die günstigste Anbieterin. Je nach Dauer und Verbindungsziel haben viele Schweizer Kundinnen und Kunden noch Einsparungspotentiale, welche sie durch die Wahl der jeweiligen Betreiberin nutzen können.

Alles in allem war das Niveau der Festnetzpreise in der Schweiz im Jahre 2007 im internationalen Vergleich zufrieden stellend. Mit Ausnahme des Preises für Ortsgespräche lagen die Werte in allen untersuchten Marktsegmenten im Vergleich zum europäischen Durchschnitt auf einem ähnlichen Niveau (z.B. Telefonanschlüsse) oder deutlich darunter. Dabei ist zu berücksichtigen, dass die Schweiz auf Grund ihres Einheitstarifs für Orts- und Ferngespräche bei der Berechnung der Kosten verschiedener Warenkörbe stark benachteiligt ist. Bei den fünf Körben, welche die OECD<sup>7</sup> für 2007 definiert hat, liegt die Schweiz deshalb immer zwischen dem 14. und dem 22. Rang der Länder des europäischen Kontinents (EU27 + CH). Diese vergleichsweise ungünstige Klassierung lässt sich teilweise dadurch erklären, dass die Ortsgespräche in der Zusammensetzung der Körbe ein grosses Gewicht haben<sup>8</sup>.

<sup>5</sup>Seit Januar 1995 hat sich die Monatsgebühr für den analogen Anschluss, exkl. MWSt, in der Schweiz nicht verändert.

<sup>6</sup>Die Preise für den Telefonanschluss beinhalten nur bei den Privatkunden die Mehrwertsteuer. Bei den Geschäftskunden wird diese nicht verrechnet. Da die Mehrwertsteuer in der EU im Durchschnitt höher liegt als in der Schweiz, führt ihre Weglassung dazu, dass die entsprechenden Schweizer Preise im internationalen Vergleich besser abscheiden.

<sup>7</sup>Körbe für Privatpersonen mit kleinem, mittlerem und grossem Nutzungsbedarf sowie für Selbständige, die zuhause arbeiten, und kleine und mittlere Unternehmen.

<sup>8</sup>Je nach Korb werden zwischen 68% und 77% der nationalen Verbindungen in einem Umkreis von weniger als 10 km hergestellt.

## Interkonnektion

In allen Ländern erkannten die Fernmelderegulatoren die wichtige Rolle der Interkonnektion beim Übergang von einer Monopolsituation zu einer echten Marktwirtschaft. Deshalb investierten sie viel Zeit und Energie, um transparente, nicht diskriminierende und kostenorientierte Interkonnektionsgebühren festzusetzen. Dies geschah entweder durch vorgängige Verfahren (sog. Ex-ante-Regulierung) oder durch nachträgliche Verfahren als Reaktion auf ungelöste Konflikte (sog. Ex-post-Regulierung). Wenn sich nun, fast zehn Jahre nach Beginn der Liberalisierung in Europa, die Vorgehensweise in den Verfahren zur Festsetzung der Interkonnektionsgebühren eingespielt hat, heisst das aber nicht, dass dieses Thema nicht mehr aktuell oder vordringlich sei. Denn auf dem Telekommarkt, auf dem man für die Aufnahme einer Tätigkeit grosse Anfangsinvestitionen tätigen muss und neue Technologien regelmässig grosse Umwälzungen bringen (z.B. Aufkommen von Next Generation Networks), dürfen die Regulierungsbehörden ihre Tätigkeit nicht zurückstellen, sondern müssen weiterhin faire Zugangsbedingungen für Marktteilnehmer gewährleisten. Andernfalls besteht die Gefahr einer erneuten Marktkonzentration.

Nachfolgend wird die Situation in den betrachteten Ländern bezüglich der Terminierung von Anrufen auf dem Festnetz der marktbeherrschenden Anbieterin (zumeist die historische Betreiberin) analysiert. Drei Dienstkategorien werden untersucht: die nationale Interkonnektion (im Fachjargon "double transit"/Doppeltransit), die regionale Interkonnektion ("simple transit"/Einfachtransit) und die lokale Interkonnektion, die in der Schweiz jedoch nicht angeboten wird.

Wie in den europäischen Ländern ist auch in der Schweiz zwischen 2005 und 2007 die Gebühr für die Terminierung der nationalen Verbindungen gesunken. Diese lag im Oktober 2007 mit 1.15 Eurocents pro Minute um 2.7% höher als der gewichtete europäische Durchschnitt (1.12 Eurocents). Die Ergebnisse der einzelnen EU-Länder sind allerdings sehr unterschiedlich, da die Gebühren zwischen 0.18 (Schweden) und 3.50 Eurocents (Litauen) variieren. In einer Rangfolge der Länder steht die Schweiz unter den 24 Ländern (inkl. Schweiz) an 11. Stelle, d.h. die Gebühren sind in 13 Ländern höher.

Bei der Terminierung der regionalen Verbindungen liegt die Schweiz trotz eines Rückgangs der Gebühren zwischen 2006 und 2007 mit 0.84 Eurocents im gewichteten europäischen Durchschnitt. Auch hier ist die Streuung der Beträge der verschiedenen Länder gross. Schweden steht mit 0.12 Eurocents an erster und Finnland mit 1.92 Eurocents an letzter Stelle. Die Schweiz liegt an 9. Stelle der insgesamt 27 Länder (EU26 + CH) am Schluss des ersten Drittels der Klassierung.

Die Grosshandelspreise sind in der Schweiz weiterhin Gegenstand von Regulierungsverfahren. Am 17. Dezember 2007 verfügte die ComCom auf Gesuch mehrerer Betreiberinnen hin, dass die Swisscom ihre Festnetz-Interkonnektionspreise für die Jahre 2004, 2005 und 2006 nachträglich senken musste. Gegenwärtig überprüfen die Regulierungsbehörden die von der Swisscom in den Jahren 2007 und 2008 verlangten Preise.

## Breitbandzugang und -tarife (Kapitel 3)

### Zugang im Grosshandelsmarkt

Am 1. April 2007 trat das revidierte Fernmeldegesetz in Kraft, welches die marktbeherrschende Anbieterin verpflichtet, den übrigen Anbieterinnen den entbündelten Zugang zum Teilnehmeranschluss zu kostenorientierten Preisen zu gewähren. Seither bildet die Schweiz diesbezüglich keine Ausnahme in Europa mehr. Allerdings gibt es in Bezug auf die vorgeschriebenen Zugangsformen einige Unterschiede zwischen der Schweiz und der EU. So ist in der Schweizer Gesetzgebung keine Verpflichtung vorgesehen, den gemeinsamen Zugang ("shared access") zum Teilnehmeranschluss bereitzustellen. Der schnelle Bitstromzugang ("bitstream access") ist in der Schweiz nur während einer Übergangsfrist von vier Jahren zu gewähren. Durch diese zeitlich beschränkte Verpflichtung wollte der Gesetzgeber die Investitionen in die Festnetzanschlüsse fördern. Die Gesetzgebung in der Schweiz und in der EU unterscheidet sich auch in Bezug auf andere Aspekte des Zugangs. Für die hier vorgenommene Analyse sind diese Abweichungen aber nicht von Belang.

Analog zur Entwicklung des Marktes in den EU-Mitgliedstaaten seit der Einführung der Entbündelungspflicht am 18. Dezember 2000 ist auch für die Schweiz zu erwarten, dass der Grosshandelsmarkt zu einer Wachstumsdynamik finden kann. Die Anfänge der Entbündelung der letzten Meile in der Schweiz sind ermutigend, wenn auch noch bescheiden. Die etablierte Anbieterin Swisscom hat alles daran gesetzt, bereits bei Inkrafttreten der Gesetzesänderung ein Basisangebot bereitzustellen. Am 31. Juli 2007 wurde die erste Zentrale in Sion durch die Firma VTX entbündelt. Im Januar 2008 hatte die Swisscom neun Verträge mit alternativen Betreiberinnen unterzeichnet. Im internationalen Vergleich ist diese Zahl zufrieden stellend, liegt die Schweiz doch damit gleich weit vorne wie beispielsweise Belgien und die Niederlande. Ebenfalls bis Januar 2008 waren rund 700 Leitungen effektiv entbündelt worden. Im Vergleich zu den 41'445 und 336'000 entbündelten Leitungen in Belgien bzw. der Niederlande ist diese Zahl zwar noch gering. Mit der weiteren Umrüstung der Ortszentralen für die Mitbenutzung der Anlagen und der gegebenen Bereitschaft der alternativen Betreiberinnen, ihren Beitrag zu den Investitionen für die Entbündelung zu tätigen, sollte die Zahl der entbündelten Leitungen rasch steigen.

Beim schnellen Bitstromzugang hingegen ist die Situation weniger weit gediehen. Mit der Begründung, sie sei in diesem Bereich nicht marktbeherrschend, verzichtete die Swisscom darauf, ein entsprechendes Basisangebot vorzulegen. Eine alternative Anbieterin ersuchte die ComCom in der Folge um eine entsprechende Intervention. Zunächst holte die ComCom bei der Weko eine Beurteilung der Frage der Stellung der Swisscom auf dem betreffenden Markt ein. Da die Swisscom im Gutachten der Weko betreffend den schnellen Bitstromzugang als marktbeherrschend qualifiziert wurde<sup>9</sup>, verpflichtete die ComCom die etablierte Betreiberin im November 2007, den alternativen Fernmeldedienstanbieterinnen einen schnellen Bitstromzugang zu kostenorientierten Preisen bereitzustellen<sup>10</sup>. Gegen diesen Entscheid hat Swisscom beim Bundesverwaltungsgericht Beschwerde eingereicht. Bis zu einem endgültigen Entscheid wird es noch eine gewisse Zeit dauern.

Den alternativen Betreiberinnen, die in der Schweiz Breitbanddienste im Detailhandel anbieten möchten, standen bis zur letzten Gesetzesrevision keine gesetzlich regulierten Zugangsprodukte zur Verfügung. Sie wählten daher in der Vergangenheit häufig die Lösung, einen Wholesale-Dienst der historischen Anbieterin wiederzuverkaufen. Dieser Dienst wird von der Swisscom freiwillig zu von ihr festgelegten Preisen und Modalitäten im Grosshandelsmarkt bereitgestellt. Im Dezember 2007 zählte man im Wiederverkaufsmarkt mit 438'000 Einheiten 6'000 Einheiten mehr als im Vorjahr. Im internationalen Vergleich spielt der Wiederverkauf in der Schweiz eine wichtige Rolle, weisen doch nur vier Länder – Spanien, das Vereinigte Königreich, Frankreich und Italien – höhere Zahlen aus.

## Zugang im Einzelhandelsmarkt

Angesichts ihrer kleinen Fläche hat die Schweiz für EU-Verhältnisse ein bescheidenes Marktvolumen. Mit 2'312'000 Breitbandanschlüssen beträgt ihr Anteil am europäischen Volumen rund 2.3%.

In den EU-Ländern hat die Zahl der Breitbandanschlüsse zwischen Januar 2007 und Januar 2008 um durchschnittlich 23.8% zugenommen. Das Wachstum des Breitbandmarkts in der Schweiz verlief im gleichen Zeitraum etwas bescheidener (14.0%). Die in der Schweiz festgestellte Abflachung der Wachstumsrate ist im Wesentlichen darauf zurückzuführen, dass die Breitbanddienste inzwischen schon stark verbreitet und der Markt reifer geworden sind. Im Januar 2008 konnte sich die Schweiz rühmen, einen Breitband-Versorgungsgrad von 30.5% (gemessen an der Einwohnerzahl) aufzuweisen, womit sie gleich hinter Dänemark (35.6%), Finnland (34.6%), der Niederlande (34.2%) und Schweden (31.2%) eine Spitzenposition einnimmt. Diese Werte liegen deutlich über dem europäischen Durchschnitt von 20.0%. So gesehen ist es verständlich, dass die aufholenden Länder stärkere Wachstumsraten verzeichnen.

Von den insgesamt 2'312'000 Breitbandanschlüssen in der Schweiz sind 69.3% DSL- und 30.7% Kabelmodem-

<sup>9</sup>Das Gutachten kann auf der Website der Wettbewerbskommission eingesehen werden (nur in deutscher Sprache): [www.weko.admin.ch](http://www.weko.admin.ch).

<sup>10</sup>Vgl. Medienmitteilung der ComCom vom 22. November 2007: [www.weko.admin.ch](http://www.weko.admin.ch).

Anschlüsse. Weitere Zugangstechnologien<sup>11</sup> spielen in der Schweiz gegenwärtig nur eine unbedeutende Rolle.

Die Aufteilung zwischen den verschiedenen Anschlusstechnologien ist im Vergleich zum europäischen Schnitt zwar etwas ausgeglichener (79.9% DSL vs. 20.1% andere Technologien in der EU); dennoch verliert die Kabeltechnologie bei den Breitbandanschlüssen in der Schweiz ständig an Boden. Während die beiden Technologien im Juli 2003 gleichauf lagen, ist der Anteil von DSL seither immer grösser geworden: Zwischen Januar 2007 und Januar 2008 ist die Zahl der DSL-Anschlüsse um 17.1%, jene der Kabelmodem-Anschlüsse nahm um 7.6% zu. Diese Entwicklung ist jedoch nicht nur in der Schweiz, sondern auch in den meisten EU-Ländern zu beobachten. Grund dafür ist wahrscheinlich, dass die DSL-Technologie meistens auf dem Festnetz der historischen Betreiberin aufbaut, während alternative Technologien von zahlreichen Betreiberinnen entwickelt werden müssen, die im Allgemeinen über weniger ausgedehnte Netze verfügen. So wird in der Schweiz die DSL-Technologie hauptsächlich von Swisscom kontrolliert, während schnelle Internet-Anschlüsse über Kabelmodem von gut fünfzig Betreiberinnen angeboten werden, darunter Cablecom als grösste Firma. Die historische Betreiberin verfügt also dank der Bereitstellung der Telefonanschlüsse über ein landesweites Netz und eine grosse Kundenbasis, wodurch sie in Bezug auf die Flächenabdeckung und die Rentabilisierung des Marketingaufwands Vorteile hat. Im Übrigen agieren die Betreiberinnen, welche das Wholesale-Produkt der Swisscom wiederverkaufen, relativ offensiv am Markt.

Betrachtet man die Aufteilung des Endkundenmarktes zwischen der historischen Betreiberin (oder ihrer Tochtergesellschaft) und den Marktneulingen, stellt man fest, dass die Situation in der Schweiz ähnlich wie in den EU-Ländern aussieht. So wurden den Endkunden im Januar 2008 50.3% der Breitbandanschlüsse direkt von der Tochtergesellschaft der historischen Betreiberin, Bluewin, angeboten, während in der EU durchschnittlich 46.3% der Breitbandanschlüsse von der etablierten Anbieterin stammen. Dieses auf den ersten Blick ausgeglichene Verhältnis ist allerdings zu relativieren. Der Marktanteil der historischen Anbieterin in der Schweiz ist nämlich im Laufe der Jahre ständig gewachsen (46.2% im Januar 2007 verglichen mit 28.0% im Jahr 2003) und die meisten Anbieterinnen von Internet-Diensten über die DSL-Technologie beschränken sich darauf, einen Dienst der historischen Anbieterin wiederzuverkaufen; dadurch haben sie nur bescheidene Möglichkeiten, in die Wertschöpfungskette einzugreifen. Zählt man nun zu den Breitbandanschlüssen, die den Endkunden direkt von Bluewin angeboten werden, die DSL-Anschlüsse hinzu, die auf dem Grosshandelsmarkt verkauft werden, ergibt sich ein Anteil der etablierten Anbieterin am Breitbandmarkt von insgesamt nicht 50.3%, sondern 69.3%. Führt man die gleiche Berechnung für die EU-Länder durch, steigt der Anteil der historischen Anbieterin nur in drei Fällen (Deutschland, Luxemburg, Vereinigtes Königreich) um mehr als 10 Prozentpunkte. Ausserdem hat sich die Situation für die alternativen Anbieterinnen verschlechtert, ist doch ihr Anteil auf dem Markt für DSL-Anschlüsse von 31.6% im Januar 2007 auf 27.3% im Januar 2008 zurückgegangen. Es bleibt zu hoffen, dass die Umsetzung der Entbündelung zu einer neuen Dynamik führen wird.

## Entbündelungspreis

Im Oktober 2007 betrugen die monatlichen Kosten einer entbündelten Leitung durchschnittlich 20.40 Euro. Damit lagen die Preise in der Schweiz weit über dem europäischen Durchschnitt (11.28 Euro). Analog zur Entwicklung in den EU-Ländern gerät der Entbündelungspreis aber stark unter Druck. Im zweiten Halbjahr 2007 ersuchten mehrere Anbieterinnen die ComCom unter anderem um Erlass einer Verfügung zu den Entbündelungspreisen. Gegenwärtig behandeln die Regulierungsbehörden diese Gesuche und prüfen insbesondere, ob die Preise der Swisscom kostenorientiert sind. Im März 2008 hat die Swisscom den Entbündelungspreis für eine Teilnehmeranschlussleitung von sich aus rückwirkend per 1. Januar 2008 gesenkt<sup>12</sup>.

Die erwähnten monatlichen Durchschnittskosten umfassen einen über drei Jahre amortisierten Pau-

<sup>11</sup> Zum Beispiel Satellit, Glasfaser, PLC, Mietleitungen, 3G-Mobilfunk usw.

<sup>12</sup> Vgl. Medienmitteilung der Swisscom vom 17. März 2008: [www.swisscom.ch](http://www.swisscom.ch).

schalbetrag für die Übernahme der Leitung<sup>13</sup> und den für die Miete der Leitung verlangten monatlichen Preis. Die in der Schweiz bislang geforderte Pauschale liegt unter dem europäischen Durchschnitt (58.1 Euro im Oktober 2007 gegenüber 63.0 Euro in der EU). In den EU-Ländern bewegt sich dieser Preis zwischen 14.0 Euro (Niederlande) und 143.3 Euro (Vereinigtes Königreich). Hingegen lag der ursprünglich von Swisscom geltend gemachte monatliche Preis für die Miete einer entbündelten Leitung in der Schweiz mit 18.79 Euro fast doppelt so hoch wie der europäische Durchschnitt (9.52 Euro). Dieser befand sich im Oktober 2007 in den EU-Ländern zwischen 6.33 Euro (Estland) und 15.68 Euro (Irland). Durch die Preissenkung der Swisscom im März 2008 konnte dieser grosse Unterschied im Vergleich zu den EU-Ländern jedoch teilweise ausgeglichen werden.

## Konvergenz der Dienste – Bündelangebote (Kapitel 4)

Erstmals analysiert die Europäische Union in ihrem Implementierungsbericht die Bedeutung der Bündelangebote auf dem Markt für Fernmeldedienste. Für zahlreiche Länder sind allerdings noch keine entsprechenden Daten verfügbar.

Die erhobenen Zahlen sind weitgehend von der Definition des Begriffs Bündelangebot abhängig. In diesem Bericht versteht man unter Bündelangebot ein Angebot, das mindestens zwei Dienste umfasst und von einer einzigen Anbieterin zu einem Einheitspreis über eine einzige Rechnung vertrieben wird.

In der Schweiz spielen Bündelangebote gemäss oben stehender Definition auf dem Markt eine sehr kleine Rolle. In den meisten Fällen werden sie von lokalen Anbieterinnen vermarktet. Die landesweit tätigen grossen Betreiberinnen gewähren Kunden, die zwei oder mehr der separat verkauften Produkte kombinieren, eher Rabatte oder zeitlich begrenzte Aktionen. Da es sich dabei in der Schweiz vorläufig um eine Randerscheinung handelt, haben wir noch keine Daten erhoben. Es ist jedoch davon auszugehen, dass solche Angebote wie in den EU-Ländern an Bedeutung gewinnen werden. Dementsprechend werden wir die bestehenden Datenlücken füllen müssen.

Da die Daten für die Schweiz fehlen, wird dieses Kapitel in dem für die Schweiz erstellten Dokument nicht aufgeführt. Hingegen sind die Daten der EU-Länder im 13. Implementierungsbericht der EU (März 2008) ersichtlich.

## Rundfunk (Kapitel 5)

Für die Schweiz ist nur der Indikator Anzahl Fernsehanschlüsse je 100 Einwohner verfügbar. Da der Wert für die Schweiz auf Basis einer Kombination von Schätzungen verschiedener Quellen mit unterschiedlichen Erhebungsmethoden ermittelt wurde, ist bei der Interpretation dieses Indikators Vorsicht geboten.

Vor diesem Hintergrund gibt es in der Schweiz rund 46 Fernsehanschlüsse je 100 Einwohner. Damit befindet sich die Schweiz in der Spitzengruppe der 22 berücksichtigten EU-Länder, hinter Dänemark, der Slowakei, Italien, Ungarn und etwa auf gleicher Höhe wie Frankreich an fünfter Stelle.

Am weitesten verbreitet sind Kabelanschlüsse: 38.3 Einwohner von 100 besitzen einen solchen. Dahinter folgen mit grossem Abstand die Satellitenverbindungen (4.0 Einwohner von 100) sowie die analogen oder digitalen Antennen (3.1 Einwohner von 100). An letzter Stelle findet man mit 0.7 Einwohnern je 100 die IPTV-Verbindungen.

Auch für dieses Kapitel gilt, dass aufgrund der unterschiedlichen Datenlage in dem für die Schweiz erstellten Dokument nicht aufgeführt ist. Hingegen sind die Daten der EU-Länder im 13. Implementierungsbericht der EU (März 2008) ersichtlich.

<sup>13</sup>Dabei handelt es sich um eine bereits aktive Leitung.

## **Einzelhandelspreise für Mietleitungen (Kapitel 6)**

Was das Mietleitungsangebot im Endkundenmarkt betrifft, ist dieses in der Schweiz äusserst intransparent. Neben Swisscom, die höchstwahrscheinlich die einzige Anbieterin mit einer nationalen Abdeckung ist, gibt es nur sehr wenige Akteure auf diesem Markt. Meistens wurde der Preis, der zwischen der Betreiberin und dem Endkunden in Rechnung gestellt wird, direkt ausgehandelt; er kann deshalb von Fall zu Fall stark variieren. So sind die spärlichen Informationen, die man dennoch in Erfahrung bringen konnte, kaum repräsentativ. Mangels Informationen fehlt dieses Kapitel im vorliegenden Bericht.

# **MARKET OVERVIEW**

## **ANNEX 2**





# Sources of data presented in this annex

Figures about the market in sections 1 (mobile interconnection, mobile operators, mobile number portability), 2 (fixed market, fixed number portability), 3 (prices for LLU), 4 (bundled offers), and 5 (broadcasting) were provided by the National Regulatory Authorities (NRAs) in response to a questionnaire on regulatory market data sent by the Commission in July 2007.

Data on mobile subscribers (section 1) refer to October 2007 and come from the NRAs unless otherwise specified.

Data in section 3 on broadband access are provided by the NRAs and the national ministries through the Electronic Communications Committee (COCOM). Data have been collected from July 2002 to July 2007 three times a year, in January, June and October, whereas from July 2007 onwards they will be collected in January and July only. The latest figures in this report refer to 1 January 2008 unless otherwise specified.

Price information in sections 1 (mobile tariffs), 2 (PSTN tariffs) and 6 (retail leased lines prices) and partly in section 3 is taken from a study carried out for the Commission by Teligen, Harris Interactive UK Ltd. These data are collected from primary sources (i.e. directly from the incumbent operators and new entrants) and checked by the NRAs. All NRAs, with the exception of Italy and Hungary provided comments and approved these data.

A validation meeting with representatives from NRAs took place in November 2007. Furthermore, a draft version of the charts in this annex (excluding data on tariffs) was distributed to the NRAs before this report was finalised.



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# Chapter 1

## Mobile market

This section provides information on the number of mobile subscribers and the penetration rate for mobile telephony services. It also shows the number of both mobile network operators and mobile service providers as well as the market share of the main players in each Member State [and in Switzerland](#).

### 1.1 Mobile penetration

This section provides information on the number of mobile subscribers and the penetration rate for mobile telephony services in each Member State. The growth in the penetration rate since 2004 is also shown.

Where available, data have been provided by the National Regulatory Authorities (NRAs).

The EU average is a weighted average.

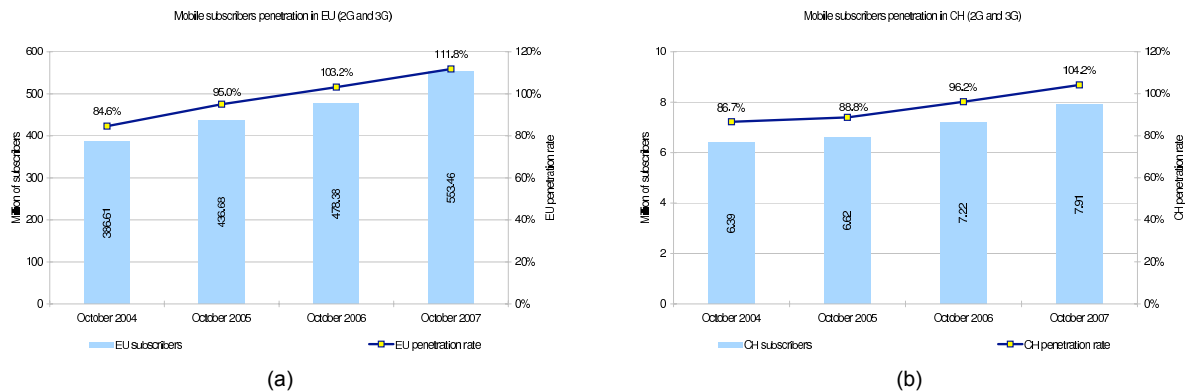
It should be noted that operators and regulators use different methods to count the number of subscribers. Some regulators distinguish between the overall number of mobile subscribers and the number of active subscribers. The table indicates where this information is available. Some operators consider the total number of users that have made or received a call or sent an SMS in the last 9 or 6 months, whereas others only consider the active users of the last 3 months. This has an impact on the penetration rate, especially in small countries.

The chart below displays the number of mobile subscribers in the EU between 2004 and 2007. In October 2007 there were around 553.46 million mobile subscribers, with an increase of more than 80 million since October 2006 (+15.69%, but this year 2 new Member States, Bulgaria and Romania accounting for more than 30 million subscribers are taken into account). Penetration rate is almost 112% of EU population (+8.6 percentage points since last year).

[Figure 3b](#) shows the evolution in the mobile telephony market in Switzerland. In the period between October 2006 and October 2007 we note an increase of about 690,000 in the number of mobile subscriptions (9.56%). The growth of the penetration rate in the same period was about 8.32%.

The mobile telephony penetration rate in Switzerland, at 104.2%, is 7.6 percentage points lower than the average for the European Union countries (111.8%). We note that between 2006 and 2007, Switzerland broke through the 100% barrier.

Figure 3



Where available, data include 2G and 3G mobile network operators' subscribers as well as mobile service providers' subscribers. Data are not comparable with previous reports (updated figures for previous years have been provided by some NRAs)

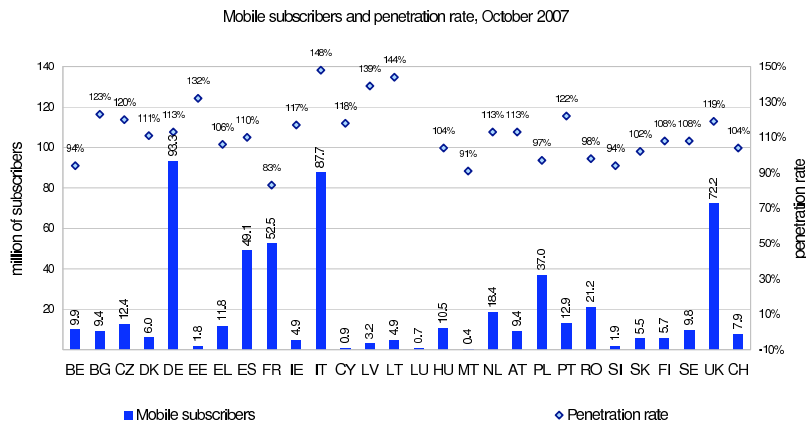
Sources for Switzerland: Telecom operators, OFCOM Switzerland calculations

The following map shows the mobile penetration rate in the EU countries and the next chart shows the absolute number of mobile subscribers in each Member States (columns) and the penetration rate (dots), measured as the number of subscribers per 100 inhabitants. Where available figures include 2G and 3G subscribers for both mobile network operators and mobile service providers.

Penetration rate is above 100% in 21 Member States; Italy (148%), Lithuania (144%) and Latvia (140%) have the highest values (apart from Luxembourg where the value (152%) is significantly lower if trans-national commuters are added to the national population).



Figure 5

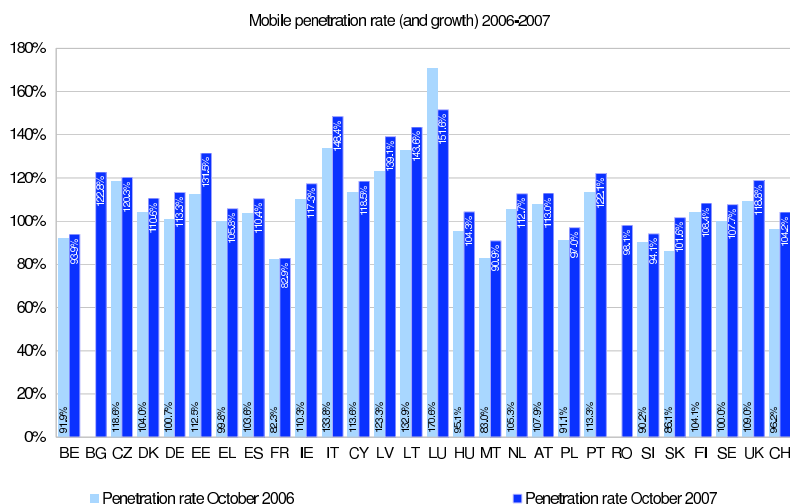


Germany: Estimation. Subscribers of service provider are included in data of network operators  
 Spain: UMTS subscribers and GSM1800-DCS 1800 subscribers: data as of July 2007  
 Italy: AGCOM evaluation on August 2007  
 Cyprus: Active subscribers refers to end of August 2007 company results  
 Finland: Data for July 2007 used  
 Sources for Switzerland: Telecom operators, OFCOM Switzerland calculations

The following chart displays for each Member State the growth of the mobile penetration rate between October 2006 and October 2007, unless otherwise indicated. Penetration rate has grown significantly in Slovakia (+15 percentage points (p.p.)), Germany (+13 percentage points (p.p.)), and Estonia (around +10 p.p.).

Between October 2006 and October 2007, the mobile telephony penetration rate in Switzerland grew from 96.2% to 104.2%, an 8 percentage point increase. Growth is therefore being maintained, as was the case between 2005 and 2006.

Figure 6

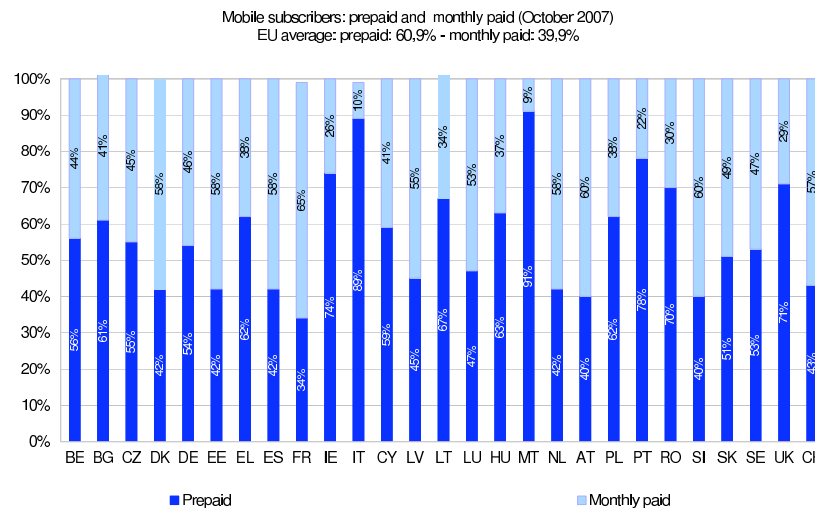


Germany: Estimation. Subscribers of service provider are included in data of network operators  
 Spain: UMTS subscribers and GSM1800-DCS 1800 subscribers: data as of 1.7.2007  
 Italy: AGCOM evaluation on August 2007  
 Cyprus: Active subscribers refers to end of August 2007 company results  
 Luxembourg: For 2006 a different methodology was applied compared to 2007  
 Finland: Data for July 2007 used  
 Sources for Switzerland: Telecom operators, OFCOM Switzerland calculations

The following chart shows, for each Member State split between post-paid and pre-paid subscribers. At

EU level, more than 60% of subscribers use a pre-paid system. In five countries pre-paid subscribers are more than 70% and in Italy and Malta they are around 90%. In Switzerland, 43% of subscribers had chosen the pre-paid system at the data collection date as against 60% on average in the European Union countries. The difference is therefore considerable.

Figure 7



Germany: Estimation. Subscribers of service provider are included in data of network operators

Spain: UMTS subscribers and GSM1800-DCS 1800 subscribers: data as of 1.7.2007

Italy: AGCOM evaluation on August 2007

Cyprus: Active subscribers refers to end of August 2007 company results

Finland: Data for July 2007 used

Sources for Switzerland: Telecom operators, OFCOM Switzerland calculations

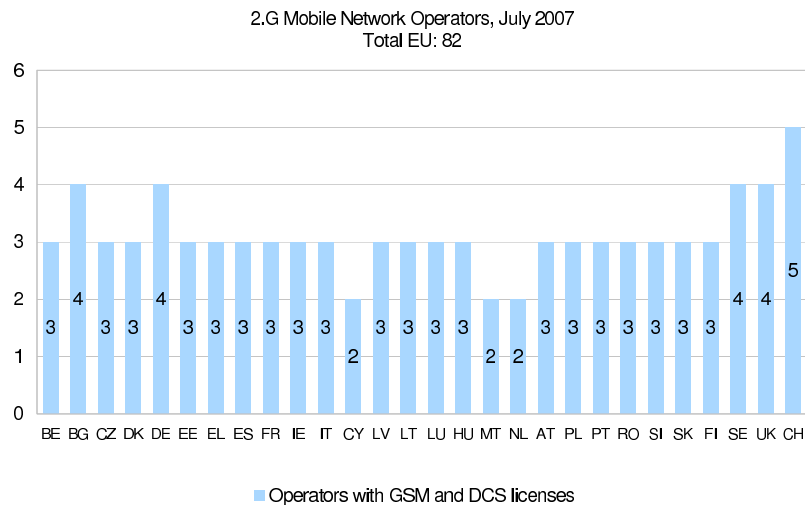
## 1.2 Players in the mobile market

This section shows the number of mobile licenses granted in each Member State and in Switzerland for the provision of mobile services (2G/3G mobile network operators and mobile service providers). License for analogue mobile service are not phased out in Poland (phasing out: 17-12-2016).

Data have been provided by the national regulatory authorities and refer to the situation in July 2007.

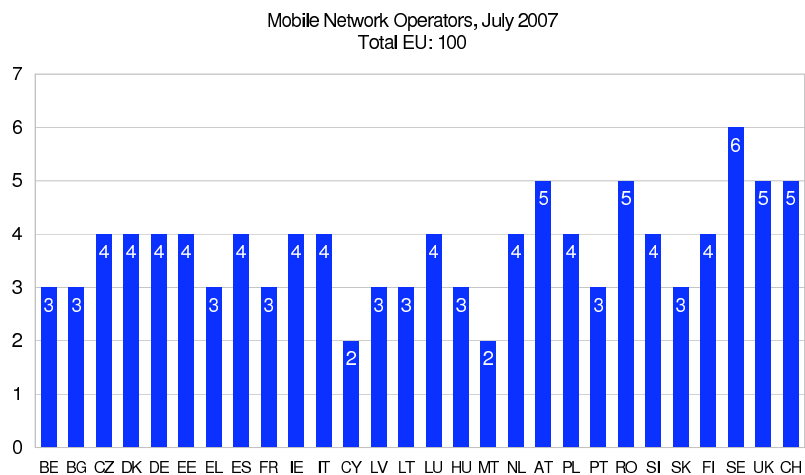
The following chart shows the number of mobile network operators licensed to provide digital mobile services (second-generation). The number of operators indicates the real magnitude of the choice of operators for customers of digital mobile services, since very often operators have licences for both GSM 900 and DCS 1800. Mobile network operators have been identified as having only GSM 900 or only DCS 1800 frequencies, or both (in which case they have usually been granted a GSM 900 licence which has subsequently been extended to the DCS 1800 band).

In Switzerland, five providers were operating a second-generation mobile network in July 2007 - Swisscom Mobile, Sunrise, Orange, In&Phone and Tele2.

**Figure 8**

France: Mobile national operators for mainland France only. Overseas departments are excluded  
Source for Switzerland: OFCOM Switzerland

In all, five operators were operating a mobile network in Switzerland in July 2007. These are the same operators mentioned in the comments on Figure 8; some of them also possessed a UMTS licence as well. If we consider Figure 9, we can see that in all the countries considered, the number of operators with frequencies available and operating a network varies between two (Cyprus and Malta) and six (Sweden). In an international comparison, Switzerland has a high number of operators with a mobile network.

**Figure 9**

Source for Switzerland: OFCOM Switzerland

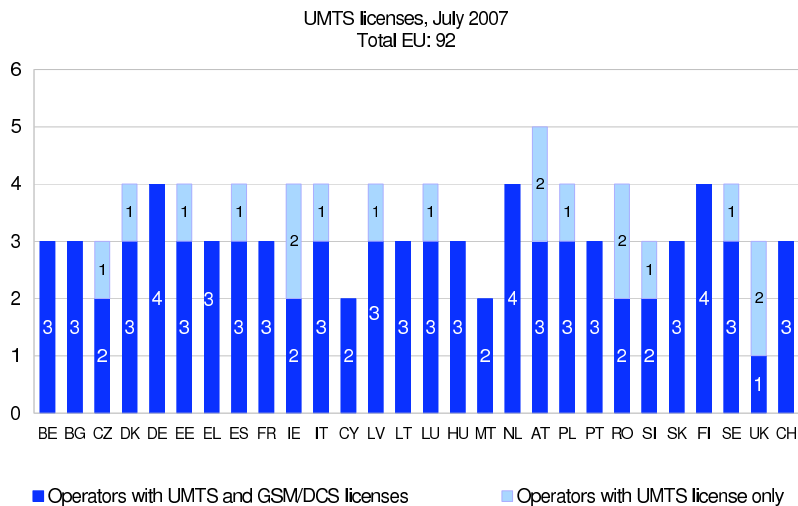
The following two figures indicate the number of UMTS licenses granted in each Member State and the status of the launch of 3G services: trial (tests with a closed group of selected users) or commercial (fully commercial services open to any users at standard tariffs).

In December 2000, the Communications Commission awarded four UMTS licenses to Swisscom Mobile, Orange, TDC Switzerland (cf. Sunrise) and 3G Mobile (Telefonica), which was considered to be a new entrant. On the data collection date (July 2007), three of them were offering fully commercial UMTS

services to Swiss consumers. These are Swisscom Mobile, TDC Switzerland (cf. Sunrise), and Orange.

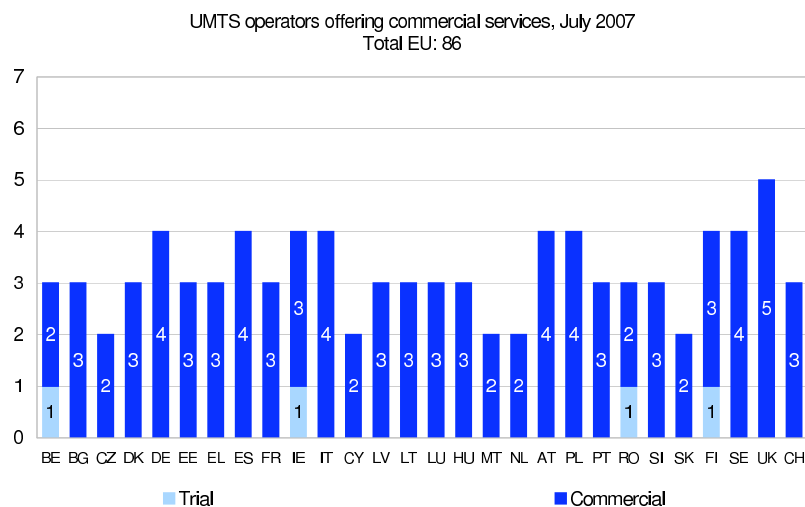
Swiss UMTS operators were obliged by their license conditions to achieve a 3G network population coverage of 50% in the country before the end of 2004. 3G Mobile (Telefonica) did not meet this condition. In March 2006, the Federal Communications Commission revoked Telefonica's UMTS license. This measure was forced on the Commission as 3G Mobile was not utilizing its licence and was not fulfilling the coverage conditions.

Figure 10



Denmark: 3 operators commercially active. One operator is not active  
Estonia: 4th licensed 3G operator. One operator not active  
France: The coverage of one specific 3G operator on the market is 20%. 3G service includes data cards  
Cyprus: One operator has the obligation to build a 3G network until 2013  
Poland: Service definition includes data cards  
Netherlands: 2 3G operators commercially active  
Austria: One mobile operator has a license but is not active, frequencies traded to another operator  
Romania: There are 3 licensed 3G operators on UMTS and a 4th licensed 3G operator on CDMA 2000  
Source for Switzerland: [OFCOM Switzerland](#)

Figure 11



Denmark: 3 operators commercially active. One operator is not active  
 Estonia: 4th licensed 3G operator. One operator not active  
 France: The coverage of one specific 3G operator on the market is 20%. 3G service includes data cards  
 Cyprus: One operator has the obligation to build a 3G network until 2013  
 Poland: Service definition includes data cards  
 Netherlands: 2 3G operators commercially active  
 Austria: One mobile operator has a license but is not active, frequencies traded to another operator  
 Source for Switzerland: OFCOM Switzerland

### 1.3 Mobile operators' market share

The following charts present the market shares, based on subscribers, of the leading operator, the main competitor and the other competitors in the mobile market. Operators' market shares have been calculated for the overall mobile market (including DCS 1800/GSM 900 and UMTS subscribers).

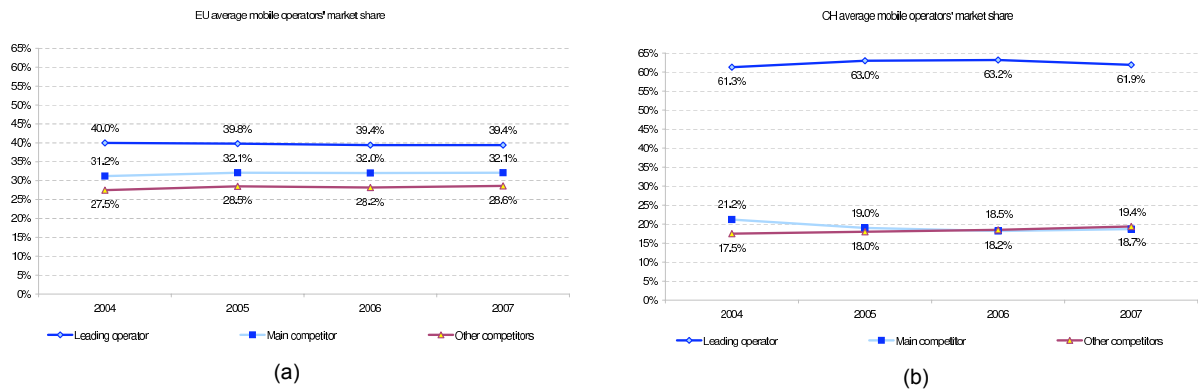
Data concerning market shares are based on the data supplied by the NRAs except for Czech Republic, Estonia, Greece, Luxembourg, Hungary, Austria, Portugal and Romania where they are confidential. Data for these countries are estimates from European Mobile Communications and refer to 3Q 2007. Data for market shares in Greece is taken the incumbent website. Data for Estonia, coming from an alternative source was not available at the time of publication of the Report.

In Cyprus one operator largely dominates the market with more than 85%. In Slovenia the leading operator retains more than 65% of the market. In 15 Member States the leading operators have between 40% and 50%. The lowest market share of the leading operator is in the United Kingdom, with 24%. EU average has been weighted using mobile subscribers for each country. At EU level, the market share of the leading operator and its competitors are the same as last year in average.

After Cyprus and Slovenia, Switzerland ranks third for the country in which the subsidiary of the historic operator has the largest market share. This rate, 61.9%, is well above the European average (39.4%). Even though the subsidiary of the historic operator lost some ground between 2006 and 2007, it must be stated that the situation is not radically different from that prevailing in 2004. As a result, only a relatively small share is distributed between the historic operator's main rival (18.7% percent market share) and the other competitors (19.4%).

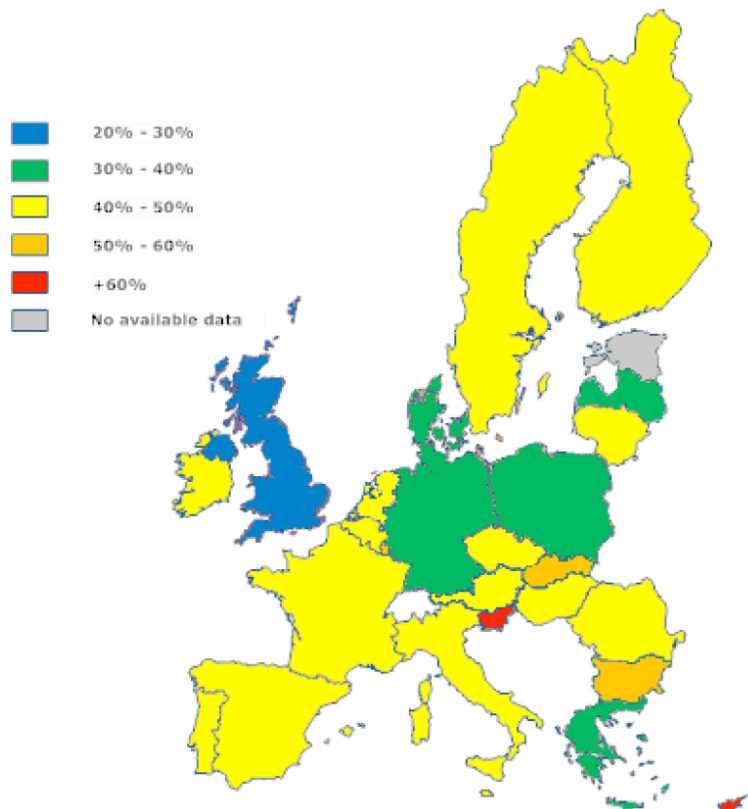


Figure 12



Sources for Switzerland: Telecom operators, OFCOM Switzerland calculations

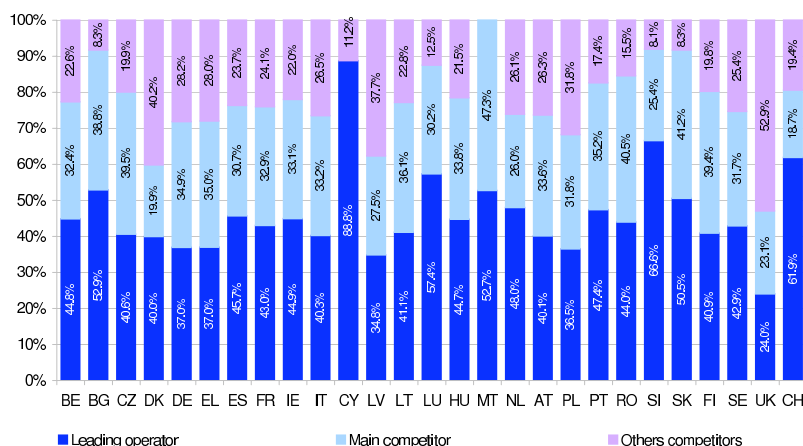
Figure 13



Data for Czech Republic, Estonia, Greece, Luxembourg, Hungary, Austria, Portugal and Romania are confidential. Data for these countries are estimates from European Mobile Communication 2007 except and Greece (Source: Incumbent web-site). Data for Estonia not available.  
Switzerland: not applicable

Figure 14

Mobile market share based on subscribers, October 2007



Data for Czech Republic, Estonia, Greece, Luxembourg, Hungary, Austria, Portugal and Romania are confidential. Data for these countries are estimates from European Mobile Communication 2007 except for Greece (Source: Incumbent web-site). Data for Estonia not available.  
 Sources for Switzerland: Telecom operators, OFCOM Switzerland calculations

## 1.4 Mobile number portability

Mobile number portability enables mobile subscribers to retain their number when they move from one operator to another.

Figures refer to the number of transactions calculated up to 1st October each year, unless stated otherwise under each table.

According to the data at our disposal for 23 countries, the mobile ported numbers have increased during the past period (+7.13 million) and as of October 2007 almost 47 million subscribers have ported their number since the introduction of this possibility (data is not available for Poland and United Kingdom).

Only one country (Slovakia) has started to implement mobile number portability this year, while number portability is not yet available in Bulgaria and Romania. Apart from Slovakia the countries that have introduced number portability in 2007, there has been significant growth in the amount of mobile numbers ported in Greece and Malta.

The percentage of ported numbers in the EU over the total mobile subscribers since the introduction of mobile number portability is now 9.3%.

Spain and Italy continues to lead in terms of the number of subscribers that have ported their numbers. (around 14 million).

France has also seen considerable growth compared to the previous year but still the number of ported numbers is very low compared to Italy and Spain.

Finland has the highest percentage of ported numbers over the total of mobile subscribers (68%) followed by Denmark (42.06%) and then Spain (28.87%).

In Estonia, Spain, Lithuania and Malta there is no inter-operator charge for the porting of mobile numbers.

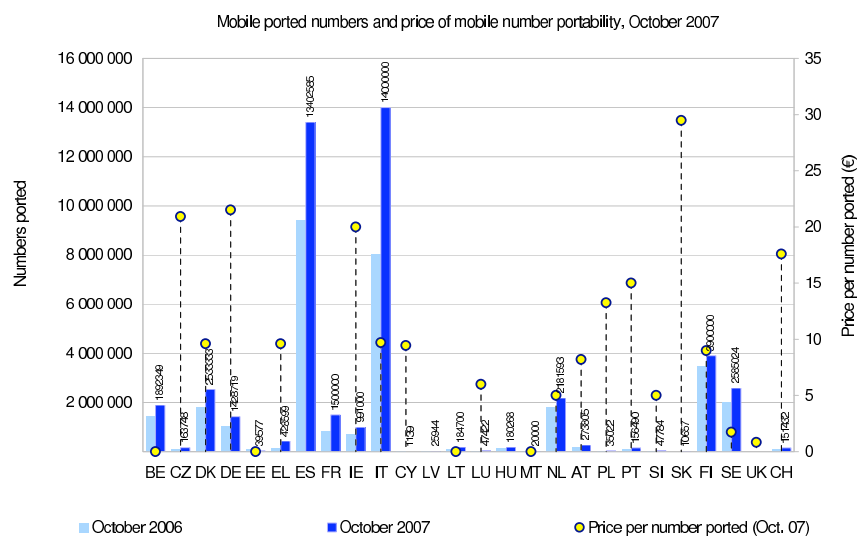
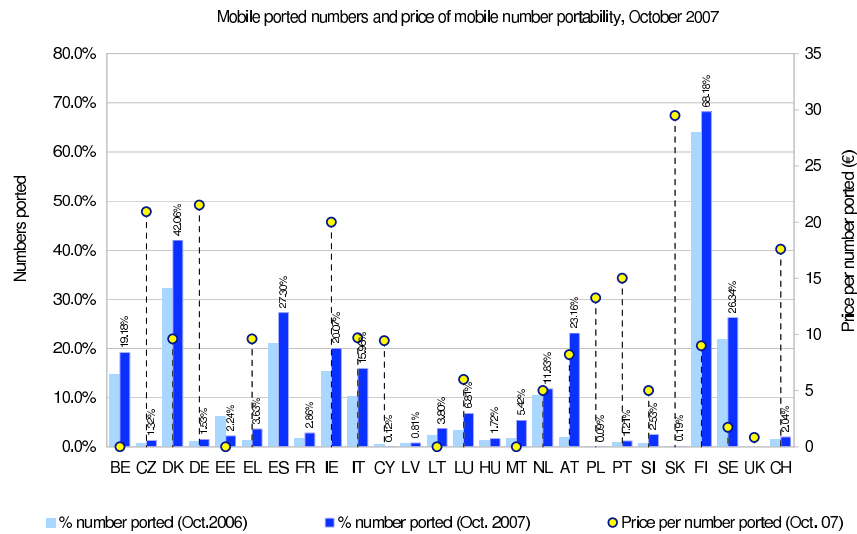
Mobile telephone number porting was introduced in Switzerland in 2000. During 2002 some 118,113 numbers were ported. This represents a maximum annual value since the introduction of the service.

During the period 2002-2004, a decrease of 44% in porting demand was recorded. This case is unique in Europe. In 2005 an increased interest in the use of this service was recorded, with 99,072 mobile users retaining their number when switching operator. This trend continued in 2006, when 151,432 numbers were ported. The proportion of ported numbers represents 2.04% of the total number of mobile telephony subscriptions in 2006. Despite its growth, this rate is well below the European average (9.3%); this is partially explained by the fact that Swiss users change their operator relatively infrequently.

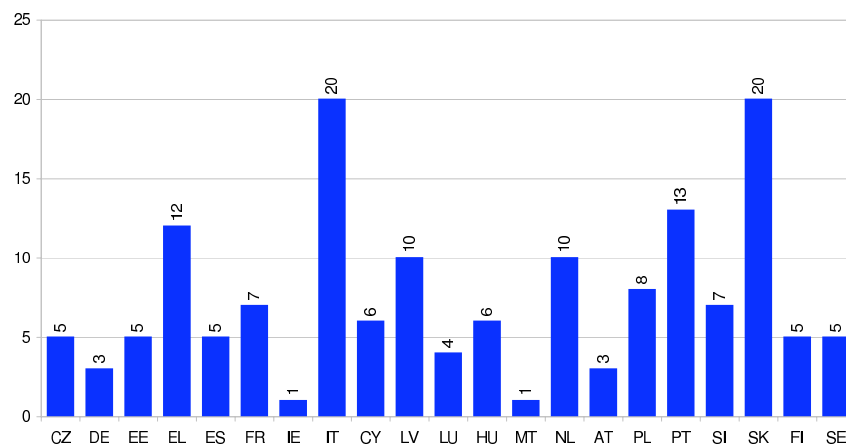
The Swiss incumbent operator charges 17.60 Euros per mobile number ported, putting Switzerland in the group of countries with the highest prices. Only operators in Slovakia, the Czech Republic, Germany and Ireland charge higher amounts.

It should be noted that data on the average number of days required to transfer numbers between operators operating mobile networks is not available.

Figure 15



Time needed in number of days for mobile number portability, October 2007  
(European average: 8.41 days)



Data on mobile numbers ported is not available for UK and Poland while number portability in Bulgaria and Romania is not yet implemented.

Lithuania: Numbers are ported free of charge

Luxembourg: The data is from August 2006

Malta: Not including port backs

Netherlands: Price is a rough estimate by NRA

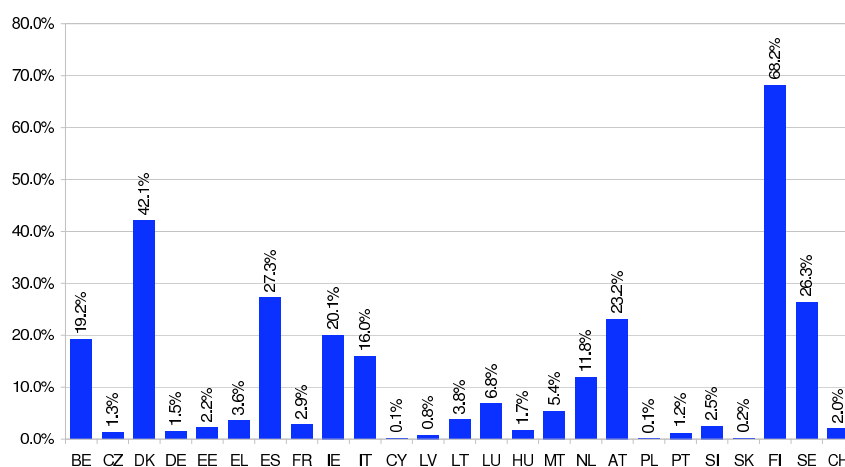
Portugal: Value reports to July 2007 excluding VAT

Finland: Average fee, current fee varies from 5 to 12

Sources for Switzerland: OFCOM Switzerland, telecom operators. The October 2006 data refer to December 2005 and the October 2007 data refer to December 2006

Figure 16

% of mobile numbers ported over total mobile subscribers (October 2007)



Data on mobile numbers ported is not available for UK and Poland while number portability in Bulgaria and Romania is not yet implemented

Lithuania: Numbers are ported free of charge

Luxembourg: The data as from August 2006

Malta: Not including port backs

Source for Switzerland: OFCOM Switzerland. The October 2007 data refer to December 2006

## 1.5 Mobile tariffs

1. The analysis of national (as opposed to roaming) mobile services is based on the OECD baskets for digital mobile services. OECD baskets have undergone a revision that resulted in a new set of baskets at the beginning of 2006, as opposed to old 2002 OECD baskets. Mobile baskets have been updated with current traffic weights and volumes. The changes are significant enough to prohibit the use of the new baskets with old data.

The baskets contain an SMS element, they include calls to several mobile networks, and they do not cover international calls. In addition, MMS element is included in the basket, while both MMS and SMS are separated for peak and off-peak times, and on-net and off-net destinations. Also, voicemail is included in the baskets, whereas off-net calls can be directed to several networks. There are 3 different baskets, based on low, medium and high usage levels. All packages analysed in this study are Post-Paid packages. Some of the main properties of the "2006 OECD" baskets are:

- Low usage basket with:  
30 outgoing calls per month + 33 SMS messages  
22% of calls are to fixed line phones, 70% to mobile phones, 8% to voicemail
- Medium usage basket with:  
65 outgoing calls per month + 50 SMS messages  
21% of calls are to fixed line phones, 72% to mobile phones, 7% to voicemail
- High usage basket with:  
140 outgoing calls per month + 55 SMS messages  
20% of calls are to fixed line phones, 73% to mobile phones, 7% to voicemail

Each basket also has a unique definition of time of day distribution and call duration, and includes the monthly rental, and any registration charges distributed over 3 years.

The two most prominent operators in each country are covered, based on available subscriber numbers (except for Switzerland - the 3 most prominent = Swisscom, Sunrise and Orange). All

relevant packages from each operator are considered, but the final results presented here only show the cheapest package for each basket.

The asterisk (\*) behind the package name means that the package name and its structure have changed between 2006 and 2007. The package chosen at any time is the cheapest package from that provider for the usage profile in question. This may give rise to significant price changes over time.

The balance of fixed and usage in the mobile baskets varies considerably between countries, as the preferred packages in some countries contain a lot of calling time included in the fixed charge.

A full description of the methodology can be found at the end of this report.

The names of the tariff packages used in the basket analysis are found in the table below.

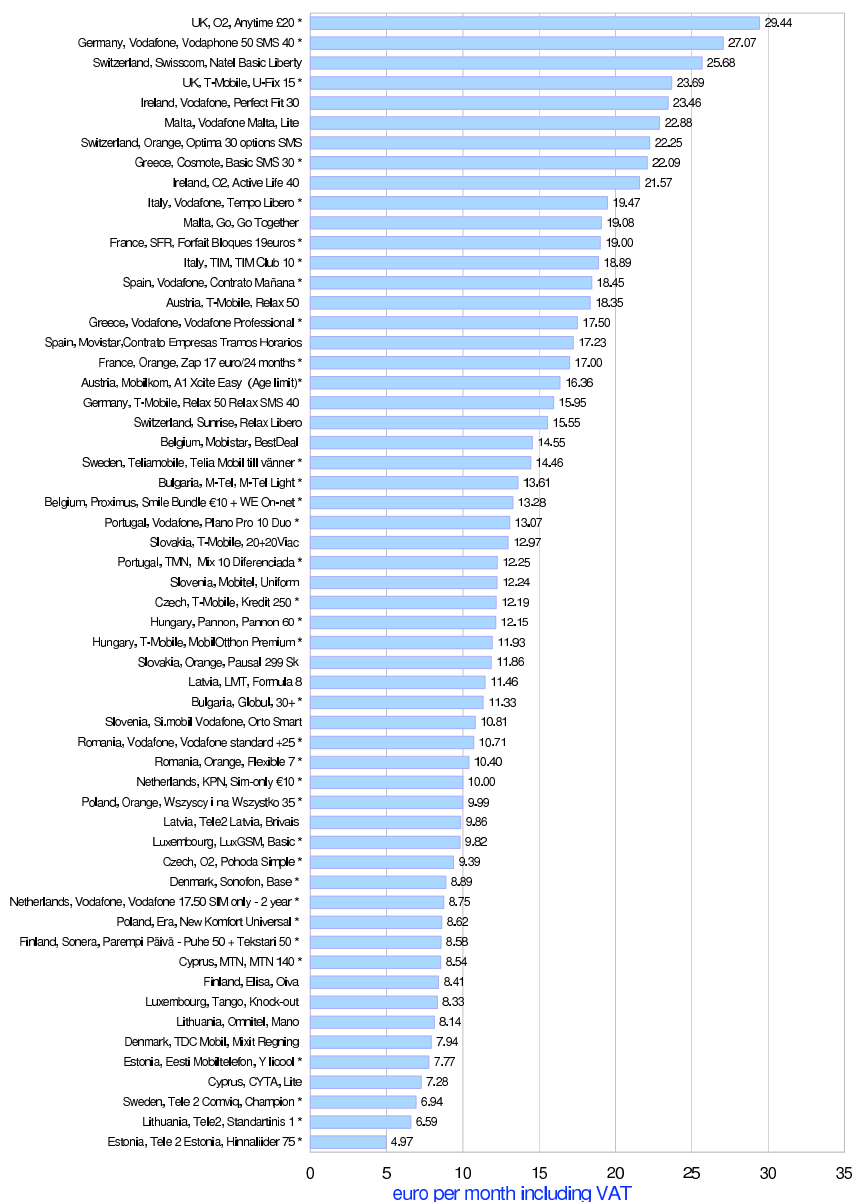
2. In order to show a price trend, the "2006 OECD" baskets have been used. Mobile services from 2006 till 2007 are used. The graphs will show the average price developments for the EU countries, using a simple average across all member countries per year. The averages cover the cheapest package from the same mobile operators.

From 2007, Bulgaria and Romania are also included.

## 1.5.1 2006 OECD baskets

Figure 17

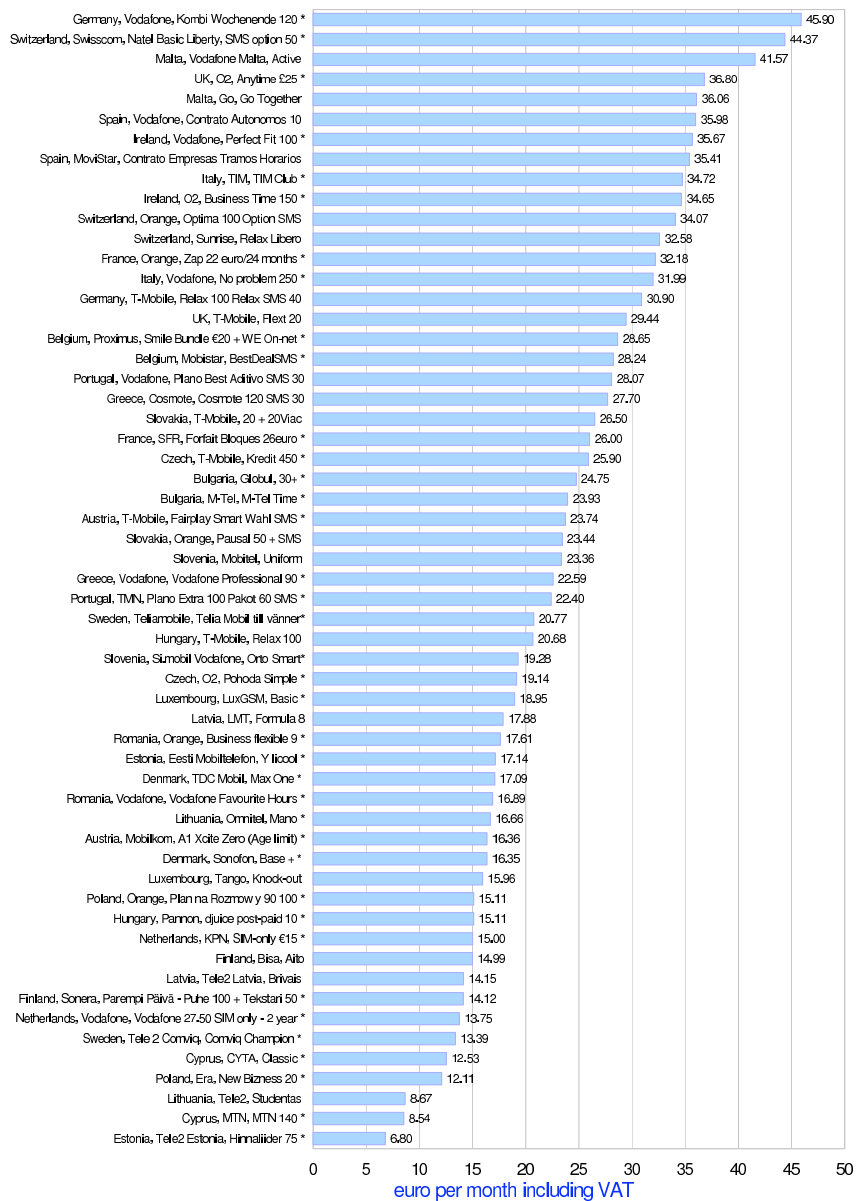
Low usage basket (2007)



Entries with an asterisk (\*) after the name have changed the package name and structure since last year  
 Sources for Switzerland: Teligen, OFCOM Switzerland calculations

Figure 18

## Medium usage basket (2007)



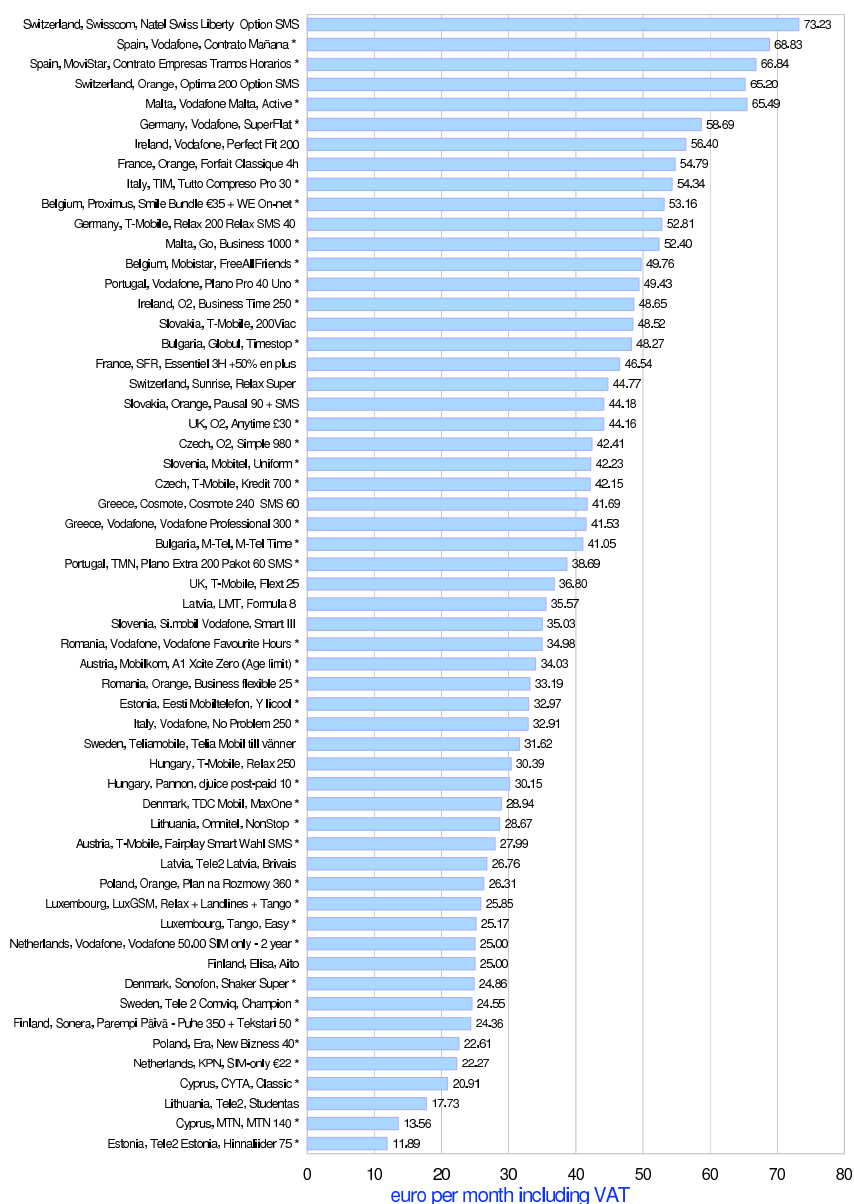
Entries with an asterisk (\*) after the name have changed the package name and structure since last year

Sources for Switzerland: Teligen, OFCOM Switzerland calculations



Figure 19

## High usage basket (2007)

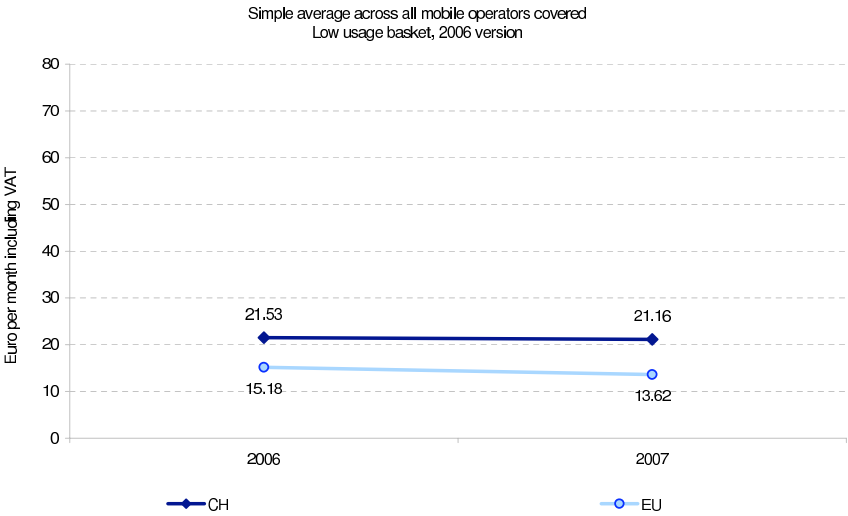


Entries with an asterisk (\*) after the name have changed the package name and structure since last year  
 Sources for Switzerland: Teligen, OFCOM Switzerland calculations

## 1.5.2 Simple average across all mobile operators

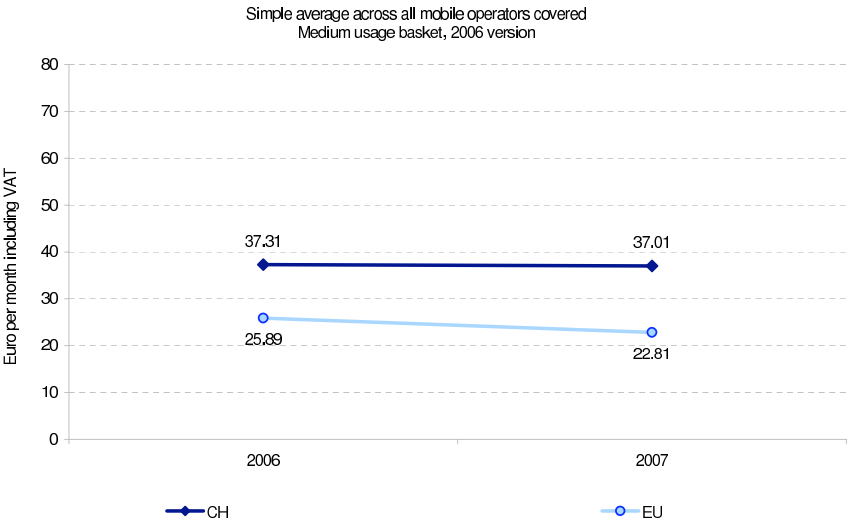
The simple national average for Switzerland is calculated on the basis of the data for three leading mobile operators (Swisscom, Sunrise and Orange). These values are considerably higher than the European average regardless of the usage level and the year considered. In 2007, the best result for the Swiss basket (low usage basket) was 55% more expensive. For the other baskets, the difference was over 61%.

Figure 20



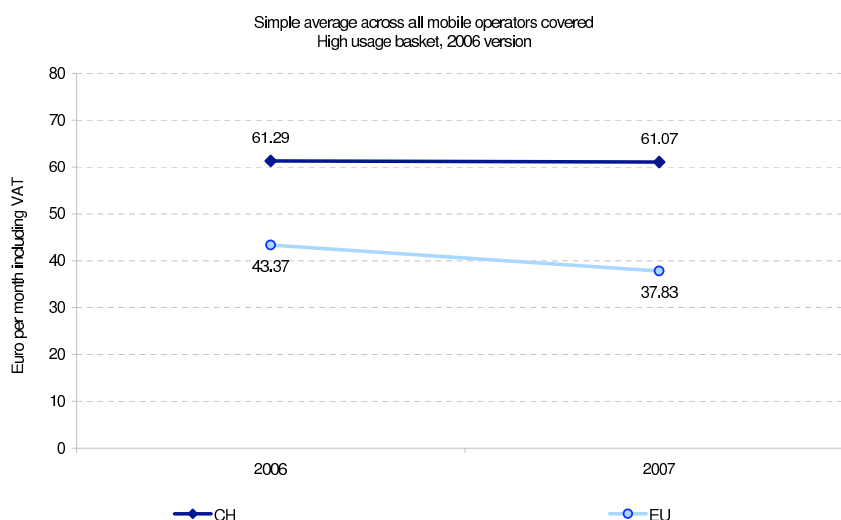
Sources for Switzerland: Teligen, OFCOM Switzerland calculations

Figure 21



Sources for Switzerland: Teligen, OFCOM Switzerland calculations

Figure 22



Sources for Switzerland: Teilgen, OFCOM Switzerland calculations

## 1.6 Call termination on mobile networks

This section presents the per-minute interconnection charges for fixed call termination on the networks of mobile operators based on the first three minutes of a call at peak rate. Where available charges for call termination on the networks of 3G operators and service providers (MVNO and resellers) have been included. Charges are for calls originated in the same countries.

In the following charts information is shown for 92 mobile operators in the EU (representing almost 100% of the EU mobile market) and for 3 mobile operators in Switzerland. Where available, information on mobile-to-mobile termination rate has been indicated in the notes.

### 1.6.1 EU and national average

The following chart shows the trend at EU level in the (weighted) average fixed-to-mobile termination charges for all mobile operators in the EU and in Switzerland since October 2005. The EU trend should be considered as indicative, since Bulgaria and Romania have been included only in 2007.

The national averages for all mobile operators in each Member States are weighted average charges based on the number of subscribers and the termination rate of each operator at 1 October 2007.

Where available, national averages based on interconnection traffic data have been shown. This gives a better indication of EU national average.

Where available, data for 3G operators and service providers have been taken into account. The 2007 exchange rates have been applied to the non euro-zone countries for previous years.

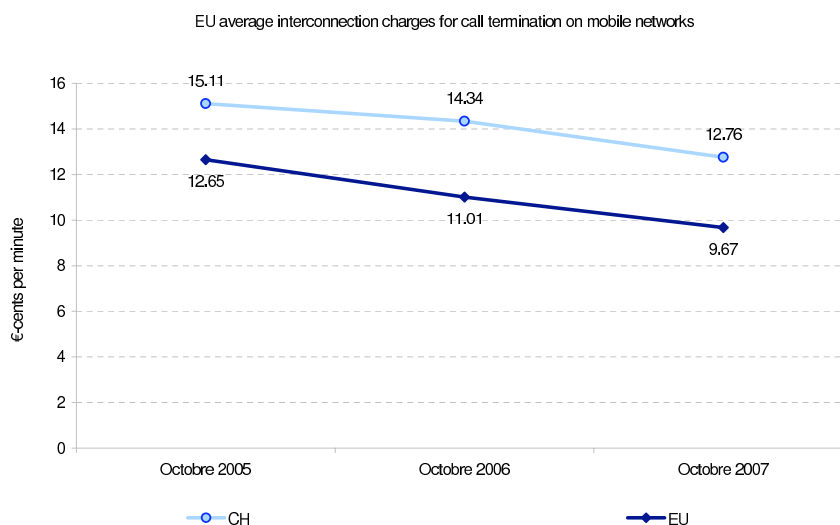
Despite the continuing decline, termination charges remain on average more than 9 times higher than the fixed interconnection charges (double transit).

The trend shows that termination charges have continued to decrease and at October 2007 the EU average termination charge was 12% lower than one year before (-24% respect October 2005). The most

significant reductions<sup>1</sup> have occurred in Slovenia (-53%), Belgium (-36%) and Austria (-26%). Reductions around 20% have taken place in France and Germany. However, mobile termination rates remain very high in Bulgaria and Estonia (more than 40% above the EU average) and in Ireland (almost 25% above the EU average).

Despite a constant fall (5.1% between 2005 and 2006 and 9.6% between 2006 and 2007) the average price charged by Swiss operators in 2007 for call termination on mobile networks was still 34.02% higher than the European average. The Union member countries overall also exhibited a downward trend, so the gap separating Switzerland from its neighbours is not narrowing.

**Figure 23**

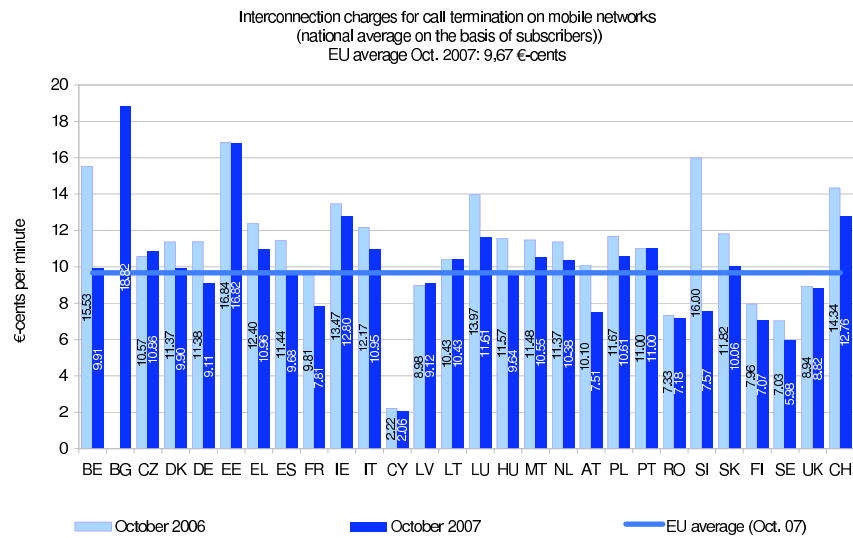


Sources for Switzerland: Telecom operators, OFCOM Switzerland calculations

When one examines Figure 24, which gives a more comparable image, it must be stated that the mobile telephony operators active in the Swiss market demand prices which are among the highest in Europe. In the European comparison, there are only two countries in which charges were higher in 2007 (Estonia and Bulgaria). 11 out of 25 countries are below the European average; the cheapest price is charged in Cyprus (2.06 euro-cents).

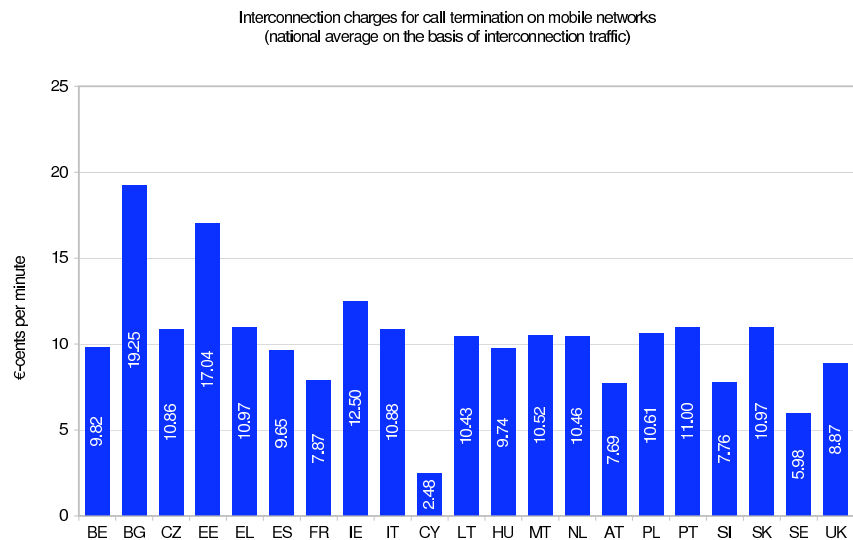
<sup>1</sup>National average calculated on the basis of subscribers

Figure 24



Sources for Switzerland: Telecom operators, OFCOM Switzerland calculations

Figure 25

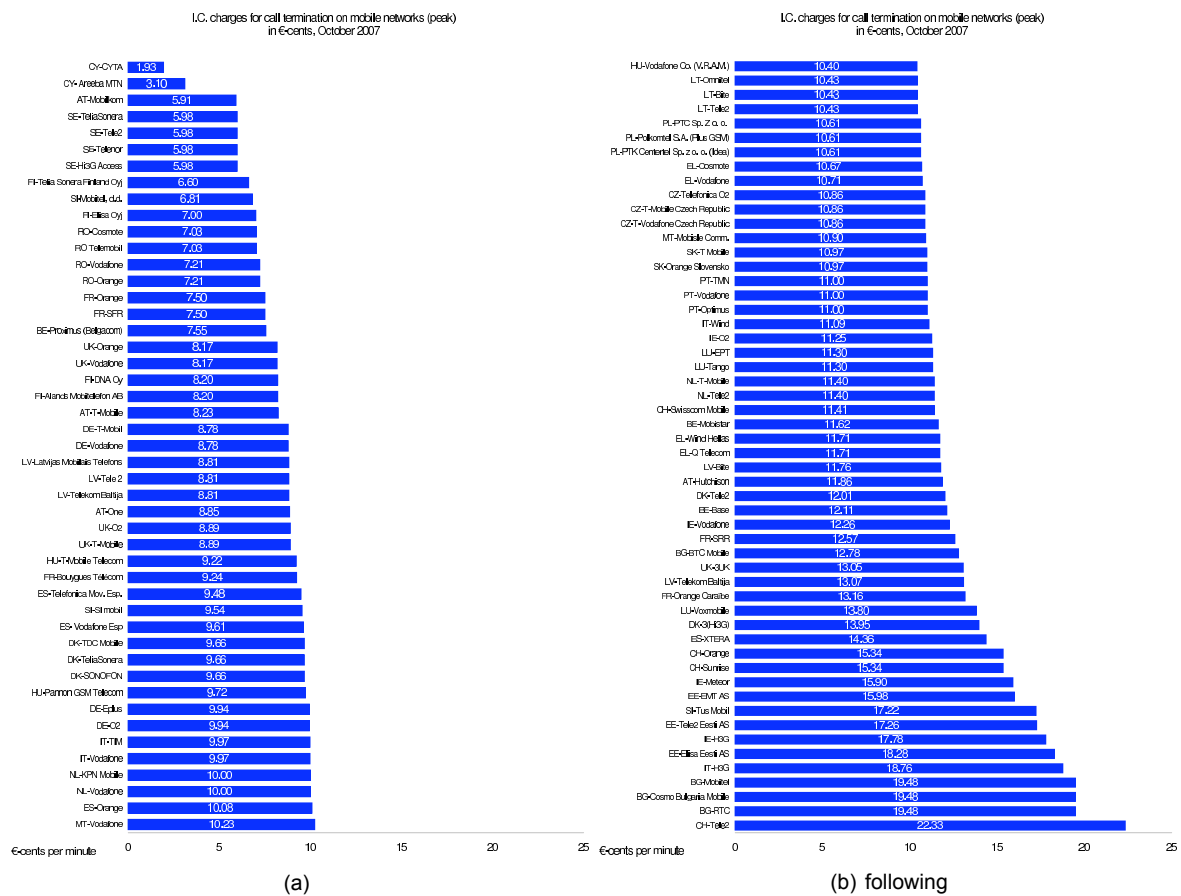


Data on interconnection traffic was not available so that it was not possible to calculate this value for Switzerland.

The following charts show the individual fixed-to-mobile interconnection charges for 92 mobile operators in the EU (95 with Switzerland). Cyprus shows the lowest charge (1.93 euro-cents) whereas the highest charge is found in Estonia with 22.37 euro-cents.

Information for mobile operators in Bulgaria is confidential. Data published in the XII Implementation Report concerning Luxembourg were not correct. Mobile termination rates for Austria are set according to a draft NRA's measure.

Figure 26



Sources for Switzerland: Telecom operators

## Chapter 2

# Fixed market

This section looks at the number of fixed telecommunications operators (fixed voice telephony and network services) and at the level of competition in the fixed market. It includes data on the number of fixed network operators and public fixed voice telephony operators authorised to provide public voice telephony and to operate a public network at July 2007. The estimated number of players actually active in the fixed market and the incumbents' market shares in the fixed voice telephony market have also been shown.

Data on the number of operators refer to July 2007, while data on the incumbents' market shares in the fixed voice telephony market refer to the end of 2006.

Information has been provided by national regulatory authorities.

### 2.1 Players in the fixed market

Under the new regulatory framework for electronic communications, operators are only subject to a general authorization regime. Undertakings may be required to submit a notification but may not be required to obtain an explicit decision or any other administrative act. Granting of individual rights of use is required only for scarce resources such as radio spectrum or numbers.

Given the above, the database set up by the national authorities may be very different across the Member States and may include a variety of operators: fixed network operators, service providers, voice over IP services, cable operators as well as wireless local loop, and mobile and satellite operators for the fixed part of their networks and services.

Some Member States are now not able to provide detailed information on the number and types of services provided by the operators that may include other services in addition to public telephony and/or public network services. Therefore, the figures on the number of operators should be considered only as estimates. Furthermore, in some Member States the figure for 2006 is not comparable with the previous implementation reports given the change in the authorization regime.

The figures do not take into account operators acting as resellers or offering services based exclusively on pre-paid cards. The figures include cable TV operators that also provide voice telephony or network services.

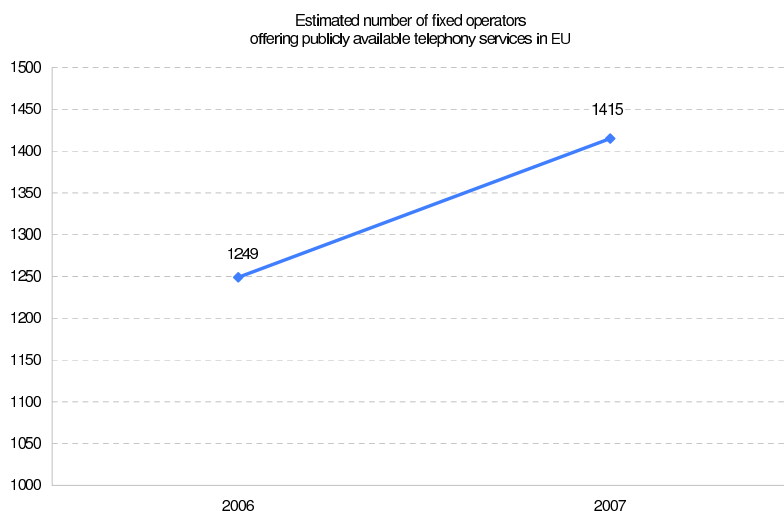
While it is difficult to measure the exact difference since 2006, data shows that there has been an increase in the number of operators authorised to provide fixed services, even if to a lower extent than in previous years.

As of December 2006 the total number of major competing operators (i.e. operators that along with the incumbent operator have a combined market share of around 90% of the global telephony market) in the

EU is around 98. In ten Member States there are five or more major competing operators. In six new Member States, competition is still at an early stage with the incumbents' retaining more than 90% of the market and a low level of competition mainly concentrated in the international calls market.

Data on the number of operators were provided by the national regulatory authorities and refer to July 2007. Data on the market shares refer to December 2006.

**Figure 27**



Only countries that have provided data for the two years are taken into account  
 Switzerland: not applicable

### 2.1.1 Public fixed voice telephony operators

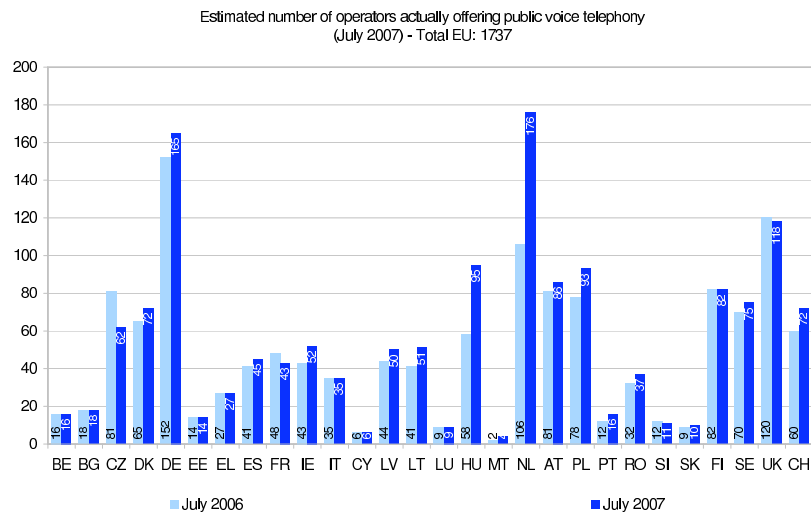
The chart below shows the total number of operators that are actually offering publicly available telephony services. 'Publicly available telephone service' is defined as a service available to the public for originating and receiving national and international calls and access to emergency services through a number or numbers in a national or international telephone numbering plan.

The figures indicate the total number of local and/or national operators, including the incumbent, effectively providing commercial voice telephony and network services to residential and/or business customers irrespective of the scope of their offer (national/international calls). Cable operators providing public voice telephony are also included as well as managed VoIP operators.

Figure 28 shows that with 72 active providers, Switzerland belongs to the leading countries. In comparison with 2006, 12 new players have appeared on the market, an increase of 20%.



Figure 28



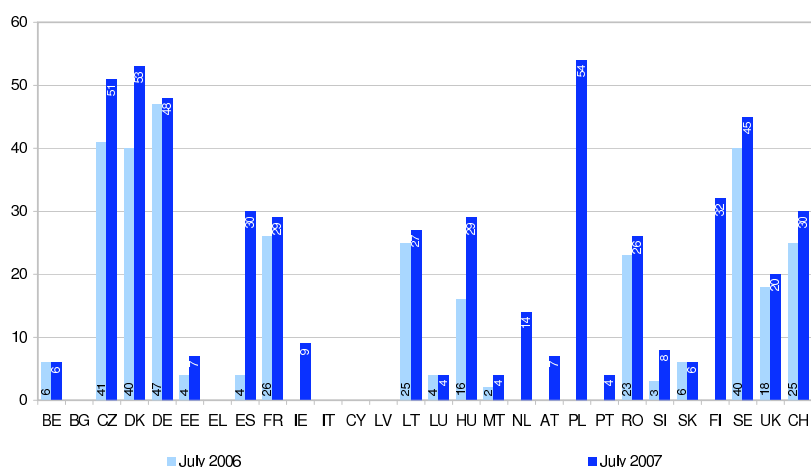
Bulgaria: VoIP operators are excluded  
 Germany: Simple resale providers are not included  
 Greece: The number of operators who have presented revenues from voice telephony services during 2005 and 2006 respectively are only taken into account  
 Spain: The number of operators as of July 2006 refers to what was defined as "Telefonía vocal pública (prestador de servicios)" for the 12th Implementation Report  
 Netherlands: Data as of 14-9-2007. OPTA changed its systems and policies regarding registration of active operators in electronic communications in 2005/2006  
 Austria: Estimations based on numbers of 2006  
 Poland: Estimation  
 Finland: Estimation: weighted average of each operating area weighted by total number of subscriptions in each area  
 United Kingdom: Exact figures not available.  
 Source for Switzerland: OFCOM Switzerland. Data refer to December 2005 and 2006

The following chart shows the estimated number of managed VoIP operators offering public voice telephony services 'Managed VoIP (voice over broadband) operator' is defined as an operator providing a publicly available telephone service (PATS) using voice over internet protocol technology (VoIP), whereby the operator controls the quality of service provided. Unmanaged voice and 'peer to peer' services should not be included. PATS should include access to emergency services.

In Switzerland, 30 operators share the IP telephony market. Of these players, the majority (about 60%) sell this service on PSTN/ISDN connections and the minority on CATV or optical fibre connections. The main providers in this sector are Cablecom, Sunrise and Econophone. Switzerland is therefore among the leaders (7th out of 28) among the European countries which have the largest number of operators offering this service.

Figure 29

Estimated number of VoIP operators actually offering public voice telephony  
(July 2007) - Total EU: 513



Bulgaria: The exact number of VoIP operators is not available due to the free of licensing and any notification regime for ISPs in Bulgaria before the adoption of the new Electronic Communications Law in May 2007. The number of licensed data transfer networks who have stated provision of VoIP of end 2006 is 16  
 Denmark: Data derived from MDA  
 Cyprus: Data not available  
 Hungary: Data at the end of 2006  
 Netherlands: VoIP data as of March 2007  
 Austria: Estimations based on numbers of 2006  
 Poland: Estimation at the end of 2006  
 Portugal: Nomadic VOIP only  
 Finland: Estimation  
 United Kingdom: Exact figures not available  
 Source for Switzerland: OFCOM Switzerland. Data refer to December 2005 and 2006

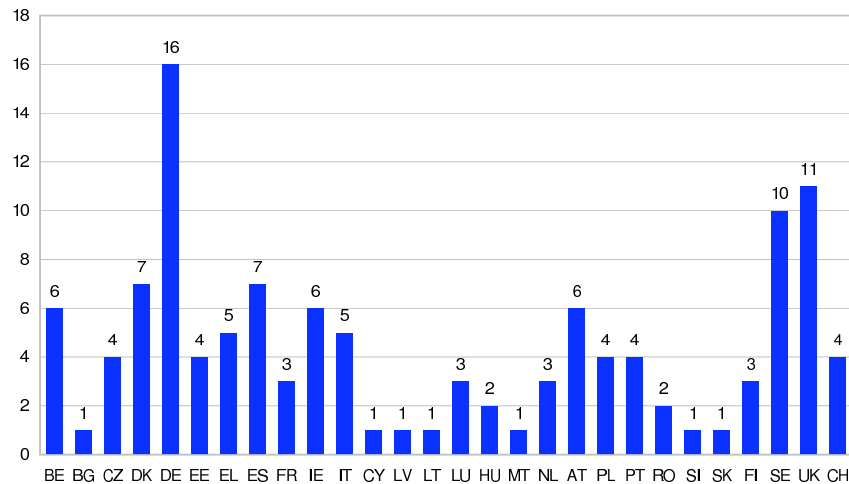
Many new entrants concentrate their business on specific segments of the market or limit their activity to local areas, thus having a limited impact on the national market as a whole. To get an idea of the number of main players that are effectively competing with the incumbent at national level, the following chart shows, for each country, the number of operators that had a combined market share, based on revenues, of 90% on the total voice telephony market (all types of calls<sup>1</sup>). In December 2007 three new countries (Denmark, Greece and Italy) had five or more major competing operators (including the incumbent) with such a combined market share. This is an improvement from last year figures where only seven countries had such a combined market share. These figures give an idea of the number of major players operating in each national market, although in many cases competition is largely asymmetric, with incumbents continuing to hold a strong position. This situation can be observed in the new Member States, where the fixed incumbent still dominates the fixed voice market.

In the Swiss fixed network voice telephony market, four providers share at least 90% of the market. This means that Switzerland is positioned alongside the average of the European countries, at the same level as the Czech Republic, Estonia, Poland or Portugal.

<sup>1</sup>Local calls to internet, local phone calls, long-distance and international calls as well as calls to mobile

Figure 30

Number of players in the fixed telephony market in terms of retail revenues (including the incumbent, Dec. 2007 )



Operators that along with the incumbent operator have a combined market share of 90% of the voice telephony  
Source for Switzerland: OFCOM Switzerland. Data refer to December 2005 and 2006

## 2.2 Incumbents' market share in the fixed voice telephony market

This section shows the incumbents' market share in the fixed voice telephony markets.

Apart from the overall fixed voice telephony market, submarkets for fixed calls to mobile networks, national fixed calls (including phone local calls, local calls to internet, long-distance calls and fixed calls to mobile networks) and international fixed calls are also shown.

It has to be noted that in Switzerland local and long-distance calls data have no longer been collected since 2003 due to the introduction of the closed numbering plan in March 2002. Since that date, the historic operator has applied a new charging system which offers only one tariff, regardless of distance. We therefore decided to display for 2003 and the following years an aggregated indicator which combines local and long-distance calls.

Figures for market share are calculated on retail revenues and outgoing minutes of traffic. Market share based on retail revenues exclusively refers to revenues from call markets and does not include any access revenue.

The EU averages are weighted according to the population of each MS. Furthermore, data from Bulgaria and Romania have not been taken into account as both countries were not part of the EU in the period covered (2004-2006).

The market shares are based on traffic/revenues from publicly available telephone services and include managed Voice over IP Services (VoIP) and calls made from public payphones. Traffic/revenues from peer-to-peer VoIP, simple reselling and calling cards are excluded. However, the above criteria are not followed by all MSs. For this reason the figures are not strictly comparables between countries.

Figures have been provided by NRAs and refer to 31 December 2006 (data for the United Kingdom are for calendar year). Data for some countries (like Germany, Cyprus and Finland) are estimations by NRAs.

### 2.2.1 EU average incumbents' market share

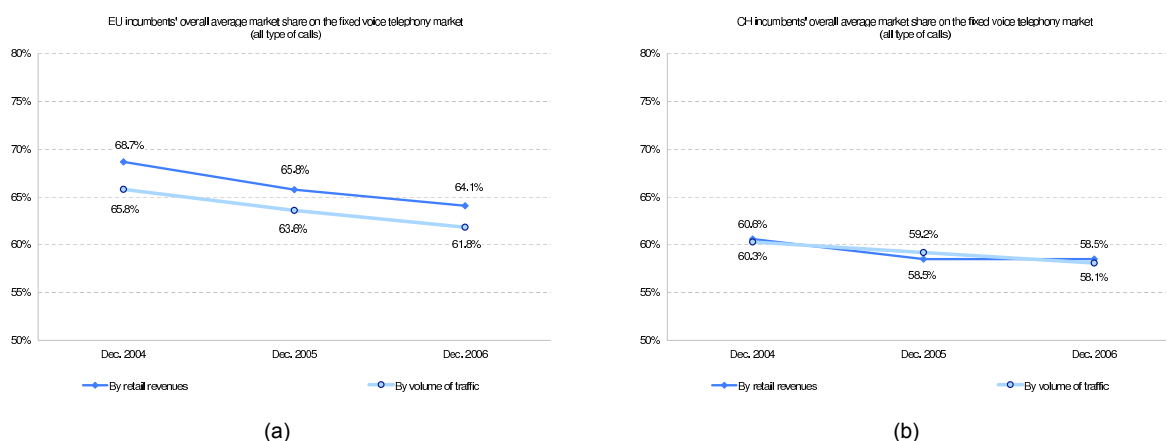
The following charts show the trend for the EU weighted average of the incumbents' market share in the major segments of the voice telephony market since 2004.

Given that data were not available for all countries and for all types of calls, the EU average should be considered as indicative. In particular, the overall fixed telephony market share in term of revenues in 2004 is an average of countries that represent 95.5%, and 97.7% for 2005 and 2006 of the EU population respectively.

Market share data based on volume of traffic for 2005 and 2006 represent 100% of EU population, while the data for 2004 are based only on a number of countries representing 96,6% of the EU population.

The market share of the Swiss incumbent based on retail revenues and on the volume of traffic is to some extent smaller than the weighted average of the EU incumbents' market share. At the end of 2006 the difference was some 6 points in terms of revenue and 4 points in terms of traffic.

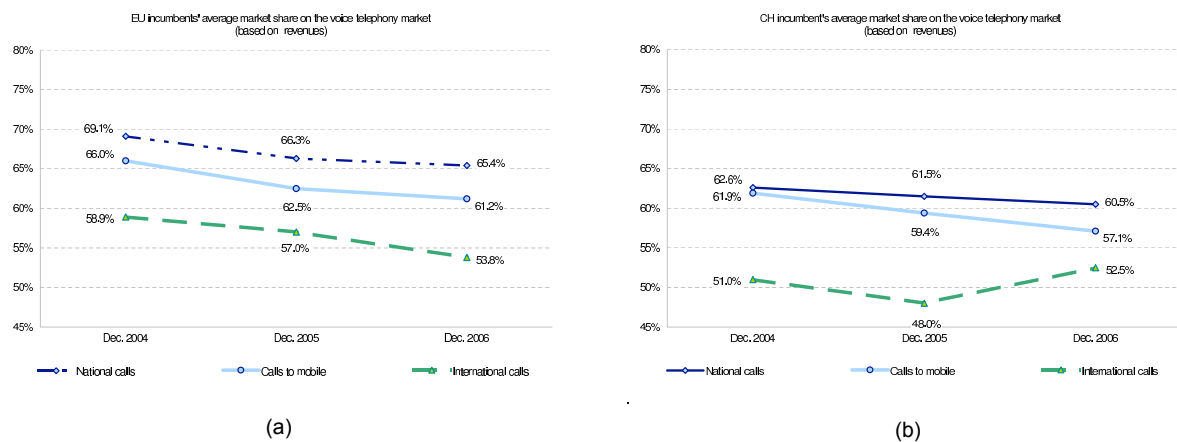
Figure 31



Sources for Switzerland: OFCOM Switzerland calculations

Considering the incumbents' average market share based on revenue, one can notice that Switzerland is below the European average for all segments indicated (EU - Figure 32(a) and CH - Figure 32(b)). In 2006, the Swiss new entrants had up to a 5-point market share lead in the national call segment, a 4-point lead in the fixed to mobile segment and a 1-point lead in the international market segment.

Figure 32



The figure for international calls and calls to mobiles are averages of countries that represent between 97.2% and 97.4% of the EU population for the concerned period. The figure for national calls market is an average of countries that represent 95.5% of the EU population for 2004 and 97.7% for 2005 and 2006. National calls include phone local calls, local calls to internet, long-distance calls and calls to mobile

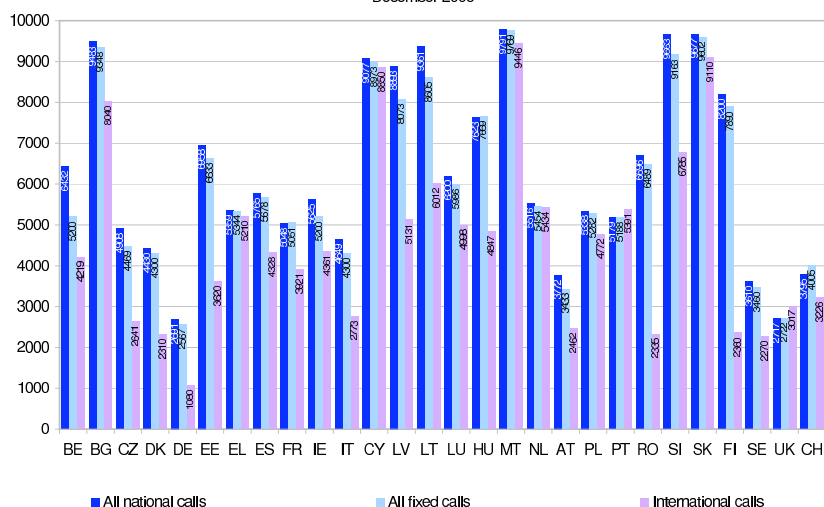
Source for Switzerland: OFCOM Switzerland calculations

The following chart shows the indexes of concentration for the fixed telephony market in the MSs at 31 December 2006 based on the Herfindhal-Hirschman index. This is a market concentration index defined as the sum of the squares of the market share of the competitors in the relevant markets. The index can take the value of 10 000 when the market is entirely controlled by a single firm and it decreases as concentration reduces. The indexes are calculated on the basis of retail revenues, except for Germany, Estonia, Luxembourg, Netherlands, and Finland where they are calculated on the basis of traffic volume. Comparisons between the other MSs should be considered as indicative, since the reference markets are not completely homogeneous.

In terms of concentration in the different market segments, it is clear that Switzerland is favourably positioned in comparison with other European countries. It is at the same level as Sweden, Austria or Denmark, i.e. among the countries where the market is shared relatively equitably between the players. The country in which market concentration is least prevalent is Germany.

Figure 33

Fixed telephony market Concentration  
(based on Herfindahl-Hirschman Index)  
December 2006



Data for Germany, Netherlands and Luxembourg using call volumes

Ireland: National calls figure is the sum of the square of operators that account for 93% of voice telephony market. International calls figure is the sum of the square of that account for 91% of voice telephony market. All fixed calls figure is the sum of the square operators that account for 92% of voice telephony market. Figures exclude VoIP

Netherlands: Based on 90-95% of market volume, data for 2006

Finland: National calls figure is the estimated average in each operating area. International calls figure is based on SMP analysis conducted in 2005. Fixed Calls is the estimated average in each operating area

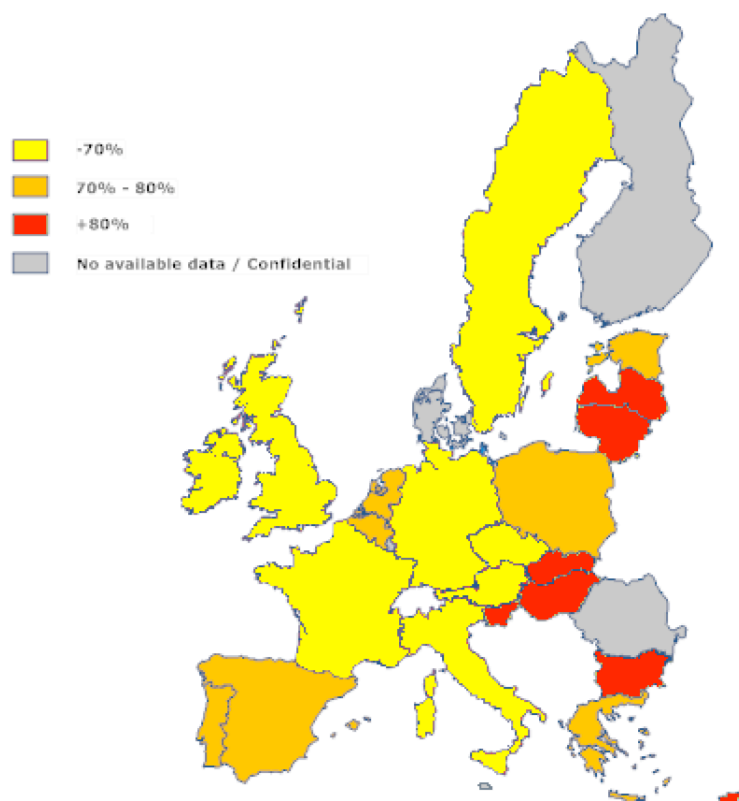
United Kingdom: Overstated figure due to use of wholesale data to calculate revenues from operators not providing data

Source for Switzerland: OFCOM Switzerland calculations

## 2.2.2 Incumbent's overall market share in each Member State

The following charts shows the incumbents' market share in the overall fixed voice telephony market by retail revenues and by minutes of outgoing traffic. All types of calls are included: local phone calls, local calls to internet, long-distance calls, international calls and fixed calls to mobile networks. Market share based on retail revenues does not include any access revenue. Figures are not available for some MSs.

Figure 34

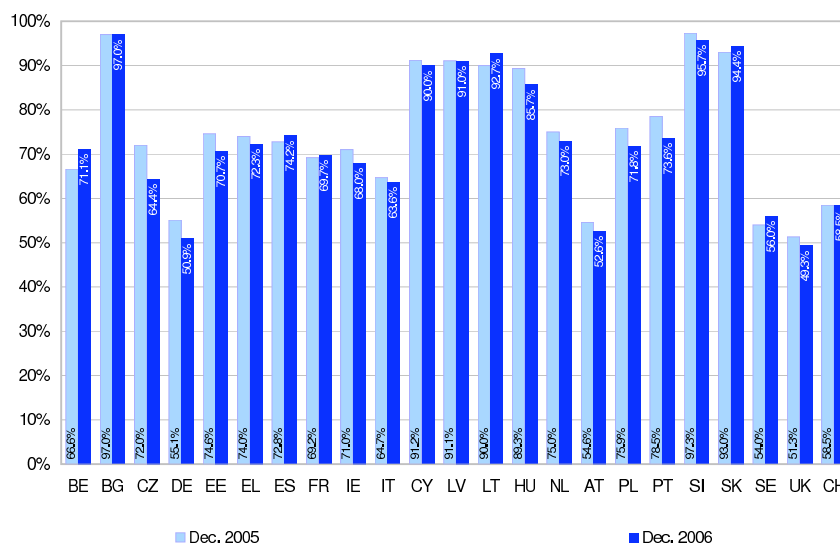


Switzerland: not applicable

In relation to market share, Swisscom was positioned fourth in terms of revenue (58.5%) and fifth in terms of minutes (58.1%) in the European ranking.

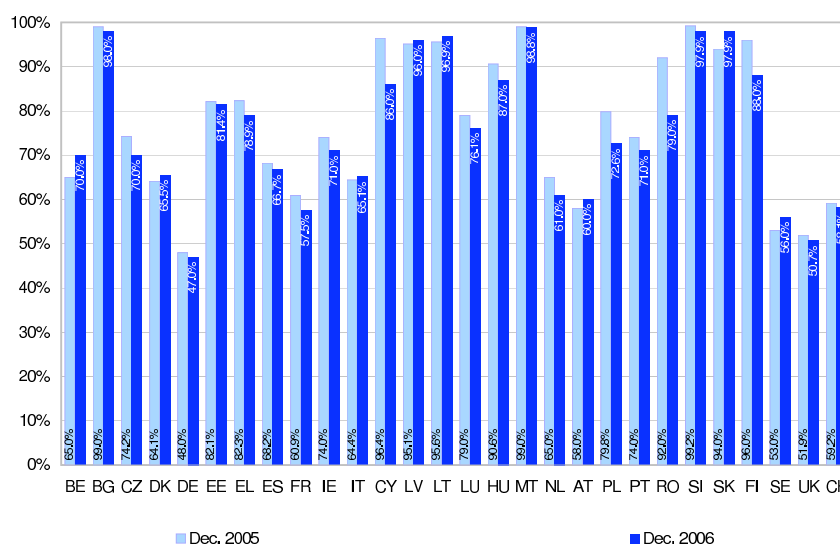
Figure 35

Incumbents' market share in the fixed telephony market (all types of calls)  
(by retail revenue)



(a)

Incumbents' market share in the fixed telephony market (all types of calls)  
(by minute of traffic)



(b)

Source for Switzerland: OFCOM Switzerland calculations. Internet local calls are not included

### 2.2.3 Incumbent's market share in the different segments of the market

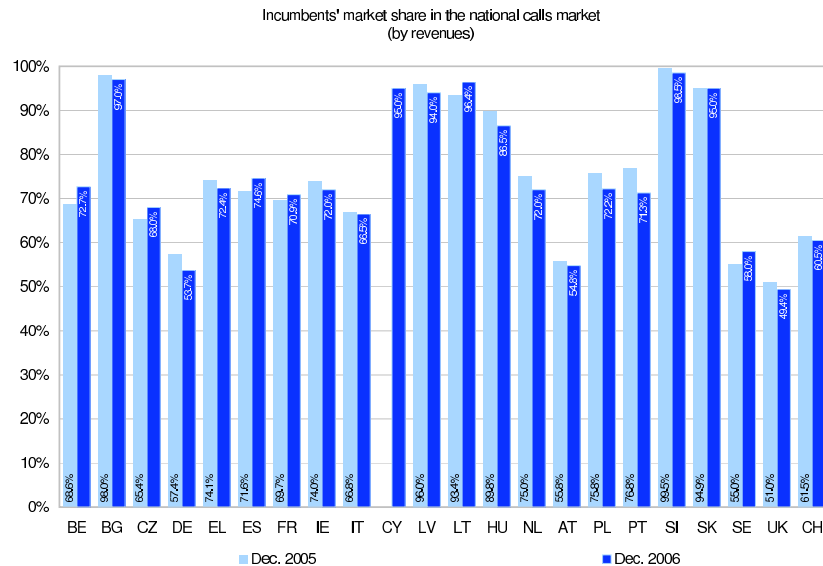
The following charts show the incumbents' market share in the national calls, international calls and fixed calls to mobile networks by retail revenues and by minutes of outgoing traffic. The national calls market includes local phone calls, local calls to internet, long-distance calls and fixed calls to mobile networks. Figures are not available for some MSs.

In relation to the incumbent's market share in the national call segment in terms of revenue and traffic, we can see that the situation in Switzerland is relatively competitive with the country ranking fifth in both comparisons. However, countries such as Germany and the United Kingdom have demonstrated that

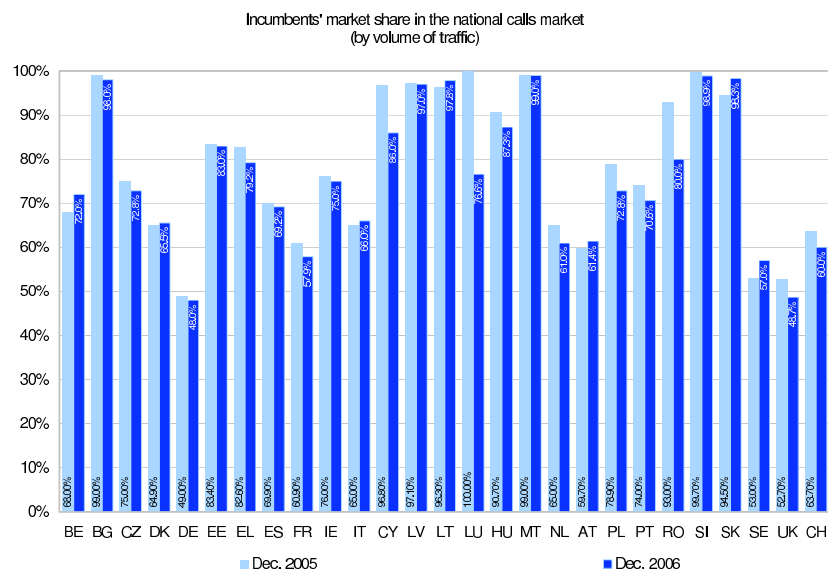


the market shares of new entrants can be significantly increased.

Figure 36



(a)

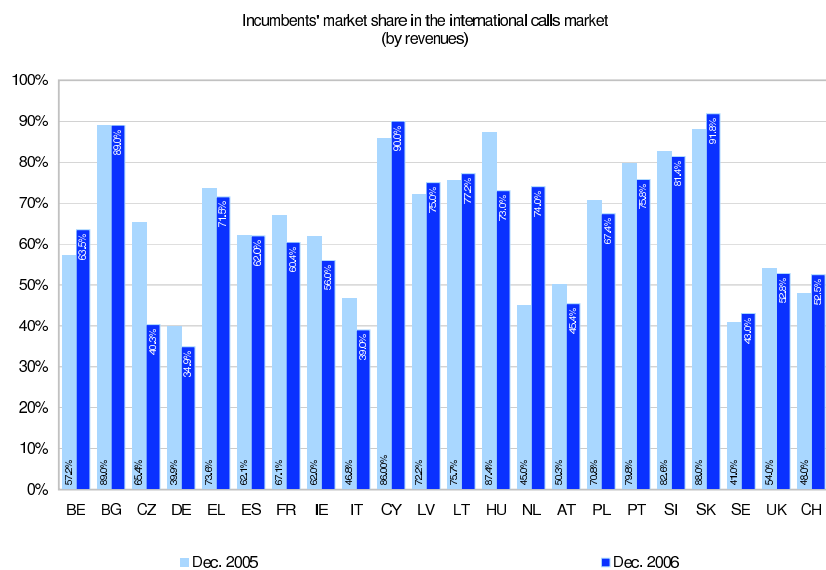


(b)

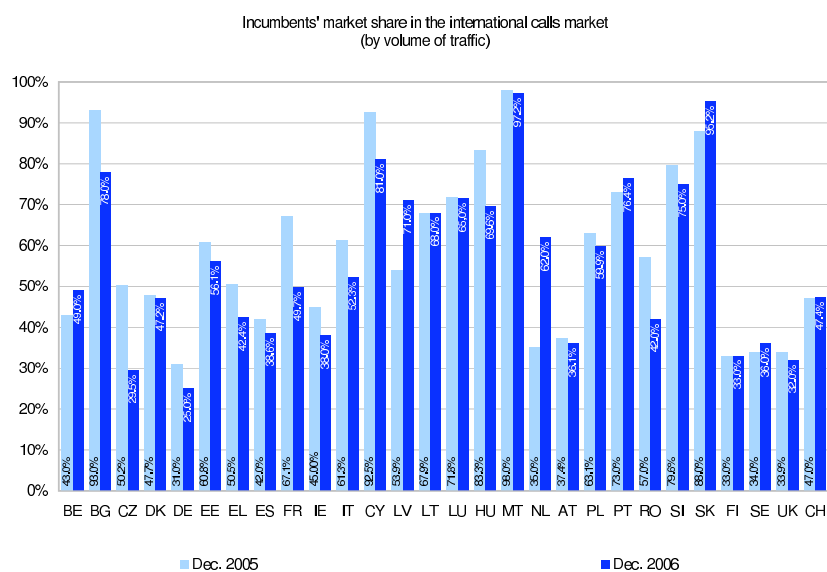
Source for Switzerland: OFCOM Switzerland calculations. Internet local calls are not included

In comparison with the other European incumbents, at the end of 2006, in terms of revenue (Figure 37(a)), Swisscom's international call market share was lower than that for most European countries. The sole exceptions are the market shares for international calls in the Czech Republic, Germany, Italy, Austria and Sweden. The situation is different in the case of market share based on minutes (Figure 37(b)): in this case 11 countries have a lower market share in the international calls segments.

Figure 37



(a)



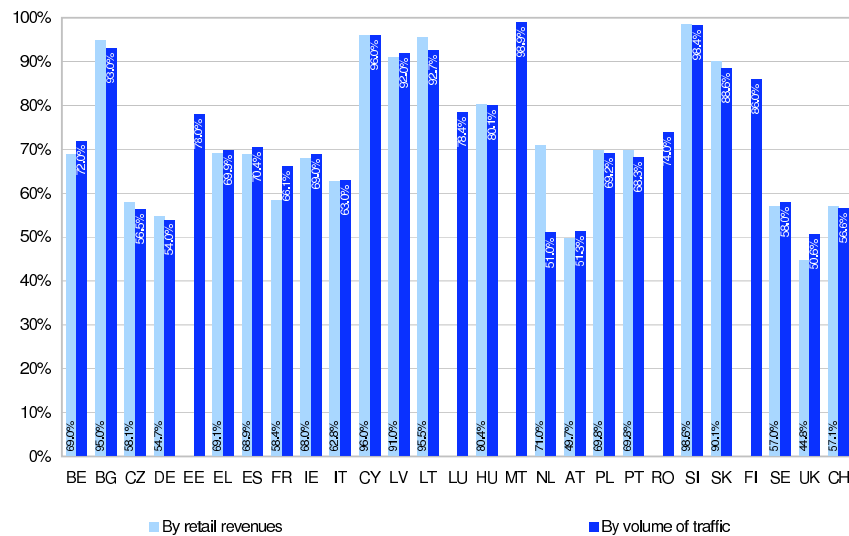
(b)

Source for Switzerland: OFCOM Switzerland calculations

Figure 38 shows the market shares in terms of minutes and revenue for calls from the incumbent's fixed network to a mobile network. With 56.6% of market share expressed in minutes, Swisscom was in the 25% of historic operators with the lowest market shares. Swisscom's market share in terms of minutes is slightly lower than that for revenue (57.1%).

Figure 38

Incumbents' market share in the calls to mobile networks market  
(December 2006)



Source for Switzerland: OFCOM Switzerland calculations

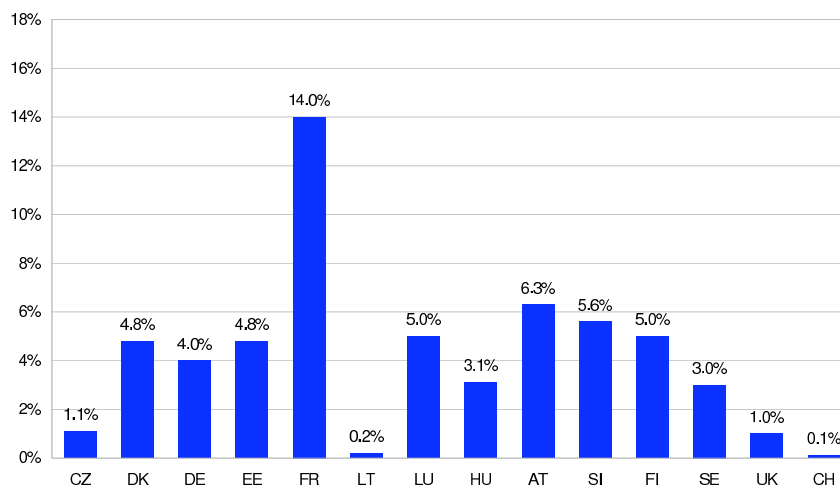
## 2.2.4 VoIP market share

The following chart shows the available data for operators' market share on the voice over broadband market. The market shares have been calculated on the basis of outgoing minutes of traffic for all fixed calls as of 31 December 2006. The figures consider only managed VoIP services meaning publicly available telephone services (PATS) using voice over internet protocol technology), whereby the operator controls the quality of service provided through an IP network, at a speed over 128 Kbit/sec. Unmanaged voices over IP and peer-to-peer services are not included. However, the above criteria are not followed by all MSs and the figures are not strictly comparables between countries. Furthermore, for most of the countries the figures are NRAs estimates. Managed VoIP services are not provided in Cyprus and Malta. Data are not available for missing countries. Data for Romania includes providers of PATS using IP technology to connect end users, irrespective of the fact that they are connected or not to internet.

Figure 39 illustrates the market shares in terms of traffic in the Voice over IP segment (VoIP). At the end of 2006, with a market share of 0.1%, Switzerland was poorly positioned compared to the 13 countries with a simple average of 3.8%, and far behind France with 14%.

**Figure 39**

Market share of VoIP Operators on the basis of volume of traffic  
(December 2006)



Source for Switzerland: OFCOM Switzerland calculations

## 2.3 Consumers' choice of fixed operators

This section analyses the fixed voice telephony market from the point of view of consumers. It gives information on the percentage of subscribers using an alternative provider other than the incumbent (for phone services and direct access) and the facilities used by alternative operators for the provision of voice telephony.

The data presented below have been provided by the national regulatory authorities and, unless otherwise indicated, report the position as of July 2007. Figures for countries not included in the charts are not available and are not always comparable with those published in previous reports due to changes in the methodologies and/or in the classifications used by the Member States. Furthermore, separate data for type of calls are not available in a number of Member States. Information on consumers' use of alternative providers is unavailable in a number of new Member States. For these reasons the figures presented in this section should be considered as indicative.

### 2.3.1 Percentage of subscribers actually using an alternative provider other than the incumbent

Incumbents' customers have the possibility of using an alternative provider, either by dialling a call-by-call prefix (*carrier selection*, CS) or by choosing to route all calls by default to the network of an alternative operator (*carrier pre-selection*, CPS). The use of an alternative operator through carrier selection/carrier pre-selection does not exclude the possibility of also using the incumbent's services. *Direct access* is also available to users through alternative operators' proprietary wireline/wireless access or through unbundled local loops leased from the incumbent. The following charts show the percentage of EU subscribers (residential and business) using an alternative provider for local, long distance and international calls and for direct access.

The methodology for the calculation of the percentage of subscribers (residential + business) actually using a provider other than the incumbent operator for national calls is the following:

#### 1. LOCAL CALLS: x:y

X = sum of all alternative operators' subscribers (residential + business) with CPS contract + sum of

all alternative operators' subscribers (residential + business) with direct access for voice telephony (ULL and proprietary infrastructure).

Y = total number of residential + business subscribers of the incumbent and new entrants, with a standard/party/group telephone lines access. Direct telephone line access provided by an alternative operator can either be through proprietary infrastructure or full ULL .

## 2. LONG DISTANCE & INTERNATIONAL CALLS: x:y

X = sum of all alternative operators' subscribers (residential + business) with CPS contract + 50% of the sum of all alternative operators' subscribers (residential + business) with CS contract + sum of all alternative operators' subscribers (residential + business) with direct access for voice telephony (ULL and proprietary infrastructure).

Y = total number of residential and business subscribers of the incumbent and new entrants, with a standard/party/group telephone lines access. Direct telephone line access provided by an alternative operator can either be through proprietary infrastructure or full ULL (in the latter case, please consider the number of unbundled active lines, and not the total number of unbundled lines).

## 3. DIRECT ACCESS

Total number of subscribers with direct access, fully ULL connection or with a cable access owned by an alternative operator

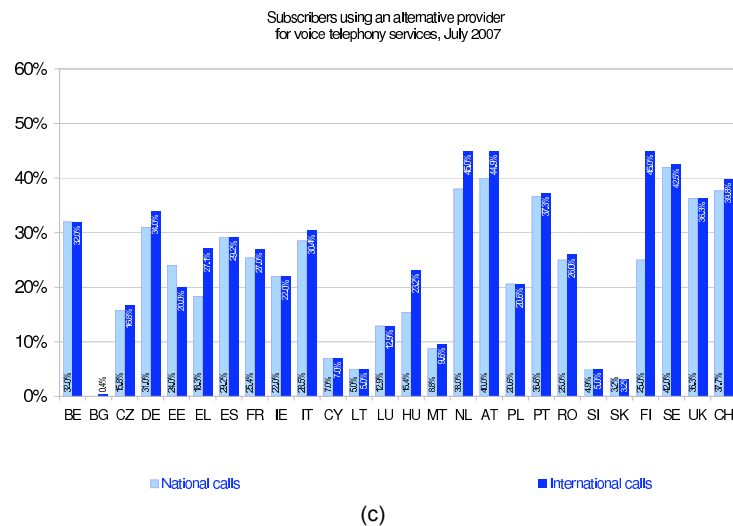
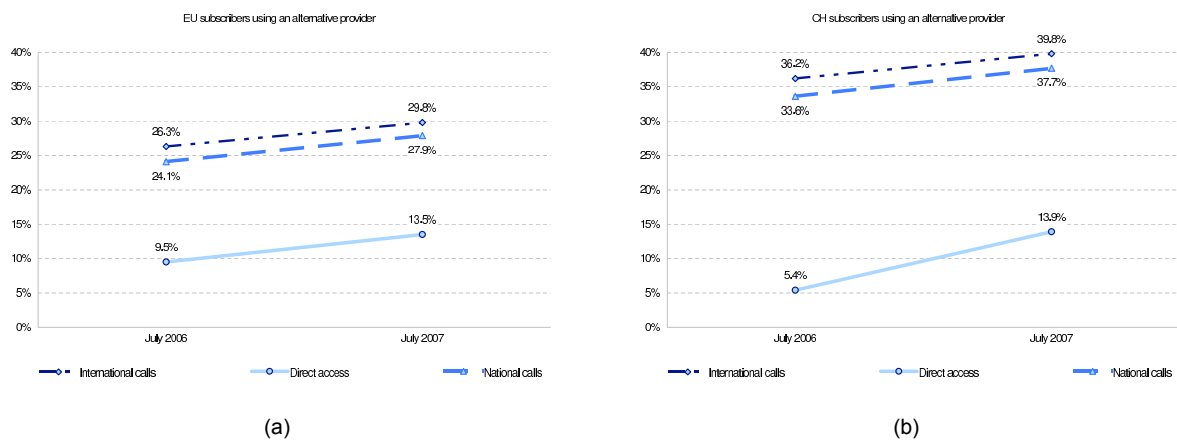
The following charts illustrate the percentage of subscribers using an alternative provider for voice telephony services through carrier selection and/or carrier pre-selection and/or direct access. Where available, separate figures for national and international calls are given.

Figures for some countries are not comparable with 12th Implementation Report due to a change in the national data collection or to different data provided by NRAs.

As of July 2007, almost 30% of EU subscribers used an alternative provider to route international calls, almost 28% for national calls. At the same time, direct access from alternative providers was used by 13.5% of EU subscribers. Since last year, the percentage of subscribers using an alternative provider has significantly grown. The trend of the EU average should be considered as indicative, since not all data are available for all Member States.

One in three consumers is making use of the services of alternative providers for making national or international calls in Switzerland. The absolute values for Switzerland regarding international calls are higher than the European average (39.8% vs. 29.8%). In regard to national calls, Switzerland is also 10 points higher than the weighted European average. The picture is different for direct connections: 86.1% of connections are offered by the incumbent, at the same level as in Europe (the average stands at 86.5%). We note that during the period in question, Switzerland nearly closed the gap separating it from these neighbours.

Figure 40



Belgium: Data as of end 2006

Denmark: The data is not available in Danish statistics

Germany: Estimation for international calls

Greece: Data as of end 2006

Spain: Distinction of subscribers among different type of calls cannot be given, the number provided in each case is for the sum of national and international calls

France: Only full unbundled lines are accounted in the alternative operators' direct access. VLB subscribers (8.6 millions Estimate) are not taken into account neither in the numerator or in the denominator but in the case of full unbundling 83 millions of direct access lines including cable, full unbundling and naked ADSL

Ireland: Subscriber data is not available. This figure is based on the number of indirect access paths as a percentage of total direct and indirect access paths in the market. No distinction between call types

Italy: Figures are not homogeneous with previous year. Direct access including Full ULL, shared access, VULL, FTTH

Cyprus: Estimated figure to be 5% to 7% (for both national and international calls)

Lithuania: Until the year 2007 subscribers of fixed telephony were counted according to the number of contracts (one subscriber could have several lines), now subscribers of fixed telephony according to the number of access lines (own or rented)

Malta: Maltese NRA is still missing part of this data from the incumbent

Netherlands: Data as of end march 2007, approximation, based on 90-95% of market volume

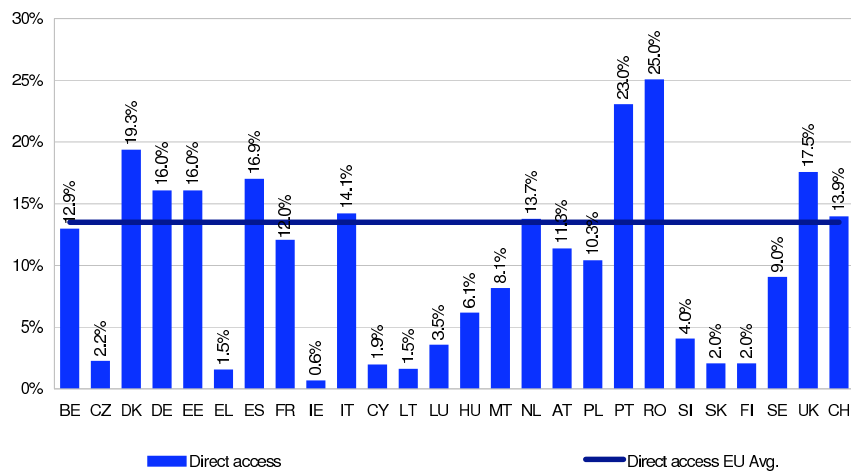
Austria: Data is for Q1/2007

United Kingdom: 2007 data not yet available - end 2006 figures are shown. Direct access Cable plus OLO (including full LLU); excludes WLR

Source for Switzerland: OFCOM Switzerland calculations. Data refer to December 2005 and 2006

Figure 41

Subscribers using an alternative provider for direct access, July 2007  
EU average: 13.5%



Direct access is the total number of subscribers with direct access, fully LLU connection or with a cable access owned by an alternative operator

Belgium: Data as of end 2006

Denmark: The indicate figure comprises only direct access via PSTN or ISDN and thus excludes direct access to fixed network telephony via Cable or WIMAX. Please note that direct access through alternative operators presently owned by TDC is included in the reported figures

France: Full unbundled lines are not taken into account in the direct access figures of alternative operators. VoB (almost 8.6 millions) are not taken into account either in the numerator (they are no requested) and in the denominator except in the case of full unbundling. Total (3 millions lines) cable + full unbundling and naked ADSL

Italy: Data non in homogeneous terms with previous year. Direct access including Full ULL, shared access, VULL, FTTH

Cyprus: Approximation 1.9%, based on 90-95% of market volume

Malta: We are still missing part of this data from the incumbent. It is expected that data for 2007 will be available soon and will be sent as soon as received

Netherlands: Data as of 31-3-2007, approximation, based on 90-95% of market volume

Austria: 2007: data for Q1/2007

Finland: National are local calls, long distance calls and call from fixed to mobile (estimated)

United Kingdom: 2007 data not yet available - end 2006 figures are shown. Direct access Cable plus OLO (inc full LLU); excludes WLR

Source for Switzerland: OFCOM Switzerland calculations. Data refer to December 2005 and 2006

### 2.3.2 Facilities used by new entrants for the provision of voice telephony

This section provides information on the facilities used by new entrants to offer voice telephony, particularly to residential users.

Data have been provided by the national regulatory authorities and refer to July 2007.

Alternative operators can route users to their network either through a carrier selection system (CS), whereby a user dials a prefix on a call-by-call basis, or by carrier pre-selection (CPS), where the user's calls are routed to the new entrants' network on an automatic basis. New entrants can also provide voice services via direct access to users (through proprietary wire/wireless access or through unbundled local loops leased from the incumbent).

These facilities are not mutually exclusive and very often the same operator uses all three at the same time depending on the type of customers (business or residential), the type of services (national or international calls), the geographical area, the availability of LLU, etc. The following figures should therefore be read separately and not aggregated as country totals.

The following four charts show the number of operators using full local loop unbundling, shared access and proprietary infrastructure by Member State for July 2007. The charts also present an estimate of the number of operators using these facilities as a percentage of the number of active alternative operators (excluding the incumbent). The figures do not show to what extent the operators are offering services to residential and/or business users; nation-wide or only in local areas; in some cases it is not possible to discern whether operators offer all types of calls or only long-distance and international calls.

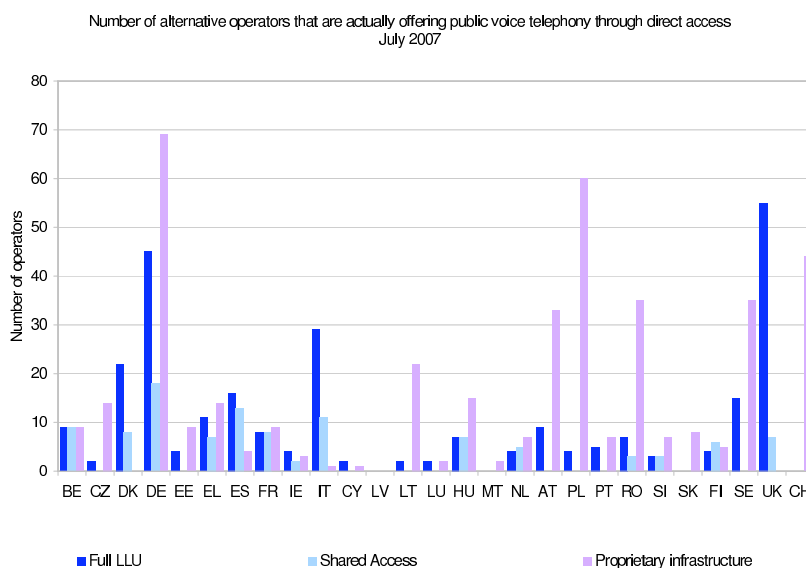
As of 1 July 2007, 21.15% of EU alternative operators offered the voice telephone service through full unbundled local loop, 8.41% through shared access and 29.40% through proprietary infrastructure.

In April 2007, unbundling of the local loop became a reality in Swiss law, whereas this instrument was already in effect in the Union countries at the beginning of 2001. It is from this perspective that the differences between Switzerland and the European Union countries should be interpreted. We should also mention that shared access to the subscriber connection is not regulated in Switzerland.

In July 2007, no operator was yet offering services on unbundled connections. It was only in the second half of 2007 that the first offerings appeared. We estimate that about ten operators have unbundled connections as of the beginning of 2008.

As far as the operators with their own access infrastructure are concerned (Figures 42 and 45), we observe that Switzerland has 44, corresponding to 61.1% of the alternative providers offering public telephony services on the fixed network. In terms of absolute numbers, Switzerland is very well positioned, since it is in third place. However, this level of excellence is tempered by the fact that the majority of operators actually have a very low proportion of direct connections; the latter are mainly targeted at business customers. Today, only the cable operators offer a genuine alternative access to individuals. Although access via optical fibre is growing, the fact that marketing of this option is not very common on Swiss territory (only in specific geographical areas for the public at large) implies that for the time being it represents a tiny proportion of alternative connections.

**Figure 42**



Belgium: LLU figure refers to the number of agreements

Bulgaria: Not available

Denmark: Number of agreements between the incumbent and alternative operators. Information about whether these operators are actually offering public voice telephony through the LLU's and shared access lines, is not available

France: In case of public service delegations, only the operators chosen by local administration have been accounted

Italy: Number of agreements signed with the incumbents - Source: Incumbent's data

Netherlands: Data for full LLU and shared access as of end March 2007. Proprietary access includes Regional cable operators, many using VoB. Dozens of very small local FTTH initiatives offer telephony services, but specific data on this is not available

Austria: Estimation

Poland: November 2007: Number of LLU agreements with incumbent: 9 (two operators are actually offering public voice telephony through LLU)

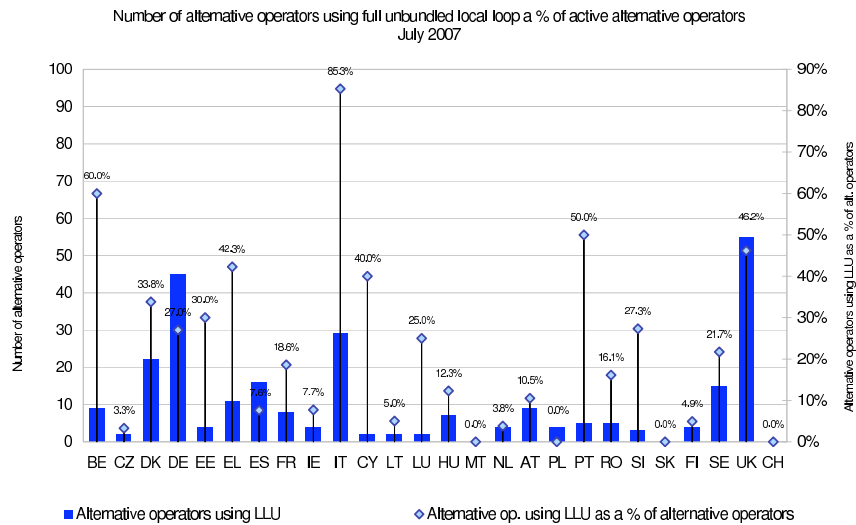
Finland: Includes major incumbent operators offering services outside their own SMP area

United Kingdom: for LLU Number of agreements with the incumbent - actual number will be smaller; mid 2007 data not yet available. For shared access: 2007 data not yet available - end 2006 figures are shown. For proprietary infrastructure, data is not available

Source for Switzerland: OFCOM Switzerland



Figure 43



Belgium: LLU refers to the number of agreements

Bulgaria: Not available

Denmark: Number of agreements between the incumbent and alternative operators. Information about whether these operators are active or non-active is not available

France: In case of public service delegations, only the operators chosen by local administration have been accounted

Italy: Number of agreements signed with the Incumbent- Source: Incumbent

Lithuania: Number of agreements between the incumbent and alternative operators, there is no information whether they are used for fixed telephony or not

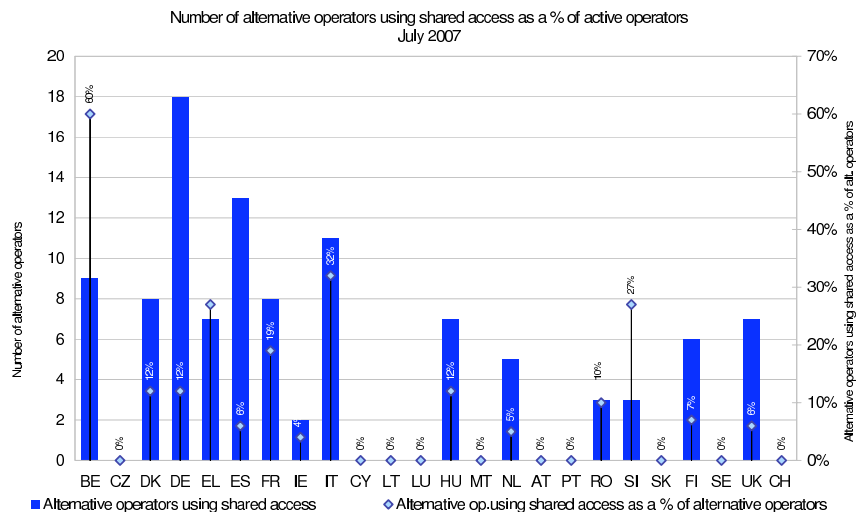
Netherlands: Data for full LLU as of end March 2007

Poland: November 2007: Number of LLU agreements with TP S.A.: 9 (two operators are actually offering public voice telephony through LLU)

United Kingdom: For LLU Number of agreements with BT - actual number will be smaller; mid 2007 data not yet available

Source for Switzerland: OFCOM Switzerland calculations

Figure 44



Belgium: LLU refers to the number of agreements

Bulgaria: Not available

Denmark: Number of agreements between the incumbent and alternative operators. Information about whether these operators are active or non-active is not available

Estonia: No shared access users

France: In case of public service delegations, only the operators chosen by local administration have been accounted

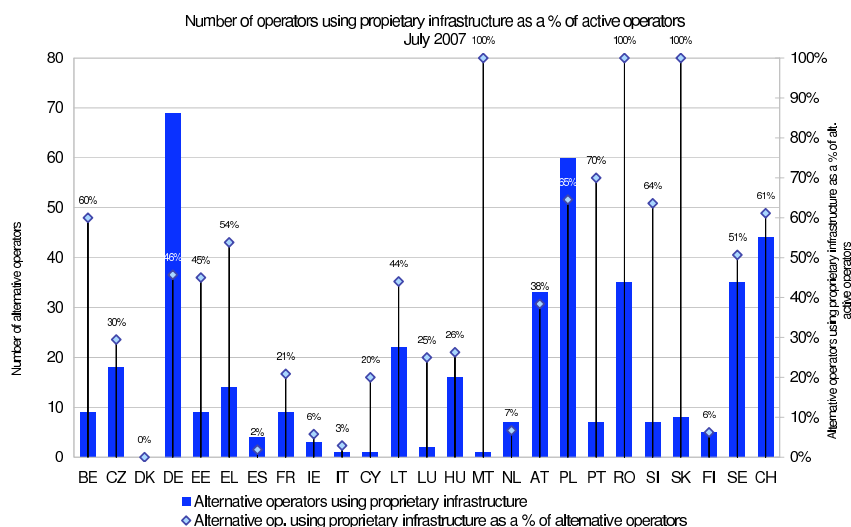
Italy: Number of agreements signed with the Incumbent- Source: Incumbent

Netherlands: Data for full LLU and shared access as of 31-3-2007. Proprietary access includes Regional cable operators, many using VoB. Dozens of very small local FTTH initiatives offer telephony

United Kingdom: For shared access: 2007 data not yet available - end 2006 figures are shown

Source for Switzerland: OFCOM Switzerland. No shared access

Figure 45



Belgium: LLU refers to the number of agreements

Bulgaria: Not available

Denmark: Number of agreements between the incumbent and alternative operators

France: In case of public service delegations, only the operators chosen by local administration have been accounted

Italy: Number of agreements signed with Telecom Italia - Source: Telecom Italia

Lithuania: Proprietary infrastructure includes cable TV operators that provide fixed telephony

Netherlands: Data for full LLU and shared access as of 31-3-2007. Proprietary access includes Regional cable operators, many using VoB. Dozens of very small local FTTH initiatives offer telephony

United Kingdom: Data not available

Source for Switzerland: OFCOM Switzerland calculations

## 2.4 Fixed number portability

Fixed number portability enables fixed subscribers to retain their number when they move from one operator to another.

Figures are provided by NRAs and refer to the number of transactions calculated up to 1st October each year, unless stated otherwise under each table.

Number portability is not yet in place in Romania and Bulgaria however it expected to start being implemented in 2008.

Only one country (Slovakia) has started to implement fixed number portability in 2007.

Fixed number portability has continued to play an important role in encouraging competition. As of October 2007, almost 19 million subscribers in 23 Member States have ported their number since the introduction of this possibility (5 million from October 2006 and October 2007). Apart from the countries that have introduced fixed number portability only during 2007 (Malta and Slovakia), there has been significant growth in the amount of fixed numbers ported in Greece, Spain, France, The Netherlands, Slovenia and Czech Republic.

Inter-operator prices for fixed number portability refer to the amount charged by the incumbent to the recipient operators for porting one telephone geographic number (excluding VAT). This price may vary depending on a number of factors. In some countries the price for a non - geographic number is different. Where available, information on price for non-geographic number portability is added in the footnote.

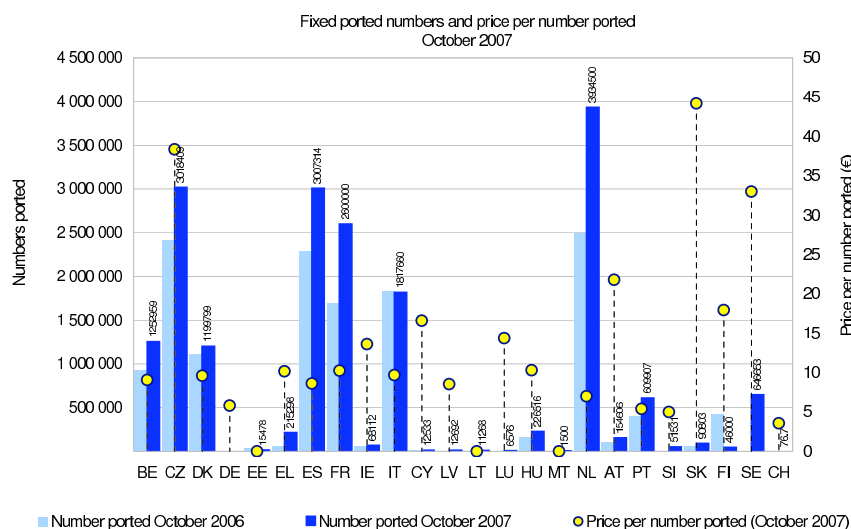
In Estonia, Lithuania and Malta, there is no charge for the porting of fixed numbers.

According to the data at our disposal for 22 Member States, the EU weighted average price as of October 2007 for a fixed number ported is Euro 9.69. Prices in the Czech Republic, Ireland, Austria and Finland are significantly higher than the EU average, while in 7 Member States (Belgium, Denmark, Germany,

Latvia, Italy, Slovenia and Sweden) prices are below Euro 10. The fixed number portability is free of charge in Lithuania and in Estonia. Since October 2006 a significant decrease in the price for number portability has occurred in Ireland (-48%), Portugal (-60%), Slovenia (-50%), and Sweden (-70%). No country had significant price increase.

The price in Switzerland (10.52 Euros) is nearly the same as the European average (9.69 Euros). Incumbent operators charge more for number portability in seven European countries. In three countries – Malta, Lithuania and Estonia – the operator does not make a charge.

Figure 46



Data is not available for UK, Poland and Italy (2007)  
 Number portability is not yet available in Bulgaria and Romania  
 Estonia, Malta, Lithuania: Numbers are ported free of charge  
 France: Data for 2006 fixed ported numbers has changed due to new methodology  
 Luxembourg: The data as from August 2006  
 Malta: Started first quarter 2007  
 Netherlands: Since December 2006 OPTA has exact numbers, differing from estimates in previous years  
 Slovakia: From January to October 2007. Price only charged for Complex order (ISDN, DDI) - Price for DDI only  
 Source for Switzerland: OFCOM Switzerland. Data refer to December 2005 and 2006

## 2.5 Public voice telephony tariffs

This section examines the charging system, the line rental charges and the main tariffs for public fixed voice telephony charged by the incumbent operators in each Member State in September 2007. The price trend over the past 10 years is also analyzed.

The incumbent operators are: Belgacom for Belgium, BTC for Bulgaria, Telefonica O2 for Czech Republic, TDC for Denmark, Deutsche Telekom for Germany, Elion for Estonia, OTE for Greece, Telefonica for Spain, France Telecom for France, Eircom for Ireland, Telecom Italia for Italy, CYTA for Cyprus, Lattelekom for Latvia, TEO for Lithuania, P&T Luxembourg for Luxembourg, Magyar Telekom for Hungary, Maltacom for Malta, KPN for the Netherlands, Austria Telekom for Austria, Polish Telecom for Poland, Portugal Telecom for Portugal, RomTelecom for Romania, Telekom Slovenije for Slovenia, Slovak Telekom for Slovakia, TeliaSonera for Finland, TeliaSonera for Sweden, and British Telecom for the United Kingdom. In Switzerland, the incumbent telecommunications operator is Swisscom.

The incumbent operators still retain a large market share, but new entrants are increasingly gaining market share by offering cheaper prices for certain types of calls (usually long-distance (national) or international) or destination and/or using cheaper technologies (IP). The prices charged by incumbents do not necessarily, therefore, represent the lowest prices available. A comparison between the rates

charged by incumbents and alternative operators for a sample of countries is also shown.

The figures and information are taken from a study carried out for the Commission by Teligen, Harris Interactive UK Ltd. The data are collected from primary sources (i.e. directly from the incumbent operators).

NRAs were given the possibility to check these data before finalizing this report. All NRAs, with the exception of Italy and Hungary, provided comments and approved these data.

Different sets of charges for fixed national voice telephony services are shown in the following sections:

- the minimum costs for different types of calls (local, national, international calls and calls towards mobile networks), depending on the charging system adopted;
- the monthly rental charged by incumbent operators;
- the charges for a composite basket of calls (local, national, international fixed calls and calls to mobile), that gives an estimate of the average monthly spending by a typical "European business/residential user" for the whole range of calls;
- the charges for a basket of national calls, that gives an estimate of the average monthly spending by a typical "European business/residential user" for fixed national calls;
- the basket of international calls for each country that indicates the average price of a single call from the originating country to OECD destinations. In addition, the price of individual calls to specific destinations is also shown;
- the price of some individual calls (3- and 10-minute local, national and international calls) at peak time, inclusive of any initial charge. For those countries where unit-based charging is used, the price of a whole unit is calculated.

For the various types of calls, a benchmark based on a comparison with US and Japan is also included. For the USA, the prices for national calls are those charged by Verizon (in New York City) and the prices for international calls are those charged by AT&T. For Japan, the national call prices are those charged by NTT and the international call prices are those charged by KDD.

The EU average tariffs shown in the charts are weighted average (by population of the Member States).

### 2.5.1 Charging system

The billing system for public voice telephony services usually comprises two components: an initial charge applied at the beginning of a call and a charge for the remainder of the call (that may not depend on the type of initial charge used).

#### Initial charges

There are different types of charges applied at the beginning of a call, either alone or in combination. The charging method used for the remainder of the call may not depend on the type of initial charge used. The types of charges are:

- Call set-up charge rose at the start of the call (when the call is answered). This charge does not offer any call time. Per second or per unit charges apply from the beginning of the call;
- Initial charge that is used in the same way as call set-up, but in addition includes a certain number of seconds call time before normal time-based charging starts;

- Unit charge in effect works the same way as the initial charge: A full unit is charged at the beginning of the call, providing a certain number of seconds call time until the next unit is charged. Depending on the principle used by the operator (synchronous / asynchronous) the numbers of seconds call time in the first unit may be less than the specified unit duration;
- Minimum charging is normally used with per second billing, to ensure the operator obtains minimum revenue per call. If the call duration is short, the actual call charge may be less than the minimum charge. In such cases the minimum charge will be applied.

In the calculation of the minimum charge for calls using per second billing it is assumed that the call is terminated as soon as it starts, making the minimum charge for the call equal to any call set-up or defined minimum call charge. If no such additional charges exist, the minimum charge will be zero.

### Charging system during the call

There are, in principle, 3 ways of charging calls. The fact that most operators tend to publish the duration charges on a per minute basis does not itself indicate which system is used. The 3 principles are:

- Real time charging (also known as "per second billing") allows the cost of the call to be calculated to the exact duration of the call (normally nearest second). A call set-up charge, initial charge or minimum charge may be applied to this structure, in addition to the duration charge;
- Unit based charging uses a fixed price unit. The duration of this unit will vary with the destination of the call and time of day. Call duration will always be raised to a multiple of whole units, so the user will nearly always pay for more time than is used. A call set-up charge may be applied to this structure, but is relatively rare;
- Fixed period charging uses a variable price, but fixed duration unit. The call is normally charged on a per minute basis, or per 6 seconds. The price for the period will vary with destination and time of day. The charged duration of the call will be raised to a multiple of whole periods. A call set-up charge or initial charge is often implemented in the form of a higher charge for the first minute or period. This initial charge may vary with destination and time of day.

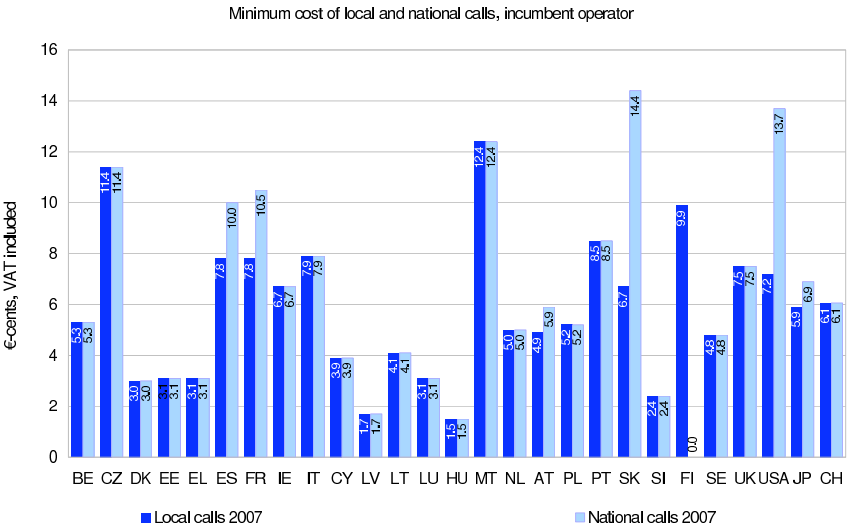
The real time charging method can be perceived to be the one fairest to the customer, as he/she will only pay for what is actually used. This does however not guarantee that this method will always give the lowest overall prices. What has happened in some countries is that when going from a unit-based system to real time charging the average per minute price have been kept the same. The cost per call has then often been seen to go up because an additional (and new) call set up charge has been added. Especially medium duration calls may suffer, depending on the price structure before and after the change.

But it is no doubt that the real time charging method is more convenient to the user, as it is easier to understand and relate to.

The added cost of call set up charges is by some operators offset by a duration allowance per call, making the first part of the call "free" once the call set up charge is levied. This provides a similar mechanism to the minimum charge used by some other operators.

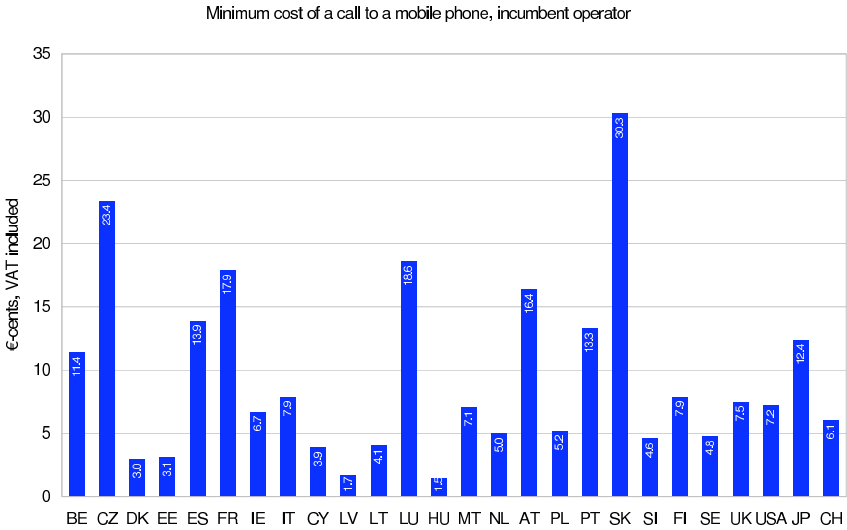
In Switzerland the historic operator applies a unit-based charging system (CHF 0.10 for x seconds) for all types of calls.

Figure 47



Sources for Switzerland: Telecom operators

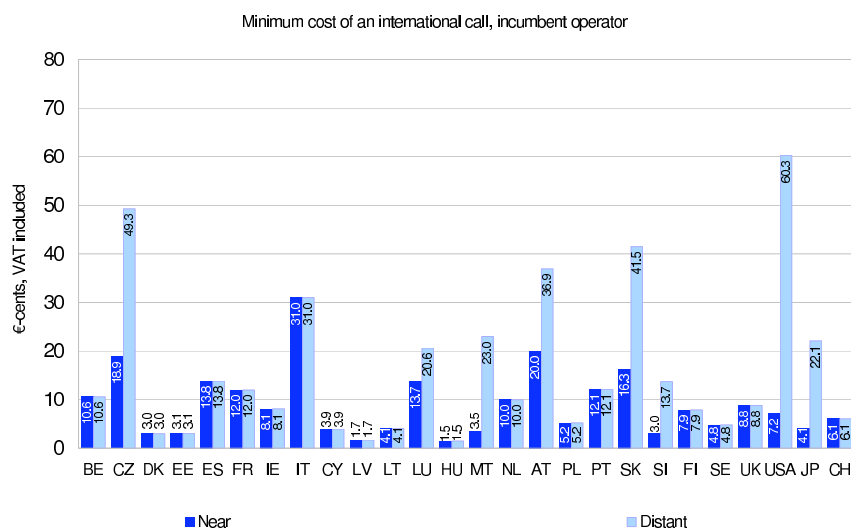
Figure 48



Initial charges for international calls will normally follow similar rules as for national calls. Where unit based charging is used the initial period duration covered by the first unit may change with the destination. In most countries prices are the same for business and residential customers.

Sources for Switzerland: Telecom operators

Figure 49



Sources for Switzerland: Telecom operators

## 2.5.2 Monthly rental charged by the incumbent operator

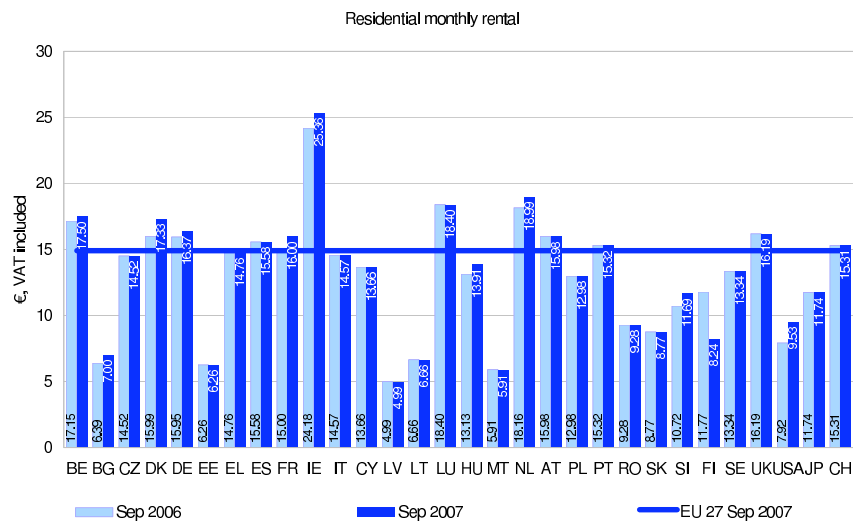
The following charts show the incumbent's monthly line rental charges for residential and business users in September 2007 and September 2006. In order to reflect the real charges actually paid by users, values are expressed in Euro, including VAT for residential users and excluding VAT for business users.

A number of countries have different rental charges for business and residential customers.

In some countries the monthly rental will depend on where in the country the line is connected. The charges shown are for the capital/most densely populated area.

In Switzerland, the monthly charge for an analogue connection (Economy Line) is CHF 25.25, including 7.6% VAT, which corresponds to 15.31 Euros. In 2007, the price charged in Switzerland exceeded the weighted European average by about 0.41 Euros. The monthly charge is higher than in Switzerland for 11 European countries.

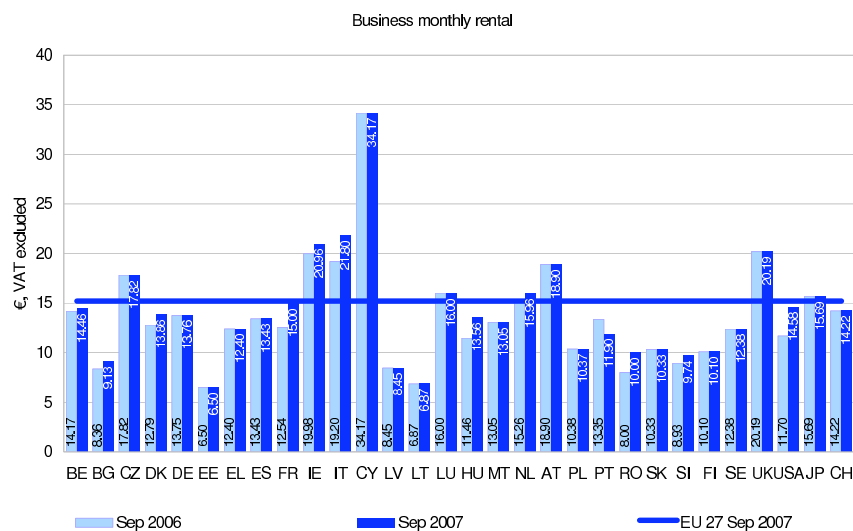
Figure 50



Sources for Switzerland: Telecom operators

With regard to the price of an analogue business line excluding VAT, Switzerland is well placed in the international comparison, with the price charged slightly below the weighted average of the 27 Union countries (14.22 Euros vs. 15.2 Euros).

Figure 51



Sources for Switzerland: Telecom operators

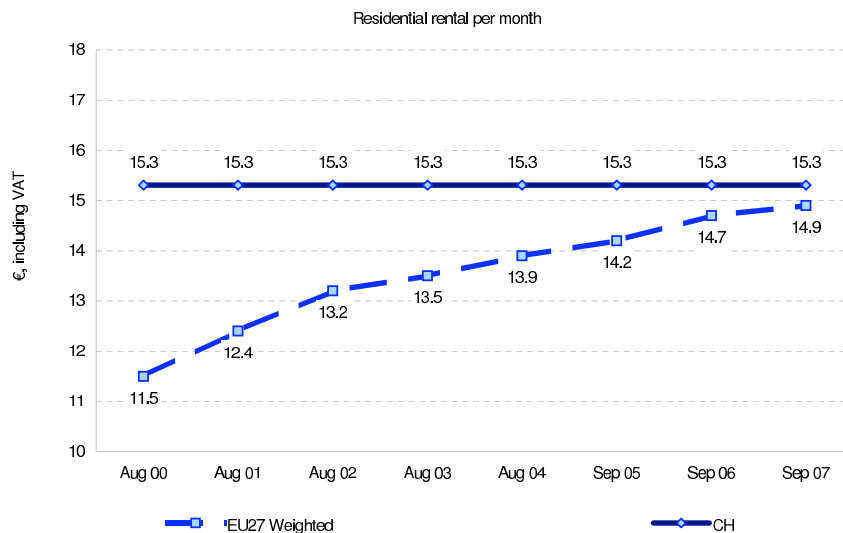
The following charts show the EU weighted average variation in nominal terms of the residential and business monthly line rental charge.

The same charts have been produced for Switzerland. Since the liberalisation of the telecommunications market, which generally took place in 1998, line prices have gradually increased in the European Union countries. This phenomenon is known as tariff readjustment. Its origin lies in the fact that lines were generally subsidized by revenue from calls. However, what was possible or even desirable in a monopoly is no longer the case in a market which is supposed to be competitive and it became imperative to adapt prices to reflect actual costs. In Switzerland, this kind of readjustment has not been observed;



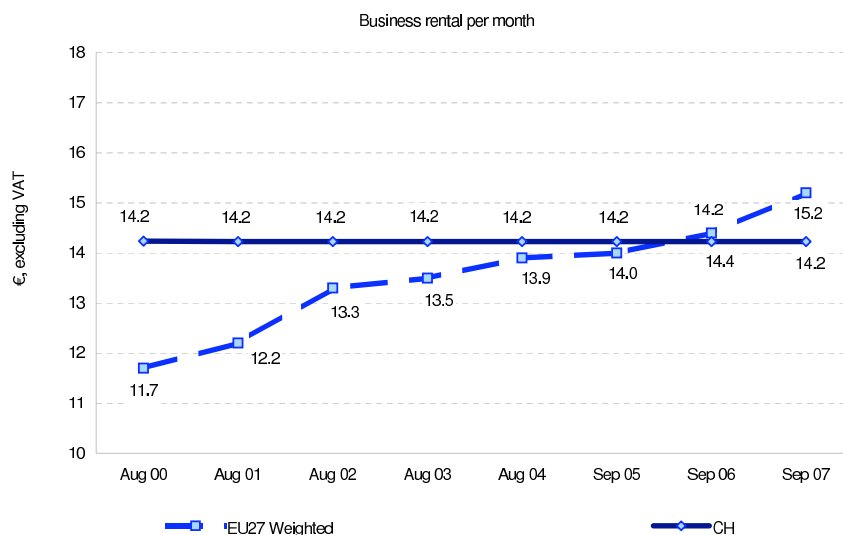
the only recorded changes were due to increases in VAT (increasing from 6.5% to 7.5% on 1 January 1999 and from 7.5% to 7.6% on 1 January 2001). VAT in Switzerland has remained at 7.6%. We note that the absence of increases in Switzerland has had the positive effect of closing the gap which separates Switzerland from her neighbours.

Figure 52



Sources for Switzerland: Telecom operators

Figure 53



Sources for Switzerland: Telecom operators

### 2.5.3 Average monthly expenditure (composite call basket)

The figures presented in this section are intended to provide an estimate of the average monthly expenditure of a "standard" European consumer (business and residential). The Basket Methodology for Telecommunications Cost Comparison has been devised by the OECD and accepted in most countries

as the most stable and neutral method of comparison.

The user is assumed to have a contract for the provision of voice telephony services with the incumbent operator and to use only this operator for all types of calls (local, national, international, calls to mobile). Since consumers are making increasing use of call-by-call carrier selection, in particular for specific highly discounted types of calls (i.e. international and national), the figures given below are purely indicative, and do not necessarily reflect the cheapest solution available.

The charts below show the average monthly expenditure for standard residential and business users as of September 2007, expressed in Euro, based on the standard tariffs charged by the incumbent operators (i.e. excluding any discount packages). This means that lower costs can be achieved if the user subscribes to one or more discounted packages.

The basket of calls used to estimate average monthly expenditure is the "2000 composite OECD basket" which includes fixed national calls, international calls and calls to mobile networks.

The OECD residential/business baskets are defined as follows (on an annual basis):

- The fixed (i.e. non-recurring) charges include the annual line rental charge plus the charge for the installation of a new line (depreciated over 5 years). Fixed charges for residential users include VAT, while for business users VAT is excluded.
- The usage charge for residential users refers to a basket of 1.200 national calls to fixed lines, plus 120 calls (with an average duration of 2 minutes) to mobile networks (representing 10% of the number of calls to fixed lines), plus 72 international calls (representing 6% of the number of calls to fixed lines). The usage charges for national calls to fixed lines are calculated with a weighted distribution over 14 distances from 3 to 490 km, at representative times of day (4 calls during the week and 2 during the weekend). The call duration varies from 2.5 to 7 minutes, depending on time and distance. The usage for residential users is weighted towards off-peak hours, and with typically long calls. Only 36% of the calls are within normal business hours; 74% are for distances below 10 km; 9% are for distances above 100 km.
- The usage charge for business users refers to a basket of 3 600 national calls to fixed lines plus 360 calls (with an average call duration of 2 minutes) to mobile networks, plus 216 international calls. The usage charges for national calls to fixed lines are calculated with a weighted distribution over 14 distances from 3 to 490 km, at representative times of day (4 calls during the week and 2 during the weekend), and with a call duration of 3.5 minutes regardless of time of day and distance. The usage for business users is weighted towards business hours, and with typically short calls. Over 86% of the calls are within normal business hours; 64% are for distances below 10km; 12.5% are for distances above 100 km.

A full description of the methodology can be found at the end of this report.

There was a revision of the OECD baskets in February 2006.

Highlights of the new 2006 OECD baskets are:

- 5 new baskets for Low, Medium and High residential usage and business baskets for SOHO and SME usage;
- Fixed to Mobile calls now include calls to up to 4 national mobile networks, weighted by subscriber numbers;
- A range of tariff packages from the incumbent operator are now included, with automatic selection of the cheapest package for each basket;
- Traffic weights and volumes have been updated with recent information.

**Low usage residential basket:** The usage charge for low usage residential users refers to a basket of 600 calls, where 76% (456 calls) are to national fixed lines, 19% (114 calls) are to mobile networks, and 5% (30 calls) are to international destinations. The usage for residential users is weighted towards off-peak hours, and with typically long calls. 58% of the calls are within normal business hours; 76.5% are for distances below 10 km; 7% are for distances above 100 km.

**Medium usage residential basket:** The usage charge for low usage residential users refers to a basket of 1200 calls, where 75% (900 calls) are to national fixed lines, 23% (276 calls) are to mobile networks, and 2% (24 calls) are to international destinations. The usage for residential users is weighted towards off-peak hours, and with typically long calls. 55.5% of the calls are within normal business hours; 70% are for distances below 10 km; 11.5% are for distances above 100 km.

**High usage residential basket:** The usage charge for low usage residential users refers to a basket of 2400 calls, where 65% (1560 calls) are to national fixed lines, 31% (744 calls) are to mobile networks, and 4% (96 calls) are to international destinations. The usage for residential users is weighted towards off-peak hours, and with typically long calls. 60.5% of the calls are within normal business hours; 78% are for distances below 10 km; 7% are for distances above 100 km.

The usage charges for national calls to fixed lines for residential users are calculated with a weighted distribution over 14 distances from 3 to 490 km, at representative times of day (4 calls during the week and 2 during the weekend). The call duration varies from 3.7 to 7 minutes, depending on time and distance.

**SOHO business basket:** The usage charge for low usage residential users refers to a basket of 1800 calls, where 67% (1206 calls) are to national fixed lines, 29% (522 calls) are to mobile networks, and 4% (72 calls) are to international destinations. The usage for business users is weighted towards business hours, and with typically short calls. 79% of the calls are within normal business hours; 68.5% are for distances below 10 km; 12.5% are for distances above 100 km.

**SME business basket:** The usage charge for low usage residential users refers to a basket where 30 users each have 2800 calls, where 72% (2016 calls) are to national fixed lines, 20% (560 calls) are to mobile networks, and 8% (224 calls) are to international destinations. The usage for business users is weighted towards business hours, and with typically short calls. 81% of the calls are within normal business hours; 70.5% are for distances below 10 km; 11% are for distances above 100 km.

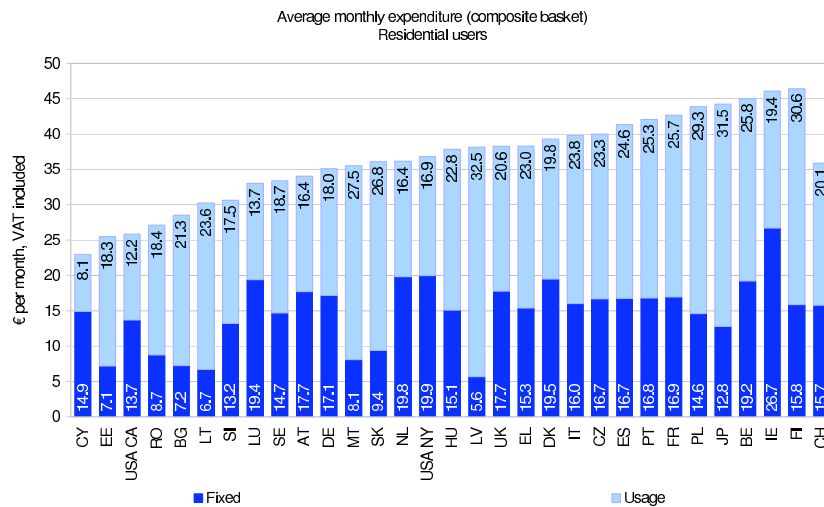
The usage charges for national calls to fixed lines are calculated with a weighted distribution over 14 distances from 3 to 490 km, at representative times of day (4 calls during the week and 2 during the weekend). The call duration varies from 1.9 to 3.1 minutes, depending on time and distance.

The different 2006 OECD baskets may select different tariff packages as the cheapest. The revision brought a new element into the baskets, namely the inclusion of more tariff packages for each country. This allows for a comparison of the "standard" package with the "cheapest" package.

### 2000 composite OECD basket

On the basis of the basket established by Teligen, Swiss residential users pay Euro 35.9 per month for a standard range of services. Figure 54 shows that Switzerland is positioned near the European average. In 16 European countries (out of 27) the cost of the basket is higher. We also note that Japan, a non-European country considered, is among the least attractive countries.

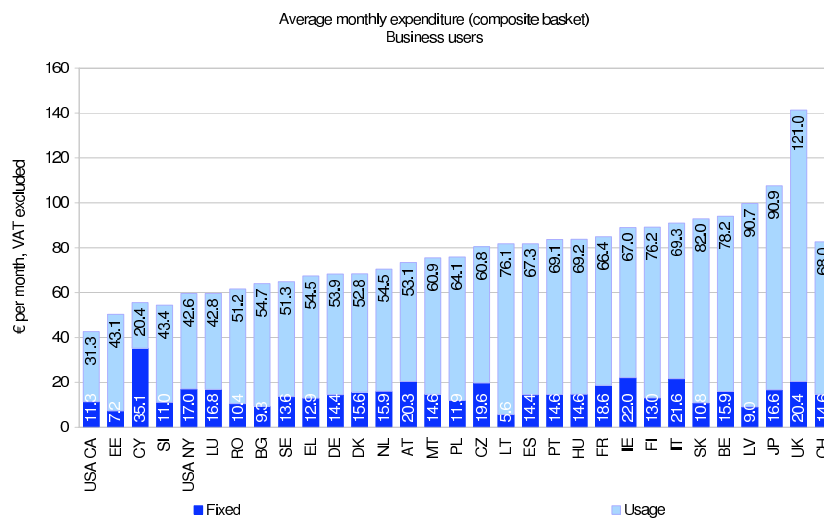
Figure 54



Source for Switzerland: Teligen T-Basket

The same exercise was carried out for businesses and the results are displayed in Figure 55. The cost of a standard basket of services in Switzerland is 82.6 Euros. The United Kingdom and Japan are at the bottom of the table. One very interesting fact is that the results for businesses have a greater spread than those for residential users. This would appear to indicate very diverse practices in the different countries in terms of product segmentation.

Figure 55



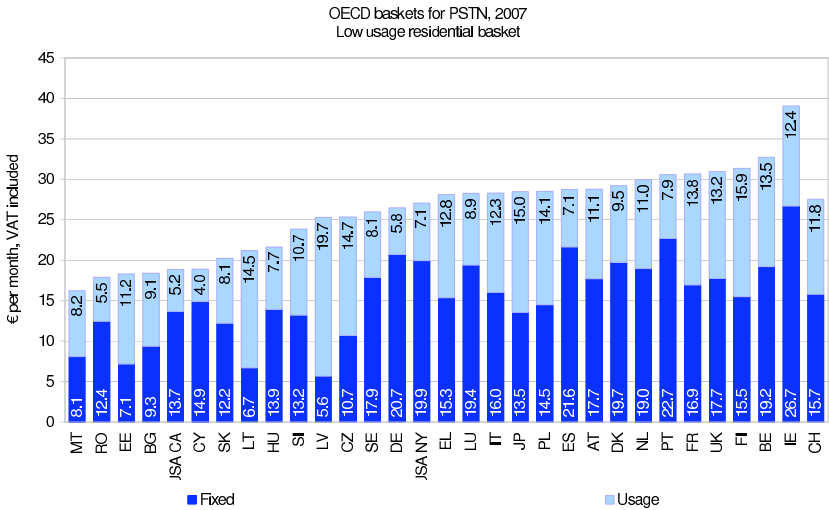
Source for Switzerland: Teligen T-Basket

## 2006 OECD baskets

In Switzerland, residential users pay 27.5 Euros for a low usage basket (Figure 56), while consumers in 14 other European countries pay a higher price. The cost of the medium usage residential basket (Figure 57) in Switzerland is among the highest in Europe (39.7 Euros). Moreover, the high charge of 69.2 Euros for the high usage basket (Figure 58) puts Switzerland in 10th place (out of 28) for the highest price. With a monthly charge of 43.2 Euros, excluding VAT, Switzerland is ranked 9th in terms of the most expensive

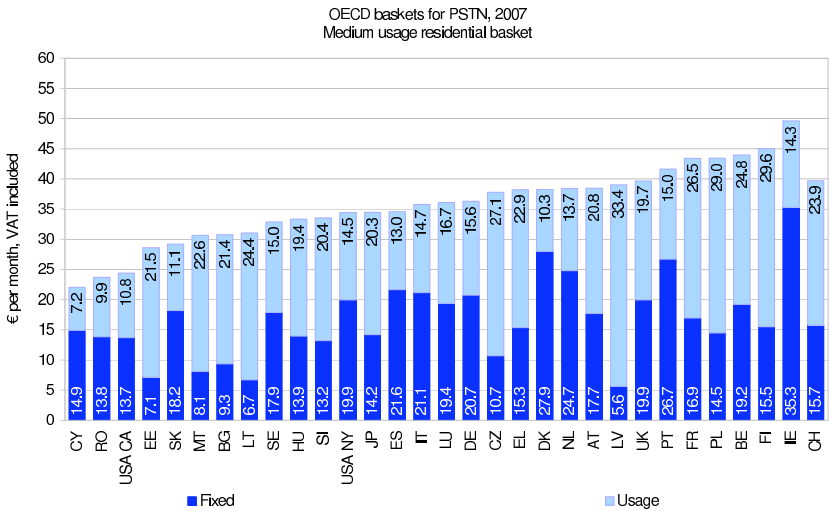
European SOHO business baskets (Figure 59). Swiss business users pay 1642.7 Euros, excluding VAT, for the SME basket (Figure 60) which ranks Switzerland 10th in Europe.

Figure 56



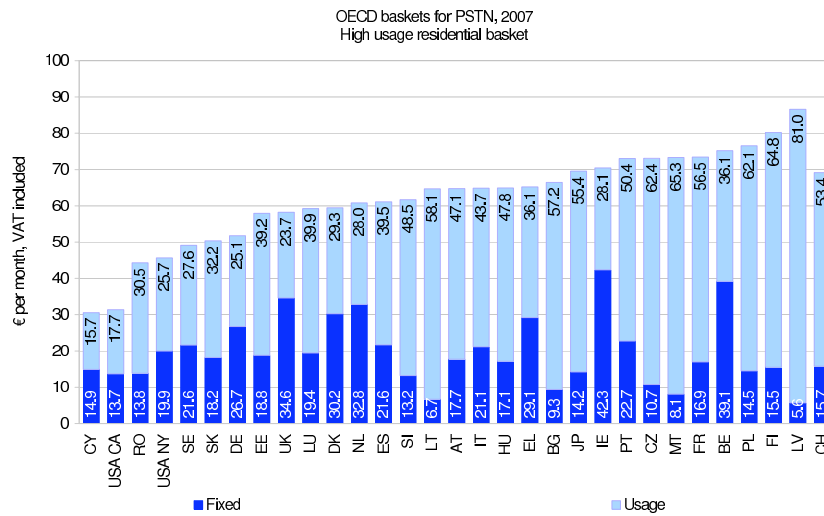
Source for Switzerland: Teligen T-Basket

Figure 57



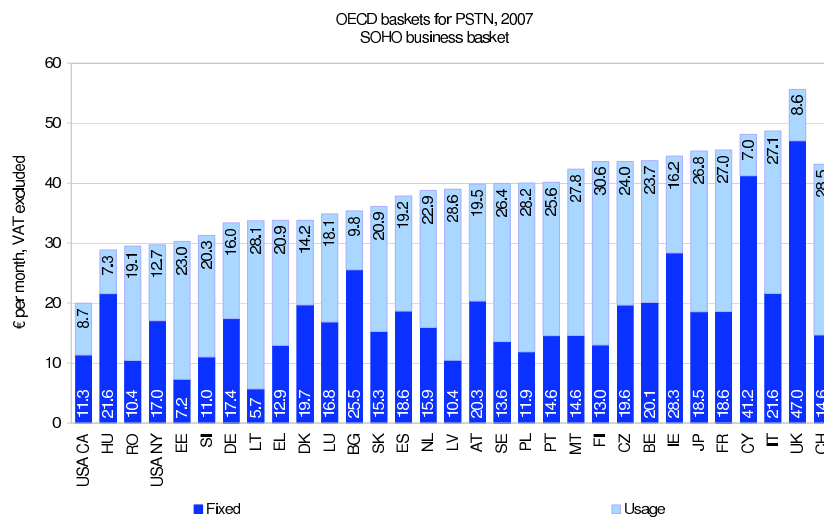
Source for Switzerland: Teligen T-Basket

Figure 58



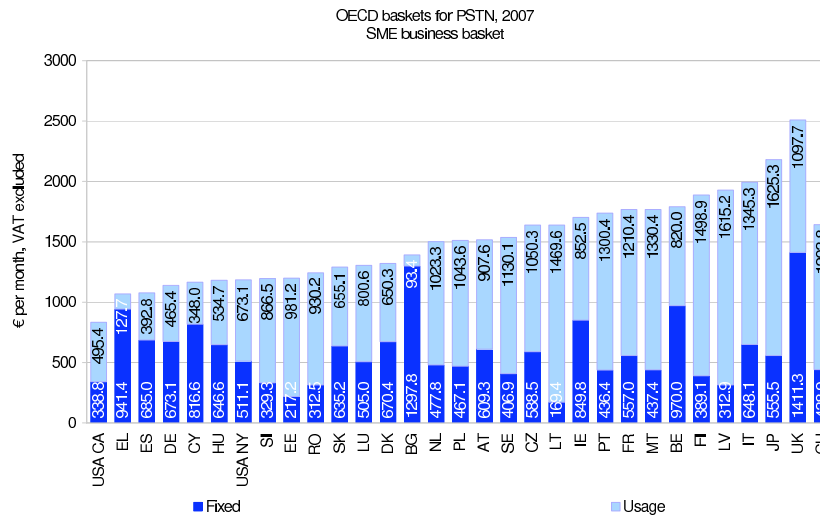
Source for Switzerland: Teligen T-Basket

Figure 59



Source for Switzerland: Teligen T-Basket

Figure 60



Source for Switzerland: Teligen T-Basket

### Comparison of the "standard" package with the "cheapest package"

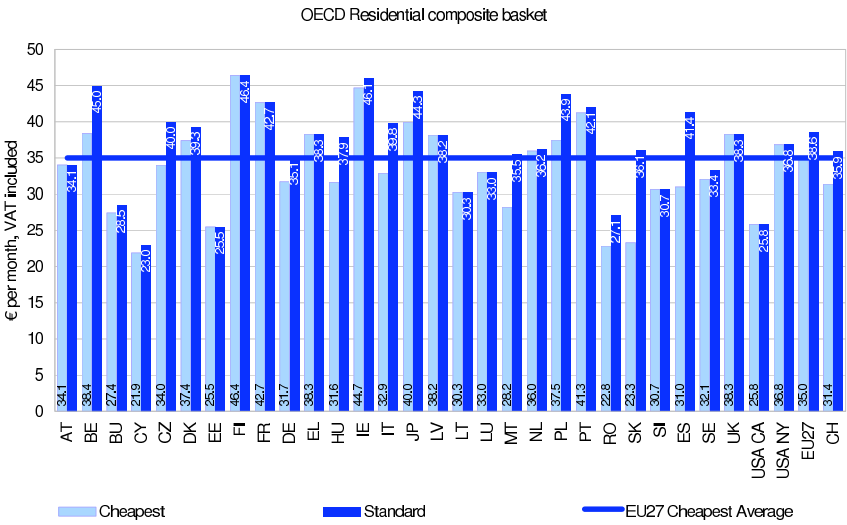
Total cost for "standard" package is compared with the equivalent cost for the "cheapest" package.

As some operators do not clearly publish a range of discount package options, only standard package is included in such cases.

In Switzerland there is only a moderate difference between the cheapest and the standard baskets, for both residential and business users. For residential users the "cheapest" basket costs 31.39 Euros while the "standard" basket costs 4.59 Euros more. For business users the cost is 70.85 Euros for the "cheapest" basket and the "standard" costs an additional 11.79 Euros. The biggest differences between "cheapest" and "standard" baskets were recorded in Slovakia, over 12 Euros for residential users, and in Belgium, over 39 Euros for business users.

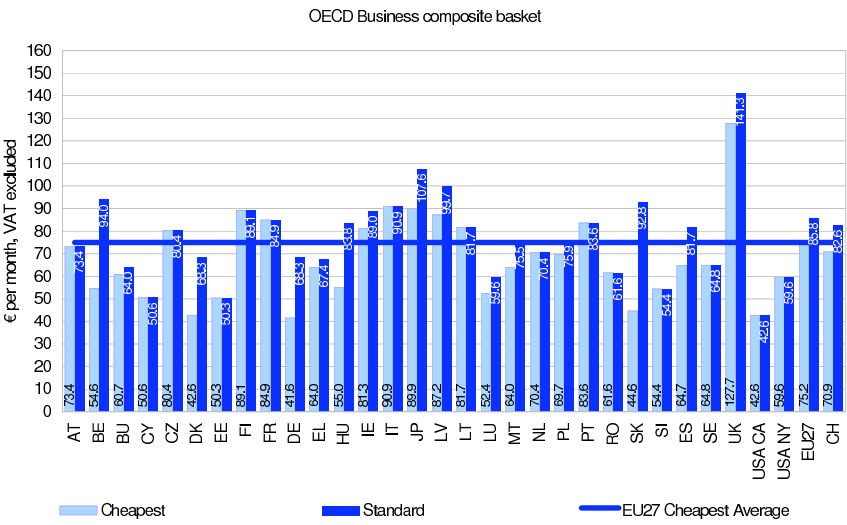
The "cheapest" residential basket in Switzerland is below the EU27 average (34.95 Euros). This is also true for the cheapest business package. The highest residential tariff packages were recorded in Finland, while Cyprus had the lowest. For the business composite basket, the UK and Japan are the most expensive, with Denmark and Germany the cheapest.

Figure 61



Source for Switzerland: Teligen T-Basket

Figure 62

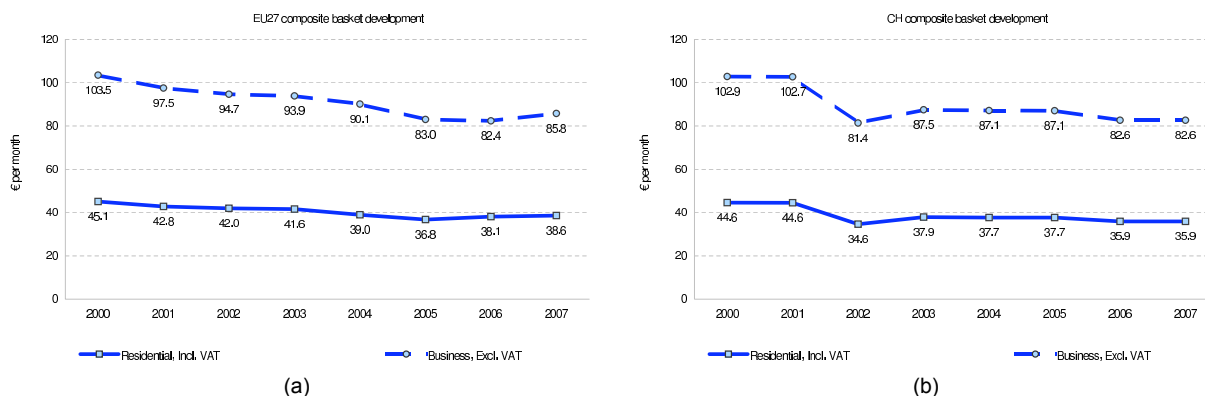


Source for Switzerland: Teligen T-Basket



### 2.5.4 Trend of the basket for fixed national calls (composite basket)

Figure 63



Source for Switzerland: Teligen T-Basket

### 2.5.5 Incumbent operator price for an average fixed international call (international call basket)

The basket of international calls for each country provides an estimate of the average cost of an international call.

For the basket comparison of international PSTN call charges, the OECD traffic weight basket methodology is used. The basket calculates an average charge for calls to all OECD destination countries.

The residential basket includes VAT. Call charges are weighted between peak and off-peak hours: 25% for peak hours and 75% for off-peak hours. The business basket excludes VAT. Call charges are weighted 75% for peak hours and 25% for off-peak hours. International call charges vary widely with the destination, and the basket results are based on a weighted average call charge. Traffic weighting is used, as defined by the OECD for the destination weighting, as per the revision in 2000. This method applies a weight to each destination based on the traffic volumes reported on that route (ITU statistics).

All tariffs are standard prices from incumbent operators, and both these operators and new entrants may offer lower prices.

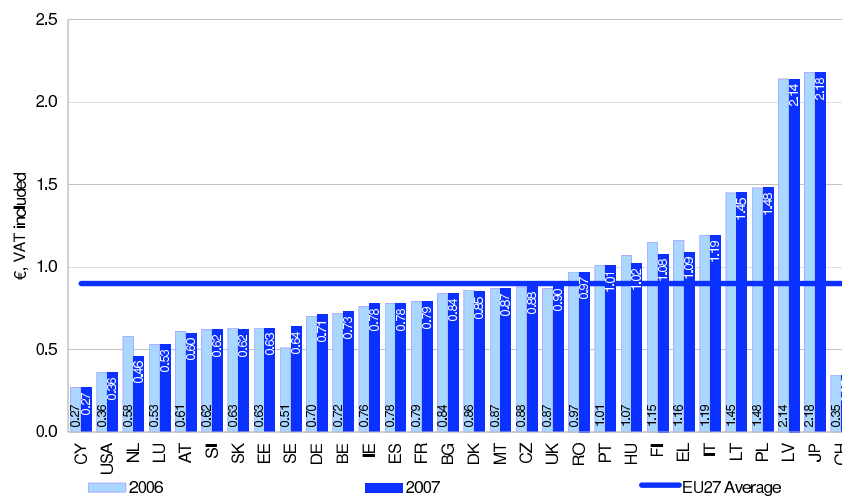
The EU average value is the average of the EU countries weighted according to the national population.

A full description of the methodology can be found at the end of this report.

In terms of the cost of international calls, Switzerland is in an exceptional position as only one country (Cyprus) has more attractive prices, either for residential users (Figure 64) or for businesses (Figure 65). Moreover, the prices charged are well below the weighted European average. For a country such as Switzerland, which is traditionally orientated towards exporting, this situation is encouraging. Japan, with prices which literally go through the roof, is at the other end of the league table.

Figure 64

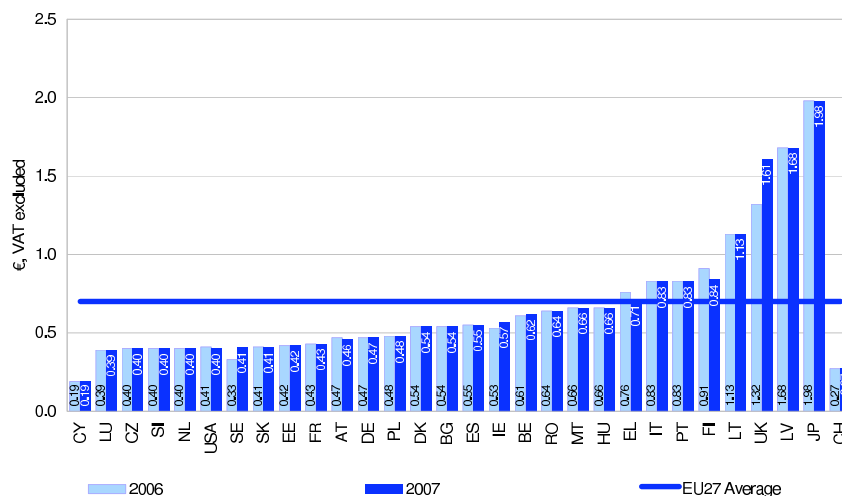
Average price for an international call, residential users



Source for Switzerland: Teligen T-Basket

Figure 65

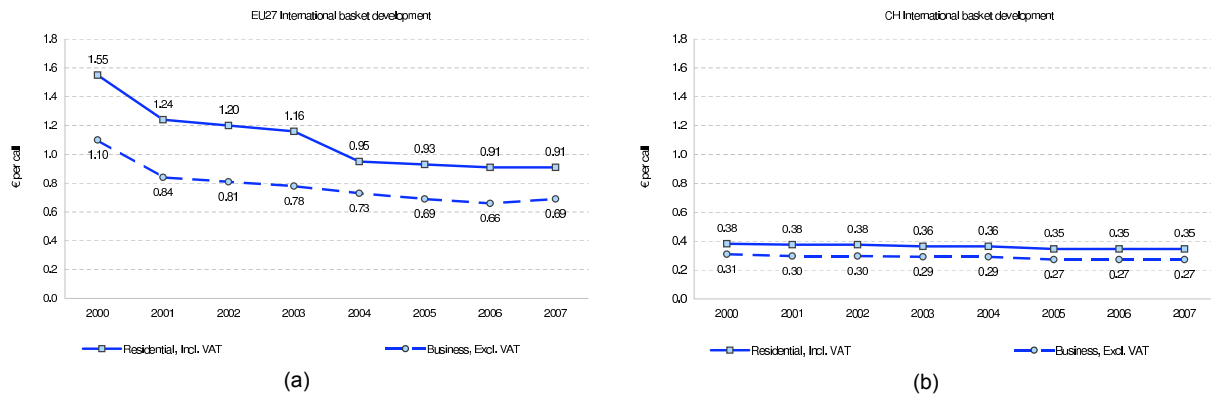
Average price for an international call, business users



Source for Switzerland: Teligen T-Basket

Figure 66 shows the price of an international call in the European Union countries and Switzerland between 2000 and 2007. In Switzerland, competitive pressure exerted by the new entrants had some very rapid and marked effects between 1998 and 2000; prices fell by almost 80%, regardless of the type of user (business or residential). Since then, the recorded fall has been negligible.

Figure 66



Source for Switzerland: Teligen T-Basket

## 2.5.6 Price of fixed national calls by the incumbent operator

### Prices charged by the incumbent operators for individual fixed national calls

This section shows the prices charged by the incumbent operators for individual fixed calls (the same call prices apply to business and residential users). For those countries where unit based charging is used, the cost of the amount of full units is calculated. Any call set-up charges, minimum charges and/or call specific duration allowances have been taken into account.

Prices refer to peak hours (weekdays 11:00 am) and are expressed in euro-cents including VAT. Except where otherwise specified, the figures refer to September 2007. Prices are indicated for three-minute and ten-minute calls over two distances: 3 km (equivalent to a local call) and 200 km (equivalent to a national call). In several countries the tariff changes at exactly one of these distances: in these cases, the rates for the lower distance band are used.

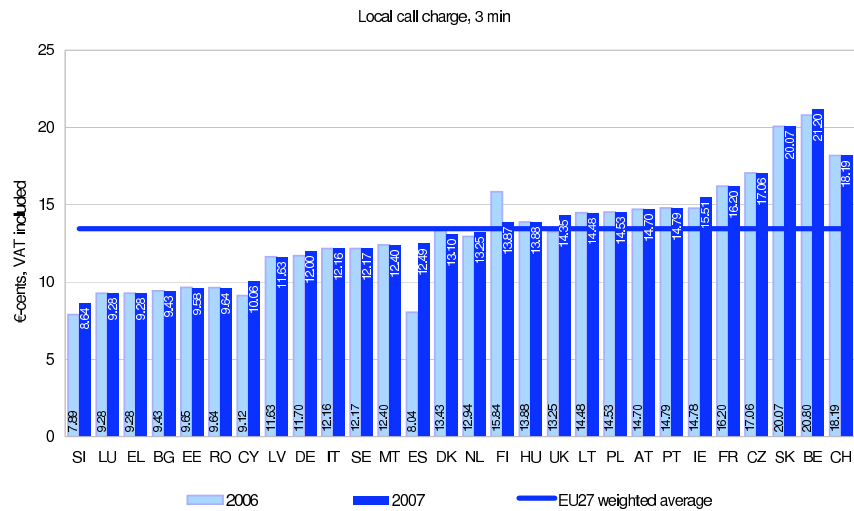
The price of a three-minute call is more affected by the magnitude of the call set-up charge than the price of a ten-minute call.

Where different tariff packages exist, the basic, residential package is selected. Otherwise the standard tariff is used. No discount packages are taken into account.

The EU average value is the average of the EU countries weighted according to the national population.

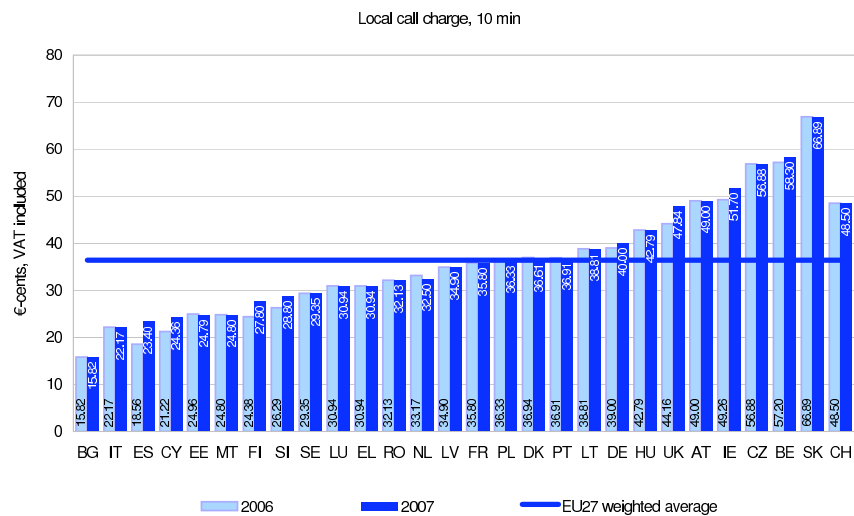
Regardless of call duration (3 or 10 minutes), the prices charged for local calls in Switzerland are clearly above the EU27 weighted average. For a 3-minute local call (Figure 67), prices are higher only Belgium and Slovakia. The situation is slightly different for a 10-minute call (Figure 68), with five countries applying higher tariffs. We note that Switzerland's poor showing is largely attributable to the introduction, in spring 2002, of a single national distance-independent rate. Following the introduction of this new method of charging, the price of local calls increased whilst that of national calls decreased. It should also be noted that, in the majority of the countries considered, prices remained stable between 2006 and 2007.

Figure 67



Source for Switzerland: Teligen T-Basket

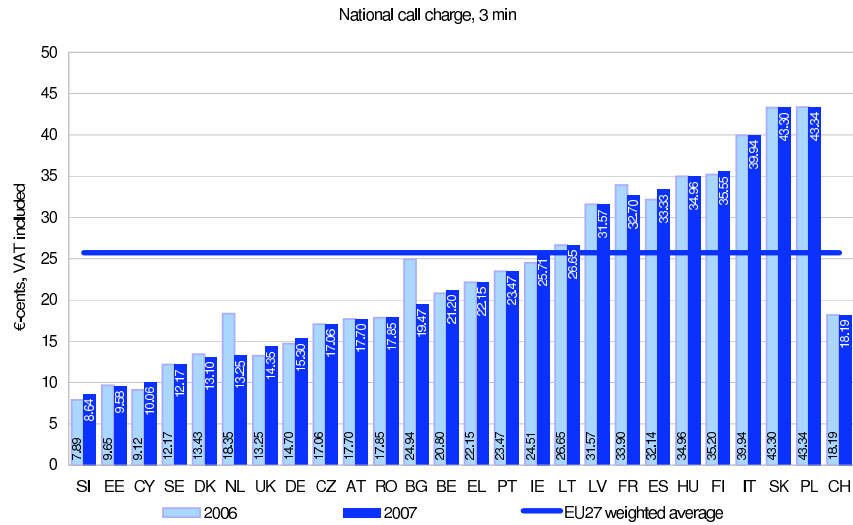
Figure 68



Source for Switzerland: Teligen T-Basket

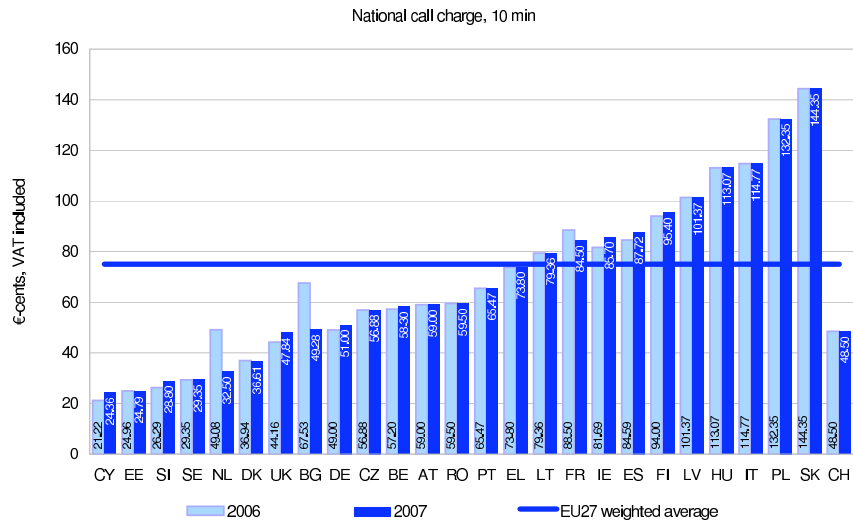
With regard to prices charged for national calls (Figures 69 and 70), Switzerland is well placed in the international comparison. Indeed, regardless of call duration, Swiss prices are clearly below the EU27 weighted average. In 2007, the lowest prices were in Slovenia, 8.64 euro-cents for a 3-minute call (18.19 euro-cents in Switzerland), and in Cyprus, 24.36 euro-cents for a 10-minute call (48.50 euro-cents in Switzerland). Poland had the highest charges for a 3-minute call (43.34 euro-cents), whereas Slovakia was the most expensive for a 10-minute call (144.35 euro-cents).

Figure 69



Source for Switzerland: Teligen T-Basket

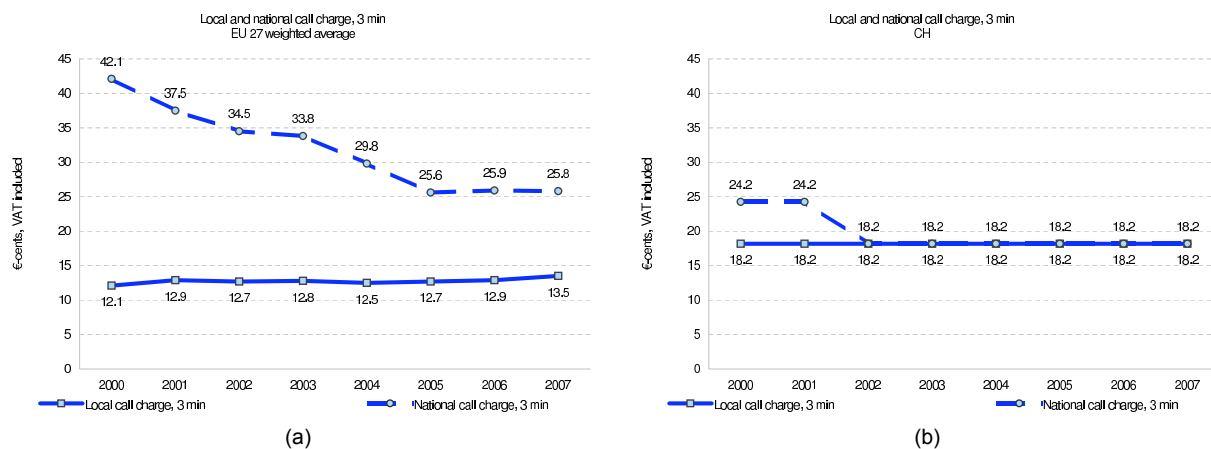
Figure 70



Source for Switzerland: Teligen T-Basket

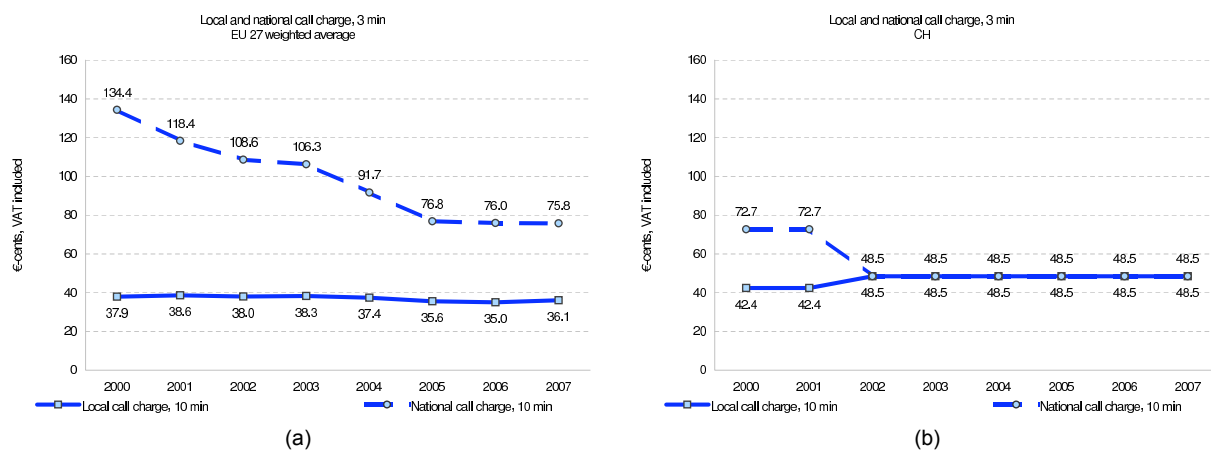
Figure 71 shows the evolution, from 2000 to 2007, of local and national prices for a 3-minute call in the European Union countries and in Switzerland. With regard to local call prices, it should be noted that they remained fairly stable for both 3-minute and 10-minute calls throughout the period in question. The prices of a national 3-minute call, on the other hand, fell in the geographical areas considered. Between 2005 and 2007, the changes were insignificant in Europe and non-existent in Switzerland, the market seeming to have stabilised itself. However, the evolution recorded for the Union is smoother because it takes several countries into account. This is also due to the fact that since 2002, Switzerland has had a single distance-independent price, and this explains why the two curves meet. One can draw similar conclusions from the analysis of the trend in prices for 10-minute calls shown in Figure 72.

Figure 71



Source for Switzerland: Teligen T-Basket

Figure 72



Source for Switzerland: Teligen T-Basket

## 2.5.7 Price of fixed national calls by alternative operators

This section compares the prices charged for public voice telephony services by the incumbent operators and by the largest competitor in each Member State. The tariff packages selected will impact on this comparison, although care has been taken to ensure reasonable comparability.

In Switzerland, the comparison was made with Swisscom's main competitor, Sunrise, though this does not automatically mean that it represents the cheapest alternatives available to consumers. The prices are those of October 2007 and correspond to the peak rates. If one compares the price of a 3-minute local or national call (Figures 73 and 75), Sunrise charged 20% less. The same comparison made for a 10-minute call (Figures 74 and 76) show Sunrise's prices 10% lower than Swisscom's. It should be noted that this narrowing of the difference is largely explained by the fact that the two operators do not apply the same charging systems. Swisscom applies a unit-based charging system (CHF 0.10 per x seconds) and Sunrise charges by the second; the results are therefore dependent on the choice of the exact number of minutes on which the comparison is based. In fact, if the number of minutes considered corresponds to

the precise moment at which the switch to the next additional unit occurs, Swisscom's prices are comparatively less attractive. We further note that since Switzerland now has only distance-independent prices, it is not necessary, unlike in other countries, to carry out an analysis which is differentiated according to the distance of the call (local or national).

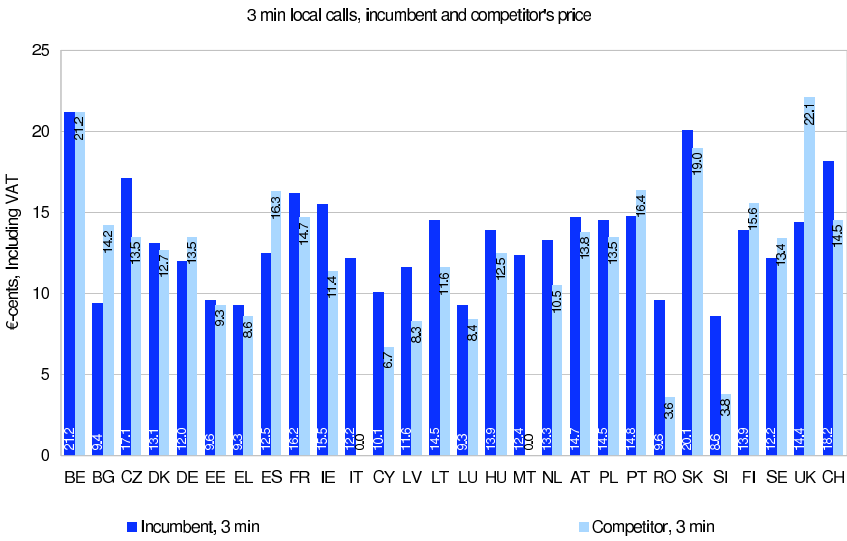
In this report the following second largest operators have been covered for the year 2007. In some cases there has been a change of "second operator" from last year, and these are marked with an \*.

Table 1

	Second largest	Competing service type
Belgium	Telenet	PSTN / IP
Bulgaria	Orbitel	IP
Czech Rep.	Radiokomunikace	PSTN / IP
Denmark	Tele2	PSTN
Germany	Arcor	PSTN
Estonia	Starman *	IP
Greece	Tellas *	PSTN
Spain	Ono	Cable
France	NeufCegetel	PSTN
Ireland	BT Ireland	PSTN
Italy	Wind	PSTN
Cyprus	CallSat	?
Latvia	Telecom Baltija *	PSTN / IP
Lithuania	Lietuvos Gelezinkeliai	PSTN
Luxembourg	Tele2	PSTN
Hungary	Tele2	PSTN
Malta	—	—
Netherlands	Pretium *	PSTN
Austria	Tele2UTA	PSTN
Poland	Tele2 *	PSTN
Portugal	Novis *	PSTN
Romania	RCS&RDS	PSTN
Slovakia	GTS Nextra	PSTN / IP
Slovenia	T-2 *	IP
Finland	Elisa	PSTN
Sweden	Tele2	PSTN
UK	Virgin Media *	PSTN / IP
CH	Sunrise	PSTN

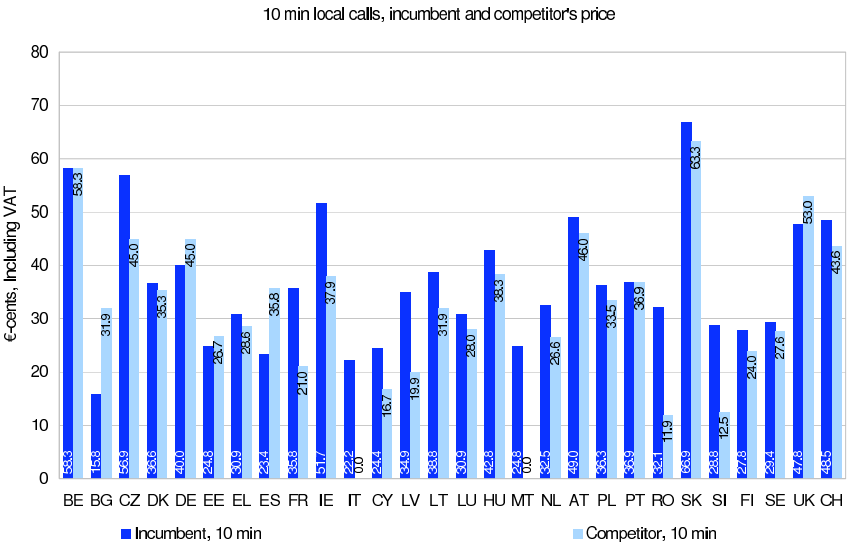
Looking at Figures 73 to 76, there are two more interesting general trends to be observed. The first is that there are still substantial differences in price between the historic operator and its main competitor, which means that competition has not yet resulted in completely homogenised prices. The second lies in the fact that in certain countries, the alternative operator charges a higher price than the historic operator. The reality is therefore always more complicated than one might first imagine.

Figure 73



Sources for Switzerland: Telecom operators

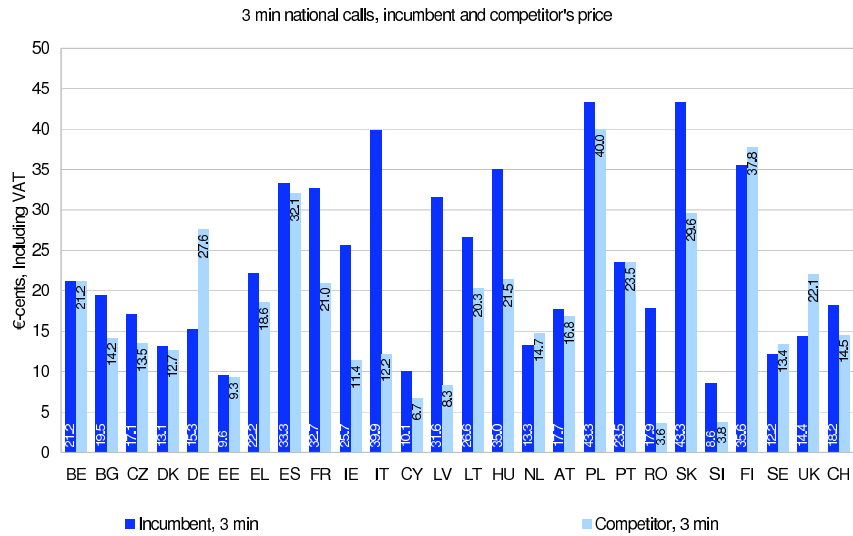
Figure 74



Sources for Switzerland: Telecom operators

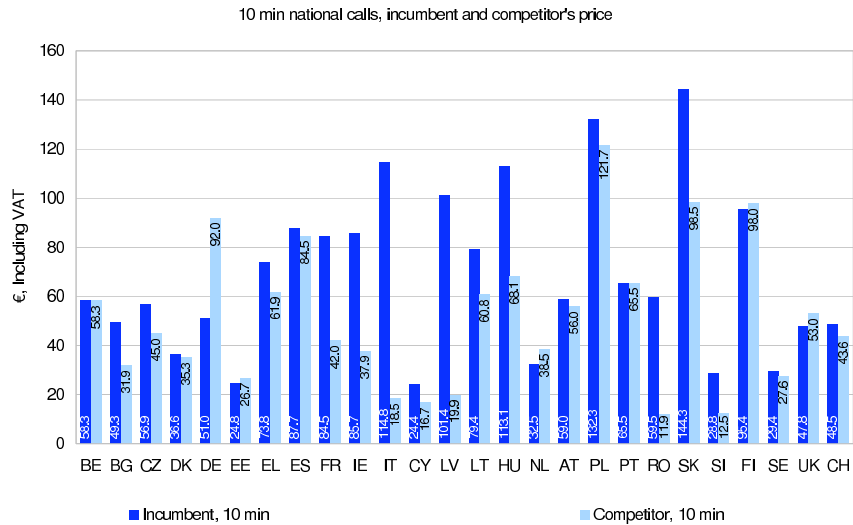


Figure 75



Sources for Switzerland: Telecom operators

Figure 76



Sources for Switzerland: Telecom operators

2.5.8 Incumbent operator price of calls to EU, Japan, USA

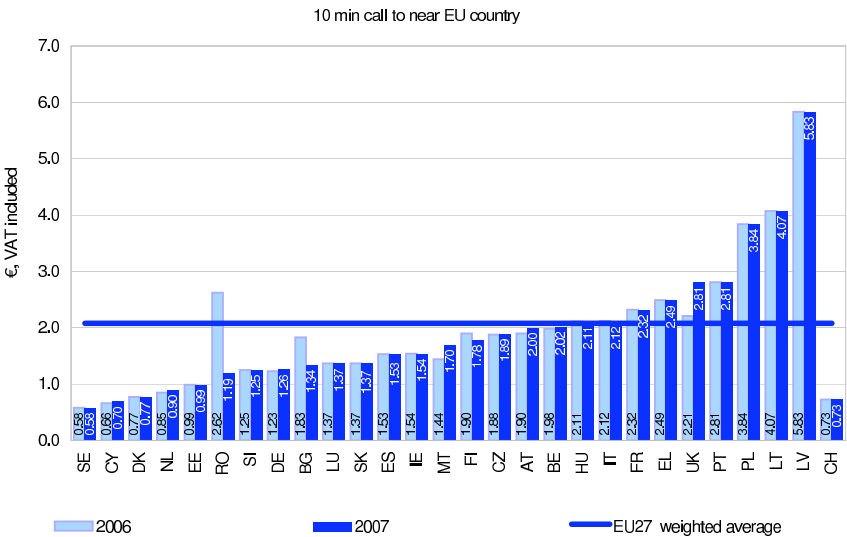
The following charts show the prices of a 10-minute international call (including VAT) during peak hours (weekday 11:00 am) to four different destinations: Near EU country, Distant EU country, USA and Japan. Figures are expressed in Euro, including VAT, and they refer to the European incumbent operators and the EU weighted average. The table below summarizes the definition of near and distant EU destination countries.

Table 2

From:	Near EU	Far EU
BE	FR	EL
BU	EL	PT
CZ	DE	FI
DK	SE	EL
DE	FR	EL
EE	FI	EL
EL	IT	DK
ES	PT	DK
FR	BE	EL
IE	UK	EL
IT	EL	DK
CY	EL	DK
LV	SE	EL
LT	SE	EL
LU	DE	EL
HU	AT	FI
MT	IT	FI
NL	DE	EL
AT	DE	EL
PL	DE	EL
PT	ES	DK
RO	HU	PT
SK	CZ	FI
SI	AT	FI
FI	SE	EL
SE	DK	EL
UK	FR	EL
CH	DE	EL

As far as calls to Switzerland's immediate neighbours (Figure 77) are concerned, it was assumed that Germany was the closest country to Switzerland. It is apparent that in the international comparison a Swiss user pays relatively little to make a 10-minute call to Germany. Only users in Sweden and Cyprus enjoy more attractive conditions. Furthermore, the cost in Switzerland is well below the weighted European average. A 10-minute call to Germany made through the incumbent operator costs 0.73 Euros (CHF 0.12/min).

Figure 77

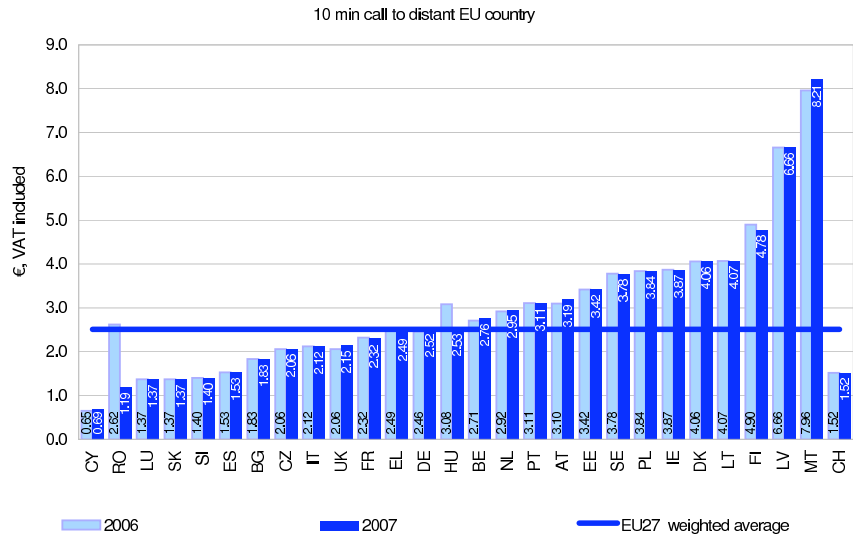


Sources for Switzerland: Telecom operators

Figure 78 shows the price of a 10-minute call made between each country examined and its most distant neighbour. For Switzerland, this was deemed to be Greece. Once again, the situation turns out to be favourable in Switzerland, since it is ranked sixth in the list of cheapest countries, just behind Cyprus,

Romania, Luxembourg, Slovakia and Slovenia. A 10-minute call to Greece costs 1.52 Euros or CHF 0.25/min.

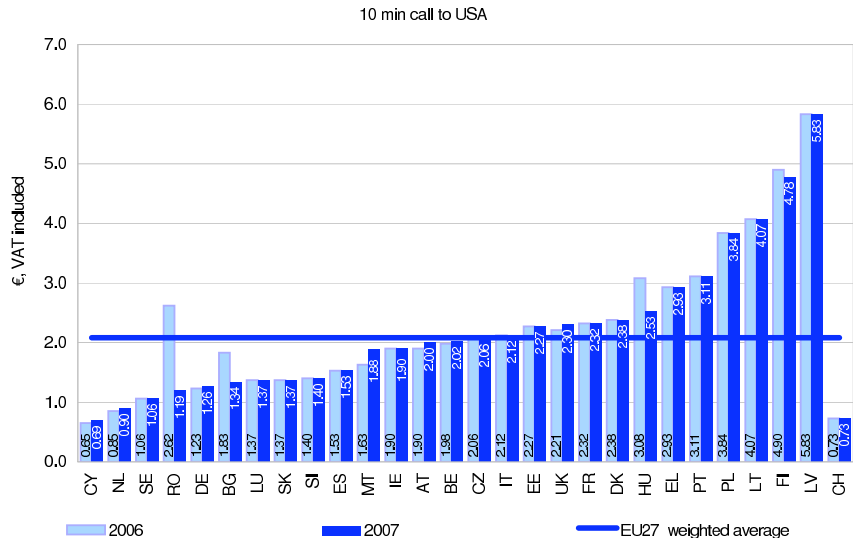
Figure 78



Sources for Switzerland: Telecom operators

Figure 79 shows the cost of a 10-minute call to the USA. Switzerland has the second cheapest prices, behind only Cyprus.

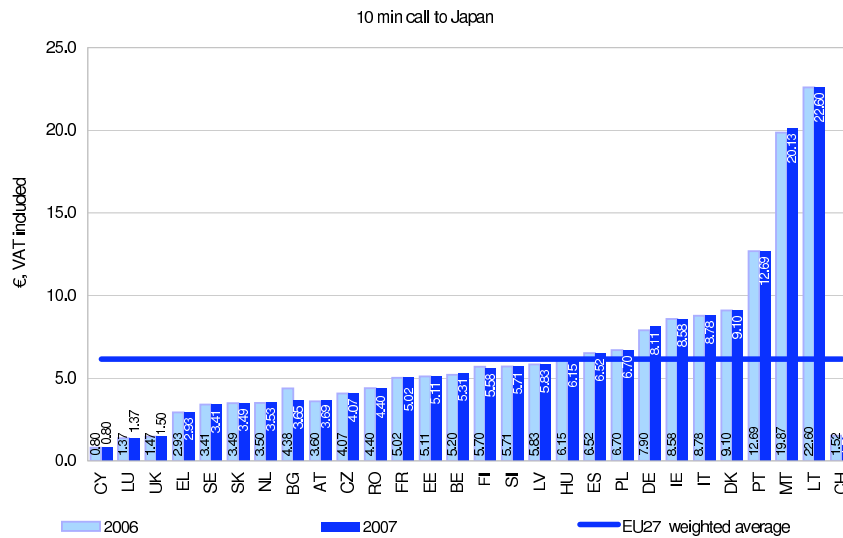
Figure 79



Sources for Switzerland: Telecom operators

For a 10-minute call to Japan (Figure 80), the prevailing conditions in Switzerland are also attractive, as Switzerland is placed in the group of the cheapest countries.

Figure 80



Sources for Switzerland: Telecom operators

## 2.5.9 Alternative operators' price for fixed international calls

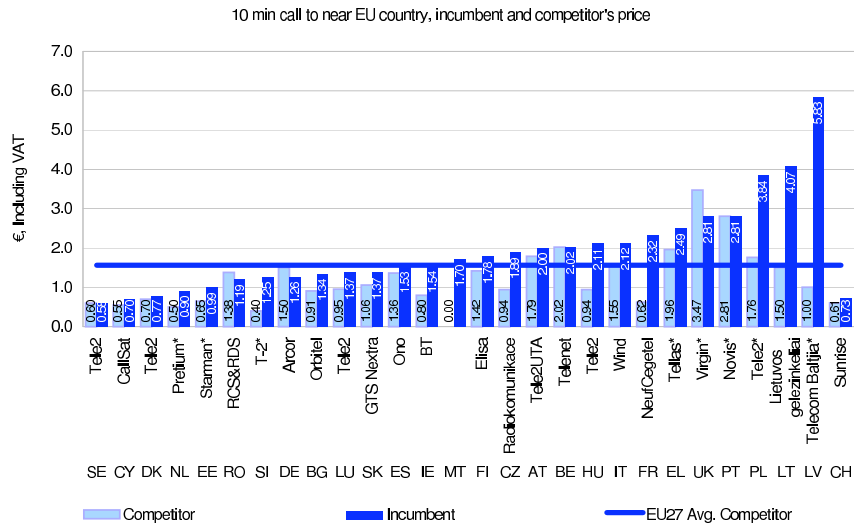
The equivalent prices for competitor providers in the EU countries are shown in the charts below. One competitor per country has been analyzed. The prices are shown for a 10 minute call, at peak time weekdays. Prices include VAT and are applicable for September 2007.

For Switzerland, the comparison was made with the prices charged by Sunrise, Swisscom's main competitor, which does not necessarily mean that they are the cheapest solutions available on the market.

As was shown in the preceding section, the prices charged in Switzerland are well below the European average and it is extremely rare to find more advantageous conditions. In spite of the very low prices billed by the dominant operator, it is still possible for a Swiss user to benefit from the substantial advantages available from the competition. Thus the difference for a 10-minute call with the main alternative operator is:

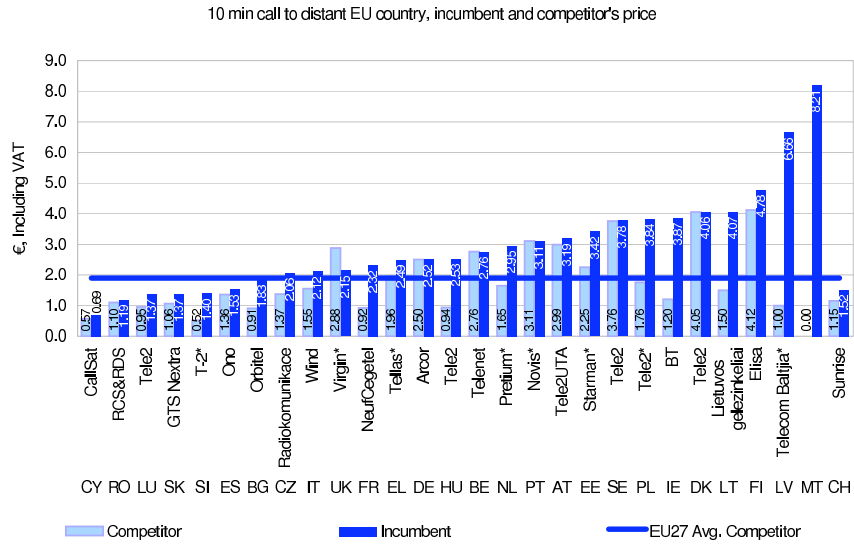
- -16.7% for a call to the nearest neighbour country or to the USA (Figures 81 and 83);
- -24.0% to the most distant EU member country and to Japan (Figure 82 and 84).

Figure 81



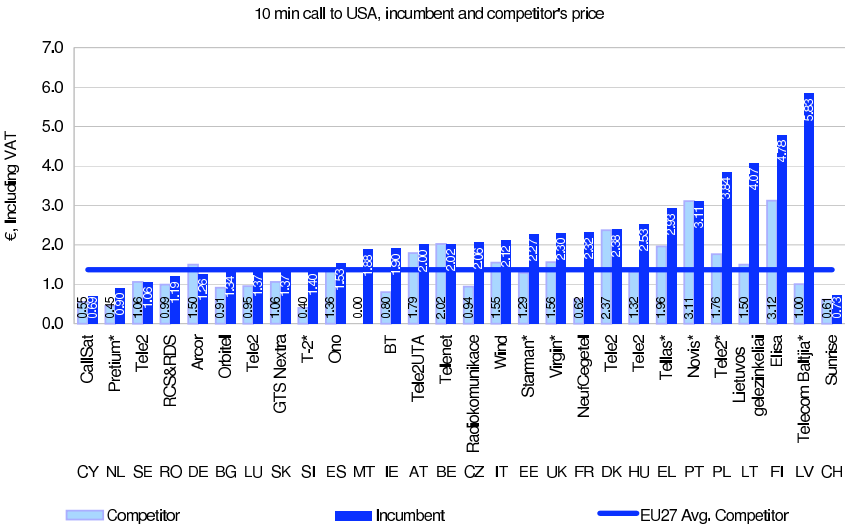
Sources for Switzerland: Telecom operators

Figure 82



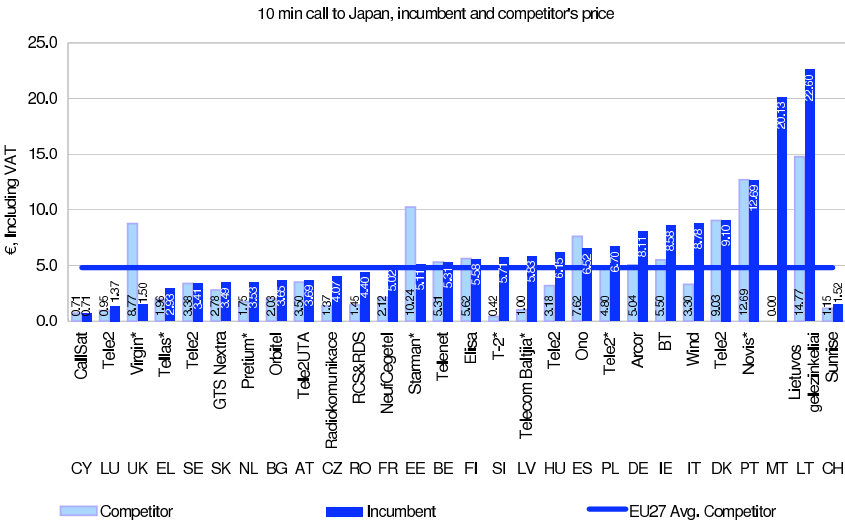
Sources for Switzerland: Telecom operators

Figure 83



Sources for Switzerland: Telecom operators

Figure 84



Sources for Switzerland: Telecom operators

## 2.6 Call termination on incumbent's fixed network

This section analyses the interconnection charges for call termination on the incumbent's fixed network. The figures show the charges per minute based on the first three minutes of a call at peak-time, VAT excluded.

The figures may have been approved by the NRA or simply agreed between operators, where the legal framework does not require NRA approval.

The following chart shows the EU weighted average for the interconnection charges since 2005 for local level, single and double transit. The exchange rates for 2007 have been applied to the years 2005-2007

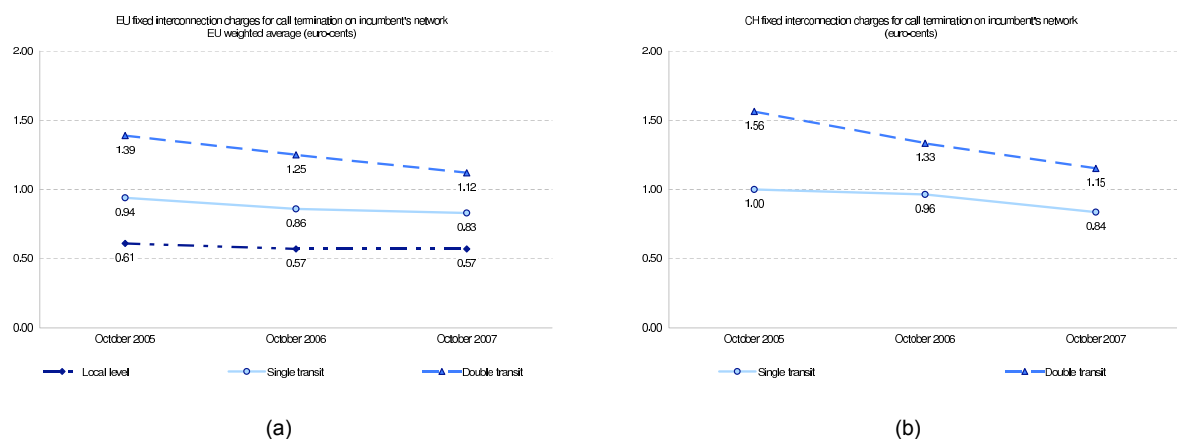
for the non euro-zone countries. Compared to October 2006, the EU weighted average charge for call termination on the incumbent fixed networks, is still decreasing (for single transit and for double transit (-0.13 euro-cent)) however it has remained stable for local level. When comparing the categories of fixed interconnection fees, double transit represent in 2007 about twice the price of local level. Looking at the evolution of the interconnection charges on a per-country basis the following comments can be made:

- The lowest local level interconnection fee is to be found in the United Kingdom (0.11 euro-cent), and Cyprus (0.31 euro-cent). Finland has the second highest interconnection fee for local and the highest fee for single transit at 1.92 euro-cents. Lithuania has the highest fee for local and double transit, respectively at 2.61 and 3.5 euro-cents, however the data for single transit in this country is not available;
- Sweden and the United Kingdom have the lowest single transit interconnection fees, respectively 0.12 and 0.23 euro-cents;
- Romania has lower interconnection charges at all levels than Bulgaria;
- The downward trend continues in Estonia (-60% for local level and -46% for single transit), Slovakia (-69% for local level and +42% for single transit), Malta (-48% for all levels).

Figure 85 shows the evolution (2005-2007) for the EU 85(a) and for Switzerland 85(b). During the period in question, interconnection charges for double transit fell by 26.4%, i.e. slightly more than the Union average (19.4%). As far as single transit charges are concerned, the differences are less pronounced in Switzerland, with a reduction of 16.4% compared to 11.7% for the Union.

Compared to the European average, double transit costs are 2.7% higher in Switzerland and single transit charges are at the same level. It should be mentioned once again that in Switzerland there are no local termination charges. This means that an operator wishing to terminate a call in a third-party network must pay a minimum of regional interconnection charge.

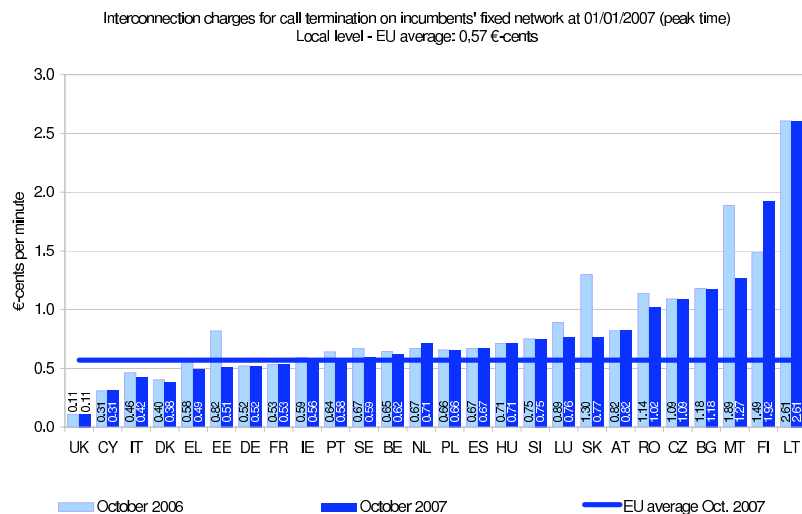
Figure 85



Source for Switzerland: Swisscom Price Manual up to and including Version 6.60. Note: In Switzerland, single transit relates to regional call termination and double transit refers to national call termination. Local transit is not offered in Switzerland and is therefore not considered.

The following three charts show the interconnection charges for the local level, single and double transit as of October 2006 and 2007. It should be noted that there are no local interconnection charges in Switzerland.

Figure 86



Bulgaria: No local level is applied for fixed-to-fixed interconnection of the incumbent operator and the alternative operators. The fixed-to-fixed rates of the incumbent for "metro segment" are stated here according to the interconnection agreements in force. "Metro Segment", as defined in the BTC Reference Interconnect Offer, is "used for calls through one regional point of interconnection to subscriber, served by a local exchange, connected to the same regional point of interconnection in the same city". The prices indicated here are in compliance with the last RIO

Czech Republic: 0.30 CZK Peak/ 0.15 CZK Off peak

Denmark: The data reported is from 30th of June 2007

Germany: 0.0052 Euro Peak /0.0036 Euro Off Peak

Luxembourg: Based on the small distances in Luxembourg

Netherlands: These charges are one operator rates for local calls

Romania: the same charges are applied to all mobile operators

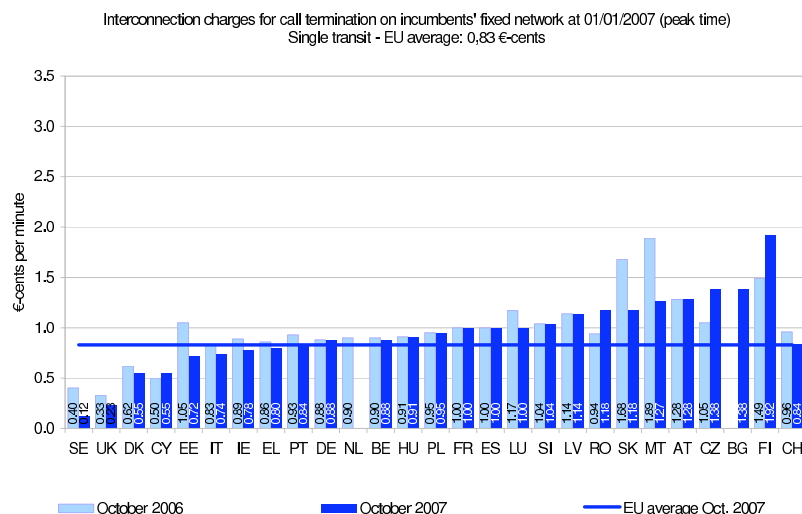
Slovakia: Prices set according to TO's decision, valid from 27th October 2007

Finland: Based on the average of 38 SMP-operators call termination charges. Termination charges varies from 1.5 euro-cent/min to 2.44 euro-cent/min Average is 1.92 euro-cent/min and median charge is 1.98 euro-cent/min. Price comparison of fixed call termination can be found at FICORA's WebPages at: <http://www.ficora.fi/en/index/tutkimukset/tutkimukset/tukkuhintavertailut.html>

Sources for Switzerland: Telecom operators

Figure 87 shows the interconnection charges for single transit and illustrates the change which occurred between 2006 and 2007. In contrast to the previous year when it was exactly at the EU average level, in 2007 Switzerland was ranked 9th (15th in 2006).

Figure 87



Lithuania: Only local and national level IC. National IC includes single and double transit

Netherlands: Not regulated

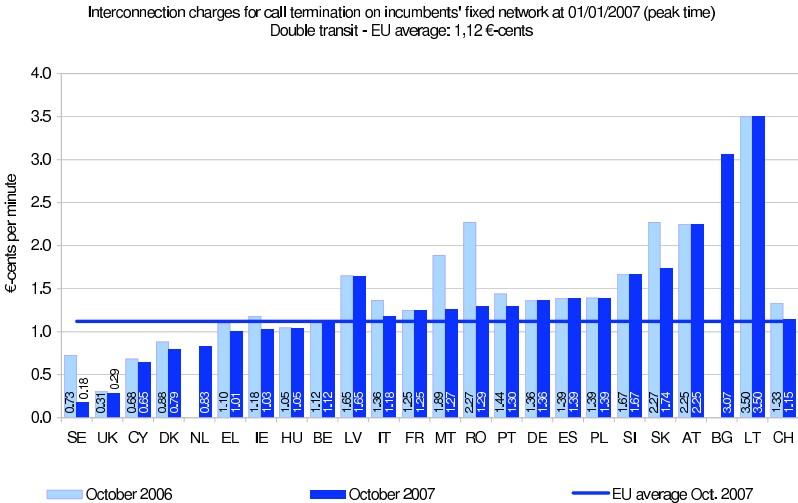
Finland: Based on the average of 38 SMP-operators call termination charges. Termination charges varies from 1.5 euro-cent/min to 2.44 euro-cent/min Average is 1.92 euro-cent/min and median charge is 1.98 euro-cent/min. Price comparison of fixed call termination can be found at FICORA's WebPages at: <http://www.ficora.fi/en/index/tutkimukset/tutkimukset/tukkuhintavertailut.html>

Sources for Switzerland: Telecom operators



Figure 88 shows that the double transit charge in Switzerland (1.15 Euros-cents), as in previous years, was above the weighted EU average in 2007 (+2.7%), but the gap is becoming smaller.

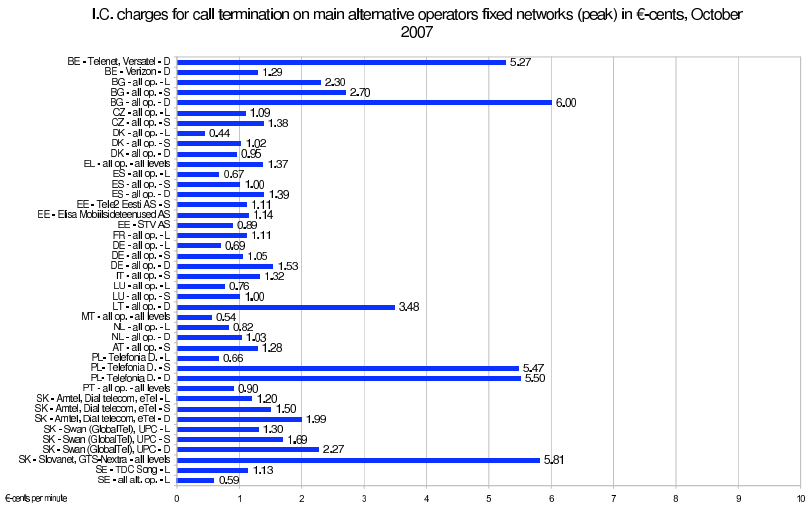
Figure 88



Bulgaria: Mobile-to-fixed local termination rate: According to the interconnect conditions provided in the RIO of the Bulgarian incumbent operator, mobile-to-fixed interconnection is realized only at double transit level the rates are different from those for fixed-to-fixed interconnection (5.11 euro-cents per minute)  
Czech Republic: Double transit not used  
Estonia: Data is not available  
Luxembourg: a 'double transit' isn't foreseen in Luxembourg  
Lithuania: Only local and national level IC. National IC includes single and double transit  
Netherlands: These charges are one operator rates for national calls  
Sources for Switzerland: [Telecom operators](#)

## 2.7 Call termination on alternative operators fixed network

Figure 89



Legend: L: Local, S: Single transit, D: Double transit  
Cyprus, Hungary, Romania, Slovenia, Finland, United Kingdom: Data not available  
France: Data not available  
Ireland: No transit data available  
Switzerland: data not available



## Chapter 3

# Broadband access and pricing

### 3.1 Broadband access definitions

This section provides data on the number and type of fixed broadband lines supplied by both incumbent operators and new entrants in the EU [and in Switzerland](#). It also contains information on access lines provided by means of alternative technologies such as wireless access (WLL), fibre and cable modems.

Information has been provided by the national regulatory authorities through the ONP COM02-18 and COCOM07-35 REV1 questionnaires on data for local broadband access. Given the rapid developments in this sector, it has been agreed with NRAs to update the questionnaires on a regular basis in January and July. Unless otherwise stated, the data below refer to the market situation at 1 January 2008.

The definitions used in the charts and data below are as follows:

- **Fully unbundled lines:** Fully unbundled lines supplied to other operators, excluding experimental lines. In the case of full unbundling, a copper pair is rented to a third party for its exclusive use. As fully unbundled lines (LLU) supplied by the incumbent operator to the new entrants could in principle be used for services other than broadband, the total number of LLU for access to internet will be lower than the total number of LLU.
- **Shared access lines supplied by the incumbent to new entrants:** Shared access lines supplied to other operators, excluding experimental lines. In the case of shared access, the incumbent continues to provide telephony service, while the new entrant delivers high-speed data services over that same local loop.
- **Bitstream access:** Supplied to new entrants. Bitstream access refers to the situation where the incumbent installs a high-speed access link to the customer premises and then makes this access link available to third parties, to enable them to provide high-speed services to customers. Bitstream depends in part on the PSTN and may include other networks such as the ATM network. Bitstream access is a wholesale product that consists of the provision of transmission capacity in such a way as to allow new entrants to offer their own, value-added services to their clients. The incumbent may also provide transmission services to its competitor, to carry traffic to a 'higher' level in the network hierarchy where new entrants may already have a broadband point of presence.
- **Simple resale:** In contrast to bitstream access, simple resale occurs where the new entrant receives and sells on to end users - with no possibility of value added features to the DSL part of the service - a product that is commercially similar to the DSL product provided by the incumbent to its own retail customers, irrespective of the ISP service that may be packaged with it. Resale offers are not a substitute for bitstream access because they do not allow new entrants to differentiate their services from those of the incumbent (i.e. where the new entrant simply resells the end-to-end service provided to him by the incumbent on a wholesale basis).

- Incumbent's DSL lines: Provided to end users by the incumbent, its subsidiaries or partners (for example an associated company such as a joint venture providing ISP services).
- WLL: Internet broadband connections by means of wireless local loop (sometimes referred to as fixed wireless access).
- Cable modem: Internet broadband connections by means of cable TV access.
- L.L. or Other traditional wireline access: Internet broadband connections by means of dedicated capacity (Leased Lines) provided over metallic copper pairs, including tail ends or partial circuits. "Incumbent's leased lines" includes only retail lines and excludes lines provided to other operators. "New entrants' leased lines" includes all retail lines provided to end users, even if based on wholesale lines supplied by the incumbent.
- Fibre to the home: Internet broadband connections by means of fibre optic.
- Satellite: Internet broadband connections via satellites.
- Powerline communications: Internet broadband transmitted over utility power lines.
- Other categories: Internet broadband connections by means of local area networks, other.
- The figures relating to Switzerland include ADSL and cable modem connections only. The other means of accessing the internet have not been considered, due to the lack of information in our possession. However, the quantitative importance of these other types of access represents a negligible proportion of the overall broadband market.
- Retail access: Access provided to end users.
- Incumbents are defined as the organisations enjoying special and exclusive rights or de facto monopoly for provision of voice telephony services before liberalisation, regardless of the role played in the provision of access by means of technologies alternative to the PSTN.
- "New entrants" refers to alternative telecommunications operators, as well as internet service providers (ISPs).
- Broadband capacity: Capacity equal to, or higher than, 144 Kbit/s.

## 3.2 Wholesale access

This section shows the availability of fixed wholesale access lines supplied by incumbent operators to new entrants. Separate figures are provided for fully unbundled lines, shared access, bitstream access and resale.

As can be seen from the table at the end of this section, data are not always available, especially as regards wholesale lines. Occasionally, older data than January 2008 is used. The table below shows the number of agreements between operators for LLU, shared access, bitstream and resale as at 1 January 2006, 2007 and 2008.

**Table 3** Number of agreements for full ULL, shared access, bitstream access and resale, 2005-2007

	N. of agreements on fully unbundled lines			N. of agreements on shared lines			N. of agreements on bitstream access			N. agreements on resale lines		
	JAN 06	JAN 07	JAN 08	JAN 06	JAN 07	JAN 08	JAN 06	JAN 07	JAN 08	JAN 06	JAN 07	JAN 08
BE	8	9	9	8	9	9	11	13	13	18	18	18
BG			3		3	3			1		3	2
CZ	4	6	6	4	6	6		22	21	19		
DK	21	21	25	7	8	8	11	14	18	11	11	14
DE	100	103	109	18	18	20	3				27	31
EE		7	7									
EL	12	14	19	2	7	7	10	15	16			
ES	13	17	21	10	13	13	30	25	23		2	2
FR	21			21			5			20		
IE	3	5	7	4	5	7	9	11	14			
IT	25	27	31	6	9	13	239	248	162			
CY		2	3		2	3						
LV	2	2	2	2	2	2	11	11	10			
LT		1	2				12	9	10			
LU	4	4	5	4	4	5			7	6	7	7
HU	6	7	9	4	7	9	20	20	25			
MT									11	19	11	
NL	10	10	9	10	10	9	5	5	5			
AT	29	36	37	29	3	3			46			
PL			8			8		6	19			
PT	3	5	5	2	1	1	8	7	8			
RO		17	17		17	17						
SI	3	3	3		3	3	12	12	6		4	3
SK											12	16
FI												
SE	131			131			26					
UK	53	55	57	29	31	33	24	30	38	619	582	541
EU	448	351	394	291	158	179	436	448	453	712	677	634
CH	0	0	9 <sup>a</sup>	0	0	0	0	0	0	30	32 <sup>b</sup>	35 <sup>c</sup>

<sup>a</sup> As of February 2008<sup>b</sup> As of May 2007<sup>c</sup> As of March 2008Source for Switzerland: [www.providerliste.ch](http://www.providerliste.ch)

This table shows the distribution of wholesale access lines supplied by the incumbent operators to new entrants. A solid increase has been registered during 2007 in the number of wholesale unbundled local loops (fully unbundled lines and shared access lines). The growth of wholesale LLU lines, representing 12.8% of the activated PSTN lines in the EU, was 47.7%, from 15.9 million in January 2007 to nearly 23.5 million in January 2008. This increase comprises nearly 5.9 million newly added fully unbundled lines and 1.7 million newly added shared access lines. The number of shared access lines increased from 5 million to 6.7 million lines, while fully unbundled lines went up from 10.9 million to a remarkable 16.8 million. Bitstream had more moderate growth. Nearly 0.6 million new lines have been added during 2007.

In addition to the incumbents' wholesale products, a number of alternative operators are also providing their own wholesale DSL lines to other competitors. However, these data remain largely unavailable and have not been presented below.

Following the revision of the Telecommunications Act which entered into force on 1 April 2007, the dominant operator is now obliged to provide several types of access service, including fully unbundled access to the local loop for an undefined period and high-speed bitstream access for a period limited to four years. On the other hand, shared access to the local loop is not provided for in the Act.

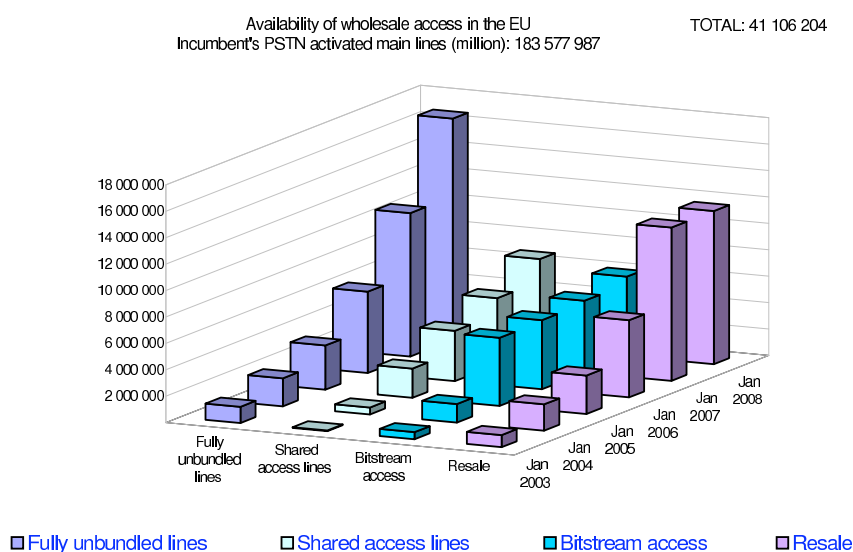
Though the first steps towards unbundling of the local loop in Switzerland have been modest, they are quite encouraging. In fact, in January 2008, Swisscom had already signed nine contracts with alternative operators, an entirely satisfactory figure in comparison with other countries, as it puts Switzerland on the same footing as Belgium, the Netherlands and Hungary. However, at that time the number of lines actually unbundled, i.e. approximately 700, can be considered as negligible. Nevertheless, it is expected to grow at a steady pace as local exchanges are equipped to allow co-location of equipment and as the alternative operators agree to make the necessary investment.

However, the situation is different with regard to high-speed access. In fact, since Swisscom considered that it did not occupy a dominant position in the wholesale high-speed market, it refused to provide a

basic offer for this type of access. Following a study by the Competition Commission which concluded that Swisscom was dominant in the market in question, on 22 November 2007 the Communications Commission (ComCom) obliged the historic operator to offer high-speed access to other telecommunications service providers at cost-based prices. Swisscom lodged an appeal against this decision with the Federal Administrative Court and the matter is currently in hand.

The “resale” category includes a high-speed connection service freely marketed by Swisscom for several years in the wholesale market at prices which the company itself defines. In December 2007, there were 438,000 units under this heading, i.e. 6000 more than in the previous year. In comparison with other countries, reselling plays an important role in Switzerland. This situation is explained by the fact that since the alternative operators do not want to construct an access network, they were forced to use this sole solution in order to be able to market high-speed services.

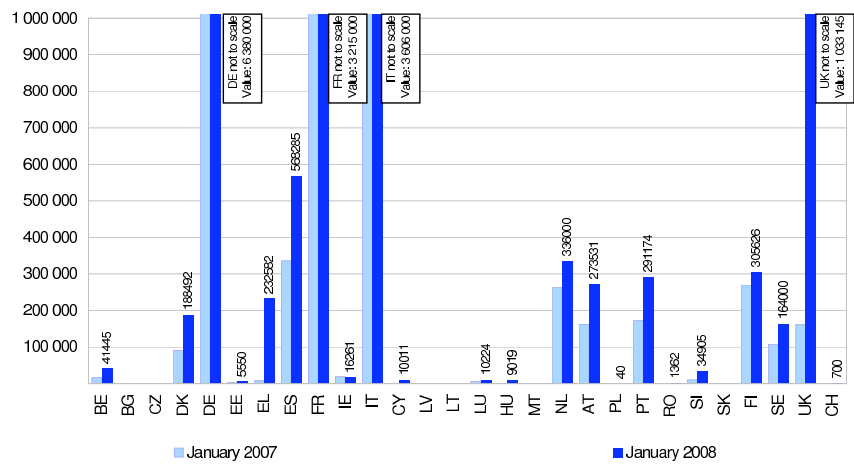
**Figure 91**



Sources for Switzerland: Telecom operators

Figure 92

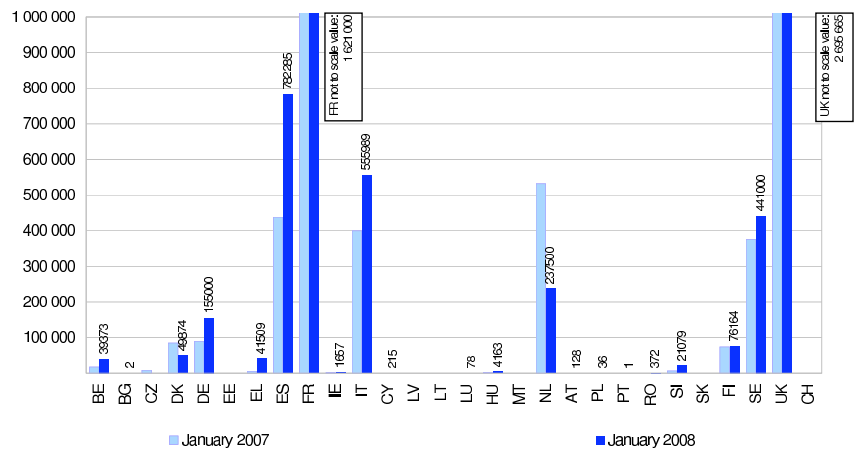
EU and CH wholesale fully unbundled lines lines by Member State



Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007. Data for the Czech Republic are confidential  
Sources for Switzerland: Telecom operators

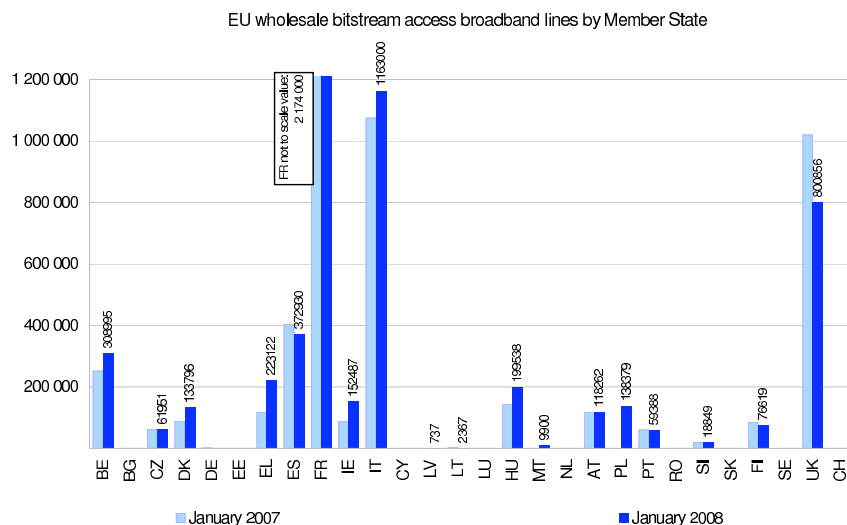
Figure 93

EU and CH wholesale shared access broadband lines by Member State



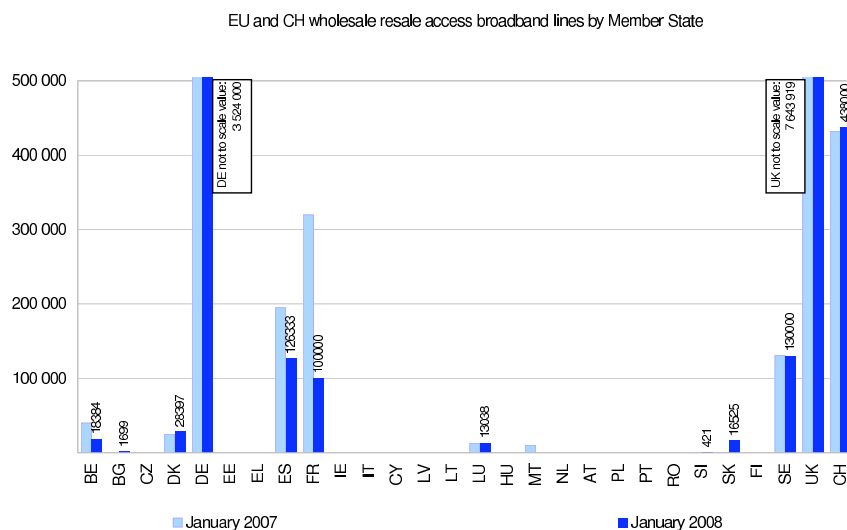
Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007. Data for the Czech Republic are confidential

Figure 94



Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007. Data for the Netherlands are confidential

Figure 95



Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007

Sources for Switzerland: Telecom operators. Only DSL and cable modem services are taken into account

### 3.3 Retail broadband access

This section provides information on the deployment of fixed broadband access lines by incumbents (and their subsidiaries or partners) and by new entrants (alternative telecom operators or Internet Service Providers) to end-users.

Internet broadband access can be provided by different means: DSL lines, cable TV access (cable modem), wireless local loop (WLL), fibre, dedicated leased lines and other access (such as satellite, dedicated leased lines, powerline communications, local area networks, etc.).



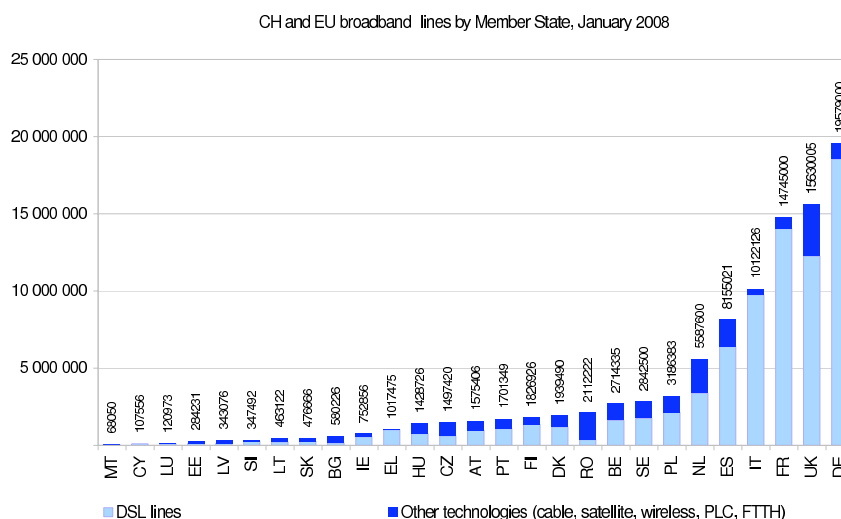
New entrants' DSL lines can be provided to end users by means of fully unbundled or shared access lines, bitstream access or resale. In some Member States, new entrants have started rolling out parallel DSL networks.

In all the charts below on fixed broadband retail lines the data refer to 1 January 2007 and 1 January 2008. In some cases only estimates are available or data is from October 2007. The charts below only include fixed broadband lines.

The following figure shows the total number of fixed broadband access lines for each Member State and Switzerland, provided by both incumbents and new entrants, and including all types of fixed broadband connections.

In January 2007, Switzerland had 2,312,000 broadband lines (active customers). Note that 1,602,000 customers were connected using DSL technology and 710,000 by cable modem. In absolute terms, the Swiss market is relatively small in size, especially compared to countries such as Italy, France, the United Kingdom or Germany with over 10 million high-speed lines each.

Figure 96



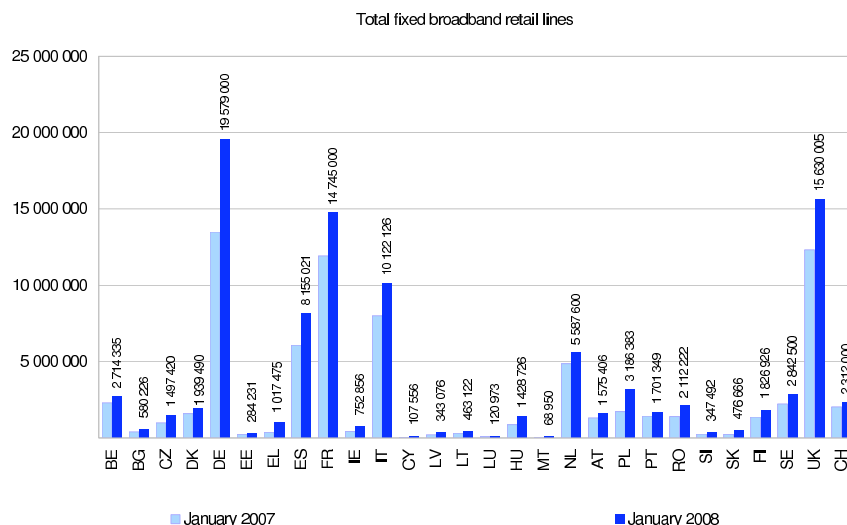
Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007

Sources for Switzerland: Telecom operators, OFCOM Switzerland estimations. Note: Leased line, optical fibre, PLC, satellite, WLL, etc. services are not included. Only DSL and cable modem services are taken into account

The following chart presents the number of broadband lines per Member State and for Switzerland in January 2007 and January 2008.

Figure 97 clearly shows that the number of high-speed lines increased from 2,028,000 in January 2007 to 2,312,000 in January 2008, representing a 14.01% increase. All the European Union member countries exhibit a positive trend, though to very different extents.

Figure 97



Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007

Sources for Switzerland: Telecom operators, OFCOM Switzerland estimations. Note: Leased line, optical fibre, PLC, satellite, WLL, etc. services are not included. Only DSL and cable modem services are taken into account

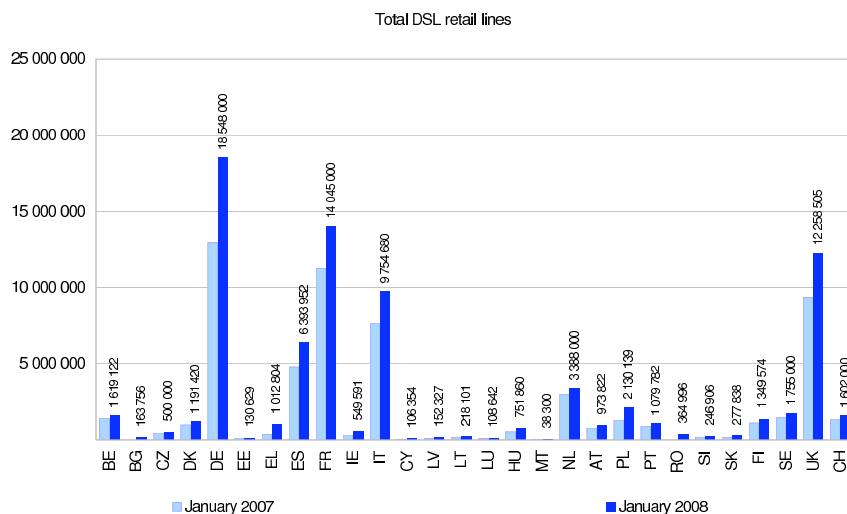
The following two charts show the breakdown of broadband lines according to the two main types of technologies. Figure 98 shows the number of DSL lines. Amongst the technologies other than DSL (Figure 99), cable modem is the most common technology. Other technologies are still marginal, though some (fibre to the home and WLL) are quickly developing.

Figures 98 and 99 show that growth in broadband connections in Switzerland was as follows:

- + 17.11% for DSL broadband connections (Figure 98);
- + 7.58% for cable modem broadband connections (Figure 99).

For several years now, DSL connections have been enjoying greater success than cable modem connections. Consequently, DSL technology continues to gain ground.

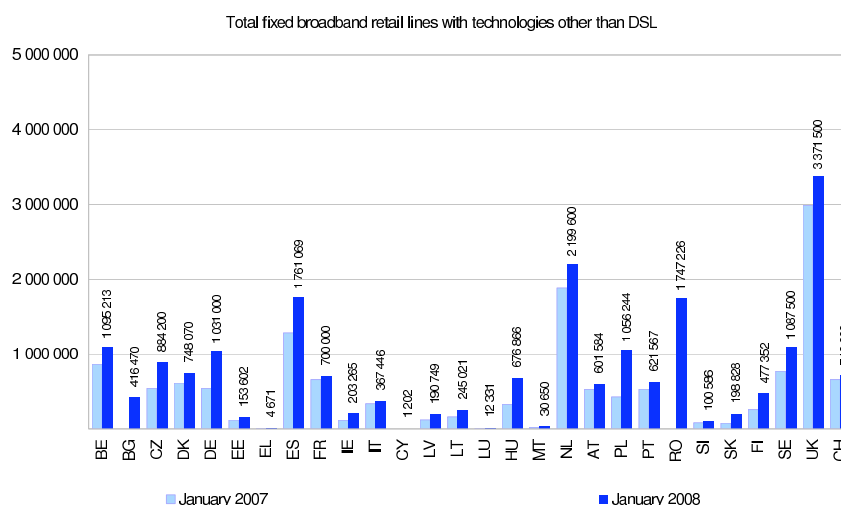
Figure 98



Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007

Sources for Switzerland: Telecom operators

Figure 99



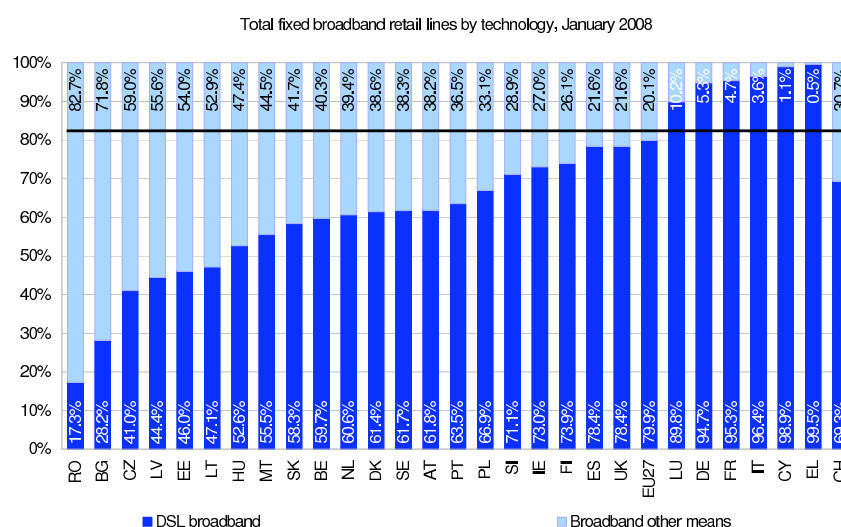
Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007

Sources for Switzerland: Telecom operators, OFCOM Switzerland estimations. Note: Leased line, optical fibre, PLC, satellite, WLL, etc. services are not included. Only cable modem services are taken into account

The following charts provide information on the national broadband markets according to the technology used and the type of operator. Figure 100 shows that DSL is the predominant technology in the EU. On average, 79.9% of the EU broadband lines use DSL technologies, while in six countries DSL lines represent less than 50% of the overall market.

With a market share of 69.3%, the dominant broadband access technology in Switzerland is DSL. From a relatively equal split between cable modem and DSL in July 2003, growth in the broadband market has seen a constant change in the market share, with growth rates and customer base lower for cable modem. Broader coverage and advertising campaigns launched by the many resellers of the Swisscom wholesale product largely explain this trend.

Figure 100



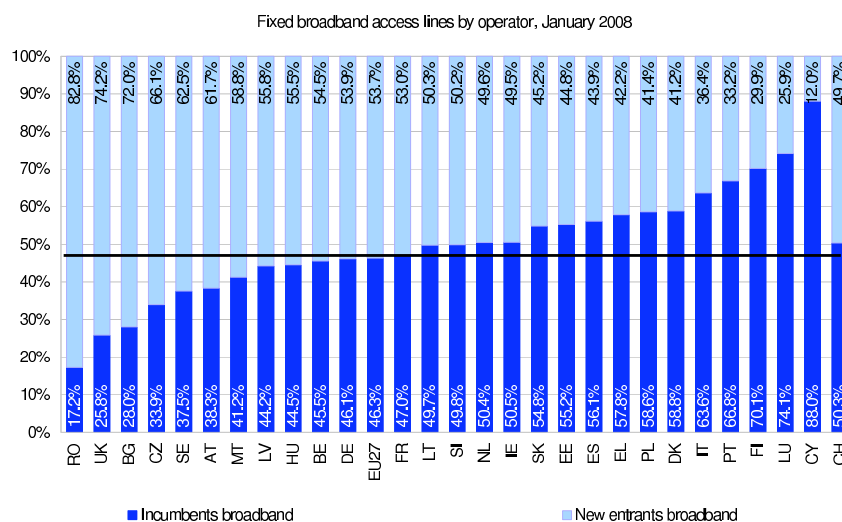
Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007

Sources for Switzerland: Telecom operators, OFCOM Switzerland estimations. Note: Leased line, optical fibre, PLC, satellite, WLL, etc. services are not included. Only DSL and cable modem services are taken into account

With regard to the market share of fixed incumbent operators and new entrants, the following chart indicates that, on average, incumbent operators control 46.3% of broadband lines, which is a half percentage point less than in January 2007.

The historic operator's subsidiary has 50.3% of the market for high-speed lines on fixed networks, putting Switzerland 4 points above the European average (46.3%). Contrary to what has been observed in the Union countries, the historic operator's subsidiary has managed to win back some ground since October 2006, when this rate was 45%.

Figure 101

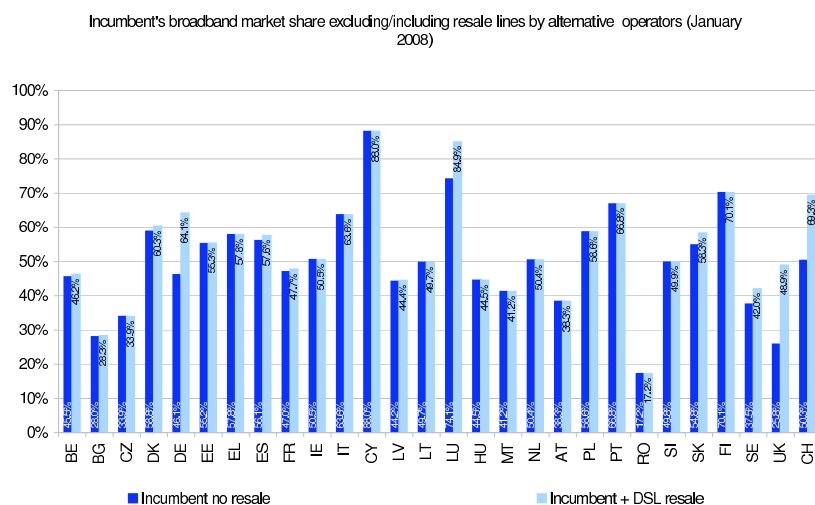


Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007

Sources for Switzerland: Telecom operators, OFCOM Switzerland estimations. Note: Leased line, optical fibre, PLC, satellite, WLL, etc. services are not included. Only DSL and cable modem services are taken into account

However, differences in the incumbents' market share depending on whether DSL resale lines are included or not are considerable. In Germany, Luxemburg, United Kingdom and Switzerland these differences are more than 10%, and up to 23%.

Figure 102

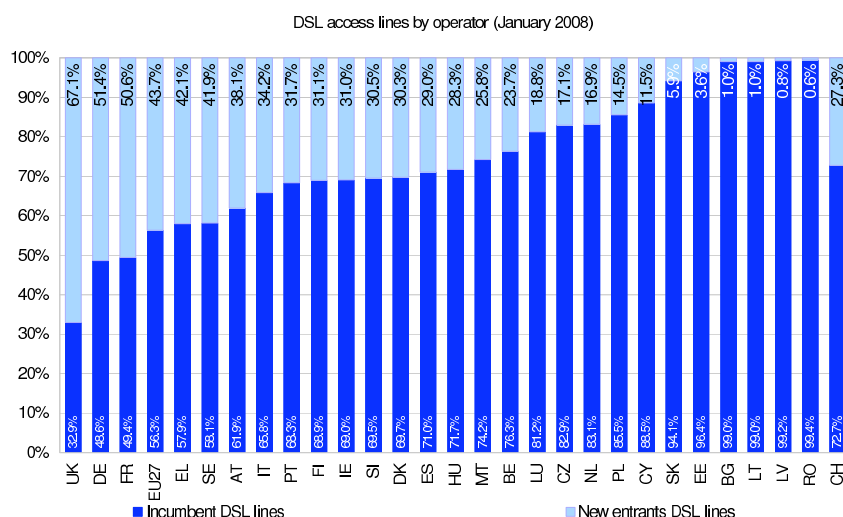


Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007  
 Sources for Switzerland: Telecom operators, OFCOM Switzerland estimations

Next chart presents the market share by operator in the DSL retail market. At EU level the fixed incumbent operators provide 56.3% of DSL lines. In 11 Member States the incumbent operators sell more than 80% of all DSL retail lines.

In January 2008, the retail subsidiary of the historic operator in Switzerland had a market share of 72.7%, the other 27.3% of the connections were held by competing operators. In the international comparison, as a result of the constant growth of the incumbent's market share (59% in July 2004, 64% in October 2005 and 68% in October 2006), Switzerland has lost its balanced position in terms of market share.

Figure 103



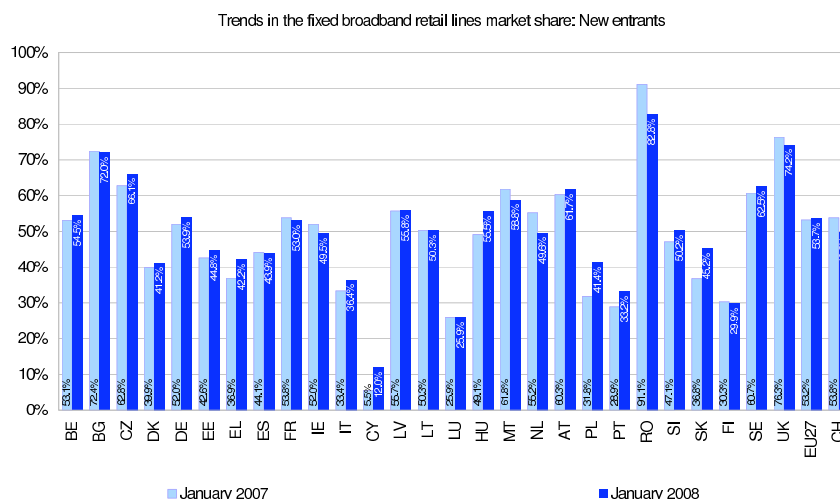
Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007  
 Sources for Switzerland: Telecom operators, OFCOM Switzerland estimations

The next series of charts provide further information on the trends observed in Europe in the three segments analysed previously. As can be seen in Figure 104, new entrants are steadily increasing their presence in the overall fixed broadband market, with an average 53.7% market share against 53.2%

a year ago. However, this trend is not uniform and in nine countries, Bulgaria, Spain, France, Ireland, Malta, the Netherlands, Romania, Finland, the United Kingdom and in Switzerland the fixed incumbent operator has increased its market share.

In Switzerland, this situation is explained by the substantial growth in absolute terms of the number of broadband DSL connections (greater than the growth in cable modems). More than half of the connections are held by the subsidiary of the historic operator.

Figure 104



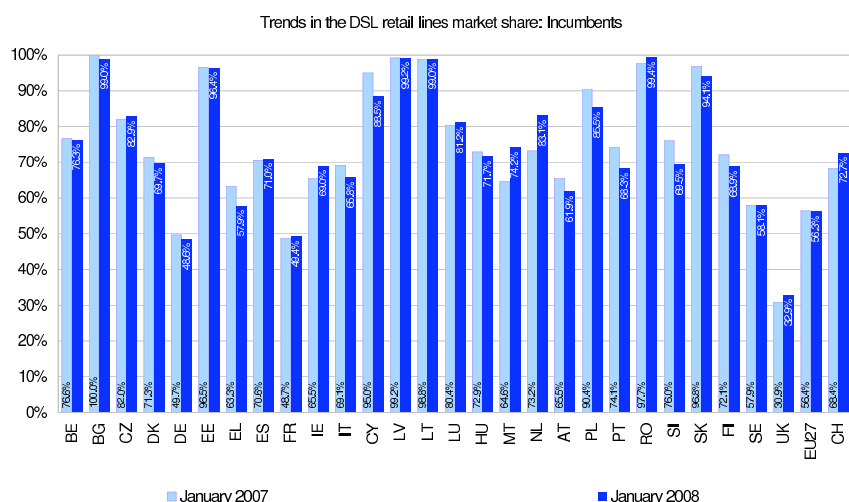
Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007

Sources for Switzerland: Telecom operators, OFCOM Switzerland estimations. Note: Leased line, optical fibre, PLC, satellite, WLL, etc. services are not included. Only DSL and cable modem services are taken into account

With regard to the trend in the number of DSL lines sold by incumbent operators in the same period, there has been, on EU average, almost no change in the period January 2007–January 2008.

Between the two observed periods, the subsidiary of the Swiss historic operator gained 4.3 points of market share in the DSL access segment. This upward trend puts it in the minority of the European Union countries in which the historic operator or its subsidiary has managed to reverse the trend and consolidate its situation.

Figure 105

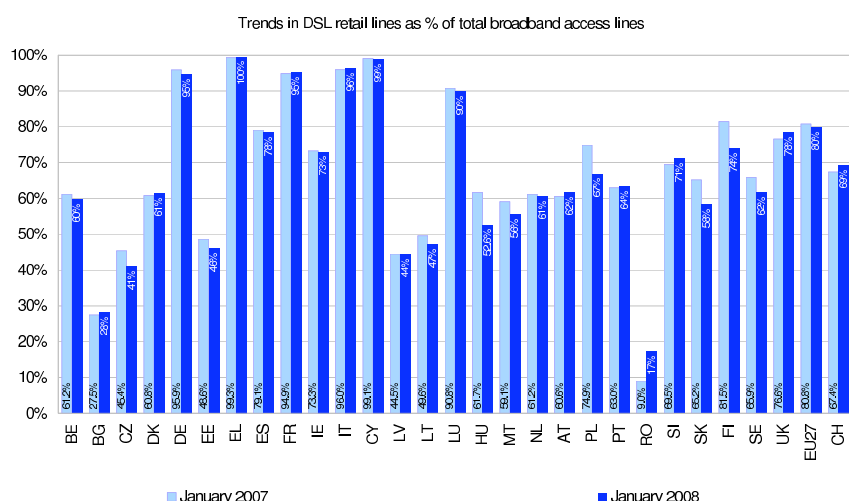


Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007  
 Sources for Switzerland: Telecom operators, OFCOM Switzerland estimations

The number of DSL lines has decreased in the overall fixed broadband retail market, representing 79.9% of all broadband lines against 80.8% in January 2007. However, in a number of countries, Bulgaria, Denmark, Greece, France, Italy, Austria, Portugal, Romania, Slovenia and the United Kingdom, the share of DSL has increased.

In Switzerland too, one can observe a slight increase in the proportion of the number of DSL connections compared with the total number of activated broadband connections. This is not surprising since in Switzerland the growth enjoyed by DSL in absolute terms is higher than that of cable modems. In the observed period the DSL market share increased from 67.4% to 69.3%, though Switzerland is still 10.6 points below the European average.

Figure 106



Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007  
 Sources for Switzerland: Telecom operators, OFCOM Switzerland estimations. Note: Leased line, optical fibre, PLC, satellite, WLL, etc. services are not included. Only DSL and cable modem services are taken into account

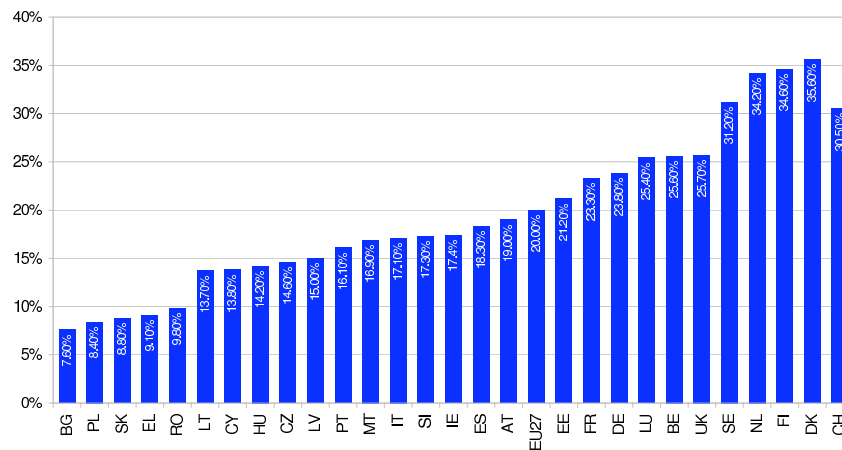
The following chart shows the penetration rate for fixed broadband lines measured as the total number of broadband lines divided by the total population. The broadband penetration rate varies significantly

across Member States ranging from 7.6% in Bulgaria to 35.6% in Denmark.

In January 2008, the broadband access penetration rate in Switzerland was one of the highest in Europe (30.5%). Only Sweden, the Netherlands, Finland and Denmark had higher rates.

**Figure 107**

EU and CH broadband penetration rate (January 2008)



Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007

Sources for Switzerland: Telecom operators, OFCOM Switzerland estimations. Note: Leased line, optical fibre, PLC, satellite, WLL, etc. services are not included. Only DSL and cable modem services are taken into account



Table 4

Country	Incumbent's PSTN activated main lines	Availability of wholesale access January 2008						Wholesale DSL lines supplied			
		Fully unbundled lines supplied by the incumbent to new entrants			Shared access lines supplied by the incumbent to new entrants			Blstream access		Simple resale	
		Unbundled lines	Requested lines	N. of agreements	Shared lines	Requested lines	N. of agreements	No. of lines	No. of agreements	Resale No. of lines	No. of agreements
BE	4010973	41445		9	39373		9	308995	13	18384	18
BG	232050			3	2						
CZ	2104955	confidential		6	confidential	10	6	61951	1	1699	2
DK	2689264	188492		25	49874		8	133796	21		
DE	37435000	6380000		109	155000		20		18	28397	14
EE	466000	5550	490	7						3524000	31
EL	5095282	232582	31066	19	41509	4466	7	223122	16		
ES	15852222	568285	31973	21	782285	23054	13	372930	23	126333	2
FR	34229000	3215000			1621000			2174000		100000	
IE	1600000	16261		7	1657		7	152487	14		
IT	19384799	3606000	55841	31	555989	1761	13	1163000	162		
CY	398095	10011		3	215		3				
LV	600000			2			2	737	10		
LT	718091		382	2			2	2367	10		
LU	223949	10224		5	78		5		7	13038	7
HU	3010000	9019	378	9	4163	65	9	199538	25		
MT	196000							9900	11		
NL	5533000	336000		9	237500		9	confidential	5		
AT	2675520	273531	6516	37	128		3	118262	46		
PL	7983365	40	59	8	36	51	8	138379	19		
PT	2957111	291174	3718	5	1		1	59388	8		
RO	3100000	1362		17	372		17				
SI	789893	34905	1193	3	21079	428	3	18849	6	421	3
SK	1170790									16525	16
FI	2045000	305626			76164			76619			
SE	4815000	164000			441000					130000	
UK	22172628	1033145		57	2695665		33	800856	38	7643919	541
EU27	183577987	16722652+CZ	131616	394	6723090+CZ	29835	179	6015176	453	11602716	634
CH	3696000	700		9						438000	35

Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007  
Source for Switzerland: OFCOM Switzerland

Table 5

Broadband retail lines, January 2008																							
	New entrants' DSL lines on PSTN						Incumbents' access lines by other means						New entrants' access lines by other means										
	Incumbent's DSL lines/network	Own	Full ULL	Shared access	Bitstream access	Resale	Total	WLL	Cable/modem	Leased lines	FTTH	Sat	PLC	Other	Total	WLL	Cable/modem	Leased lines	FTTH	Sat	PLC	Other	Total
BE	1235545		36449	19068	307676	18384	383577			589					0	14313	1071107	9737	56				1095213
BG	162101					1655	1655							2	591	1784	91719	461	2319				4158779
CZ	508199	500	confidential	confidential	61951	28370	62451					100			100	520000	309000		55000				8841000
DK	830406		171774	59407	101463	28370	361014	46295731		6569				7914	310260	22649	242729	3070	71412	7	96	97847	4378100
DE	9019000	100000	5750000	155000		3524000	9529000				2500			422	2500	16214	985000						10285000
EE	125889	1712	2988			40	4740	5131							31111	1231	65969		22712				122491
EL	586308		161865	41509	223122	126333	426496			1355	350				1705	1231	1141	594					29666
ES	4540741		568285	785663	372930	126333	1853211			22763	9753				32516	51907	1633489	36189	5294		747	927	1728553
FR	6935000		3215000	1621000	2174000	100000	7110000								0	112718	700000						7000000
IE	379189		16261	1657	152484	2717	170402	295			366			219	14756	1980	82333		367				202594
IT	6420000	626	1751327	417000	1163010	2717	3334680								681	112718		8455	267249	3566		3	352694
CY	94163	10019	1957	215		668	12191				11			39	448	16798	718			36			754
LV	151076		512	14	57	668	1251	161			32			264	457	38090	15672	8742	510				190292
LT	215935				2166	13038	20417	8885	808	79	442			4727	14133	29877	63241	1595	83123	170			190292
LU	88225	21	7280	78	199538		212720	16218	79923	356	224				1388	140	10723	10	70				109433
HU	539140		9019	4163	9900		9900								97356	80899	494784	2827	1000				5795101
MT	28400				9900		9900								0	confidential	29700						29700
NL	2815000		336000	237000			573000								0	40193	549982	2000	65000	3411	400	5598	21996000
AT	602945		252487	128	118262		370877							5637	45862	22768	895658	2953	1458				6015894
PL	1820443	200224	7		109465		309696	40225							399593	12012	207485						1010382
PT	737162		283231	1	59388		342620	398402		1191					820	31291	471744		89595	370			221974
RO	362628	1333	1035			421	2368			686	134				1451	231	87440		10992	7			1746406
SI	171652		34905	21079	18849	16525	75254								0	73834	50510		9932	4			991353
SK	261313					16525	420312	9356111609							0	5888	98016		48250				1988228
FI	929262				76619	130000	735000			500040000					350965	6000	550000	11000					1983887
SE	1020000		164000	441000	8008563613903		8228489								45000	2500	3363000						337150000
UK	4030016	84920	1033145	2695665																			10425000
EU27	44609738	3993551	4028747+CZ	6614120+CZ	5951736	438000	4387000			176429106426873	100249224	13516931065227+MT	14227037	975871215234121323	16482188827918631159+MT								337150000
CH	1164000		709												0		710000						710000

Data for Estonia, France, Lithuania, the Netherlands and Austria as of October 2007  
Sources for Switzerland: OFCOM Switzerland, Telecom operators

### 3.4 Price for unbundled local loop

This section illustrates the cost of connection and monthly rental for both full unbundled access (full LLU) and shared access (SA) to the loop. Monthly rental and connection fees are presented as well as the total average monthly cost (over three years).

Unless otherwise stated connection fees include the technical expertise to assess the speed that can be conveyed through and disconnection fees (where applicable). Furthermore, only the price for a single line is presented here (charges may be different in the case of subsequent access). It is assumed that the loop is active and it will be used to provide both telephony and DSL services. Unless otherwise stated figures exclude a whole range of additional one-off costs that may exist in some Member States like, cost of co-location, cost for the cable termination point, cost for installation at the end-user premises, etc.

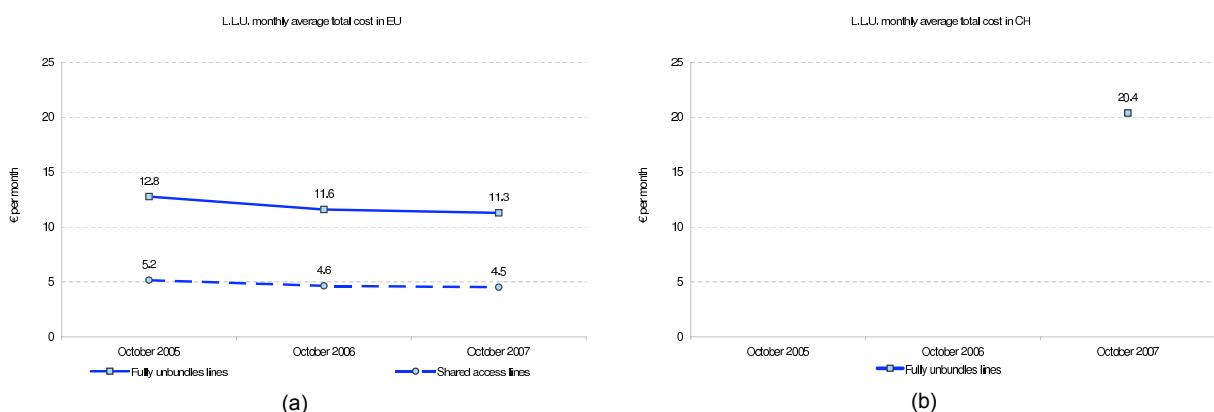
Data is not always comparable with that of the previous reports, due to changes in methodology occurred in some countries.

#### 3.4.1 Monthly average total cost

The following charts illustrate the monthly total cost for the full LLU and shared access (connection and monthly fees) based on the assumption that the loop is used for three years. EU average since 2005 is also shown.

In October 2007, the average monthly cost of an unbundled line was 20.40 Euros, placing Switzerland well above the European average (11.28 Euros). Since unbundling of the local loop only entered into force on 1 April of the same year, it is impossible to measure developments over the past three years. However, as has happened in the European Union countries, there is strong pressure on the cost of unbundling, which has already resulted in a considerable reduction to which Swisscom agreed of its own accord in March 2008. Moreover, several operators have requested the Communications Commission (ComCom) to take a decision on the prices charged for unbundling. At present, the authorities are looking into the matter and in particular are verifying whether the prices are in fact cost-based.

Figure 108

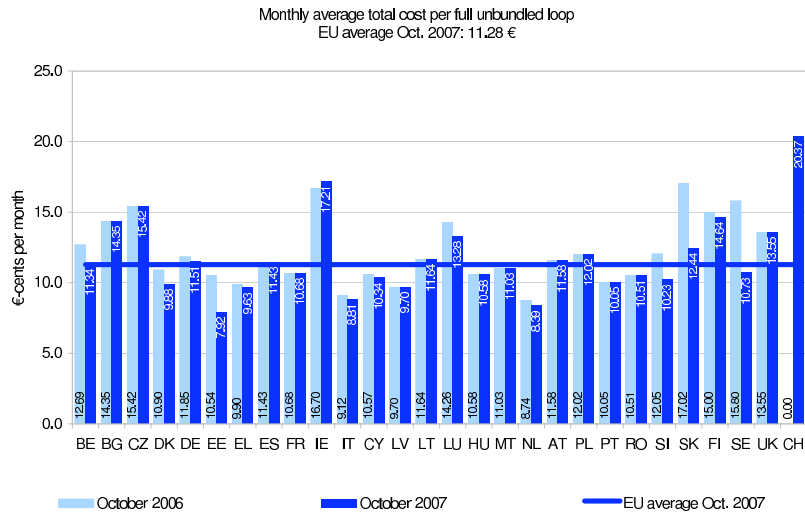


Figures for 2005 do not include Bulgaria and Romania  
Sources for Switzerland: Telecom operators

At an average cost of 20.40 Euros per month, Switzerland is clearly the most expensive country in terms of unbundling. In the European Union countries, this cost varies between 7.92 Euros (Estonia) and 17.21

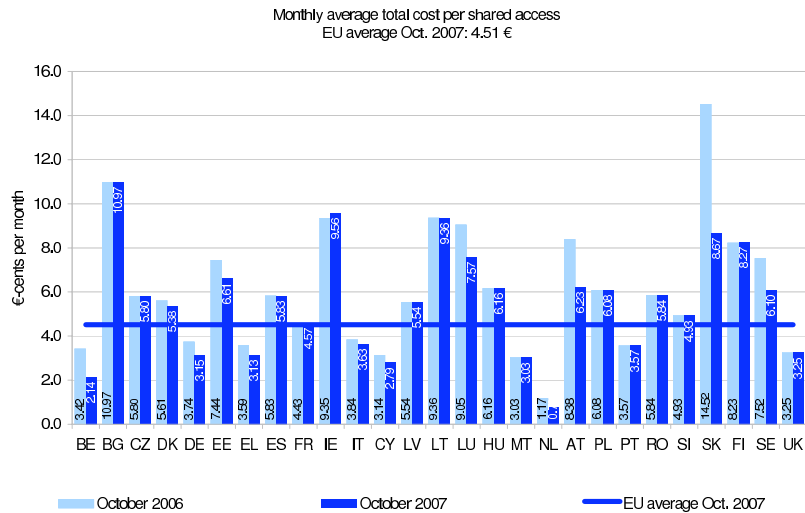
Euros (Ireland).

Figure 109



Sources for Switzerland: Telecom operators

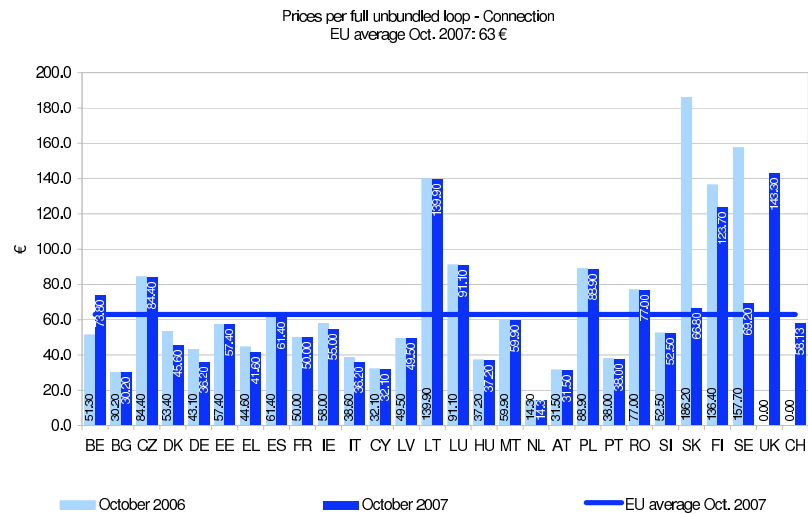
Figure 110



### 3.4.2 Connection and monthly rental for full unbundled local loop

The one-off price which alternative operators had to pay to Swisscom for transferring the line (an active line) was 58.1 Euros in October 2007. i.e. 4.9 Euros below the average in the European Union. Among Switzerland's neighbours, this price varied between 14.0 Euros (Netherlands) and 143.3 Euros (United Kingdom).

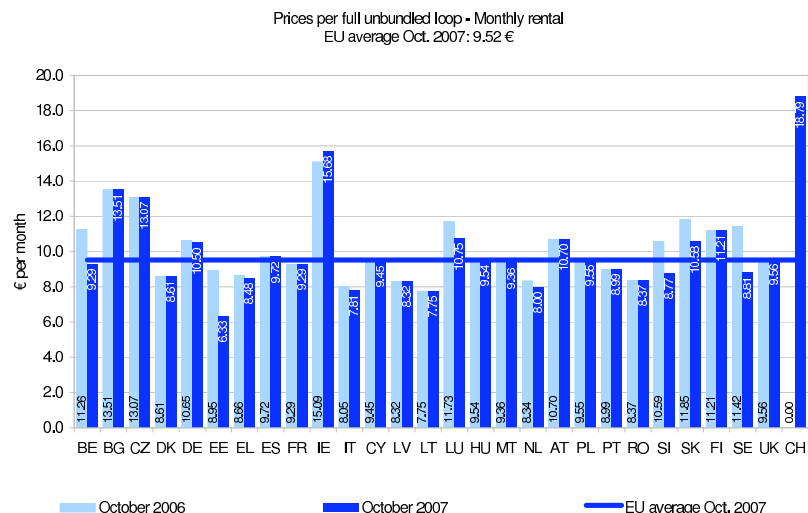
Figure 111



Belgium: The tariff includes the visit at the customer's premises. A tariff without this cost (Euro 25.44) is not available in practice  
 Bulgaria: The cost of the test to assess the speed is not included. This price is not in compliance with the NRA's decision of July 2006 (Euro 31.70)  
 Denmark: Price applied from 30 June to 1 October 2007  
 Germany: Price without installation at the customer's premise, fee for cancellation between 5.21 Euros and 20.93 Euros  
 Malta: Disconnection cost: Lm 14.40  
 Portugal: The test for assess the speed is not requested  
 Sources for Switzerland: Telecom operators

In October 2007 the monthly price for leasing an unbundled line in Switzerland was 18.79 Euros, or nearly double the European average. At that time the price in the European Union countries was between 6.33 Euros (Estonia) and 15.68 Euros (Ireland).

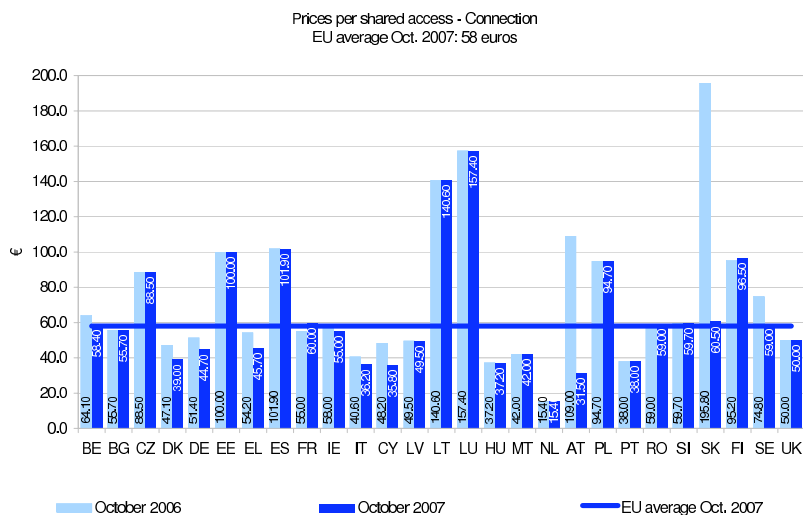
Figure 112



Bulgaria: Prices are according to agreements currently in place. This price is not in compliance with the NRA's decision of July 2006 (Euro 10.19)  
 Denmark: The data reported as valid from the 1st of October 2007 are from 30th of June 2007  
 Malta: Co-location costs are excluded  
 Poland: The cost of disconnection fees is calculated according to the individual cost estimate  
 Sources for Switzerland: Telecom operators

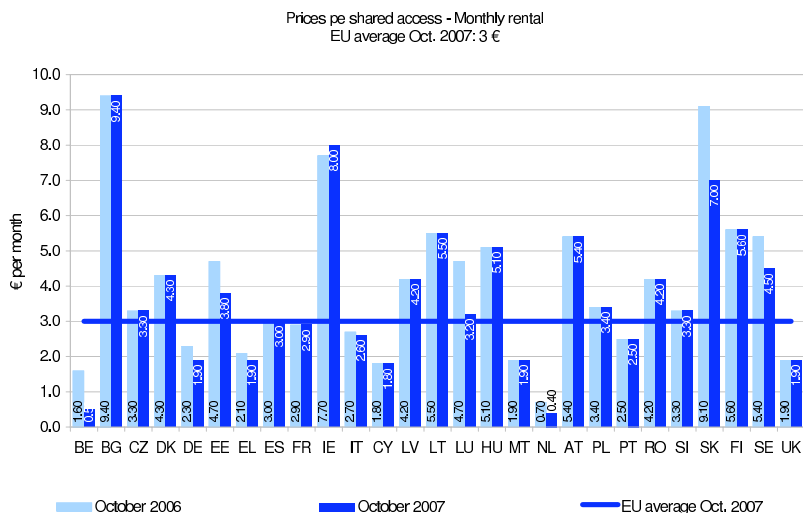
### 3.4.3 Connection fees and monthly rental for shared access

Figure 113



Belgium: This cost includes a deactivation cost of 23.12 Euros  
 Bulgaria: The cost of the test to assess the speed is not included  
 Denmark: The data reported as valid from the 1st of October 2007 are from 30th of June 2007  
 Hungary: Cost of co-location excluded  
 Malta: The splitter must be provided by the alternative operator  
 Portugal: The splitter is not provided by the incumbent. The test to assess the speed is not requested  
 Poland: The cost for the splitter is calculated according to the individual cost estimate

Figure 114



Bulgaria: Prices applied to the agreements currently in place. This price is not in compliance with the NRA's decision of July 2006 (Euro 4.57)  
 Denmark: The data reported as valid from the 1st of October 2007 are from 30th of June 2007  
 Portugal: The splitter is not provided by the incumbent

## Chapter 4

# Exchange rates and population

### 4.1 Exchange rates used (except retail tariffs)

	Euro
Belgium	1.0000
Bulgaria	1.9558
Czech Republic	27.5380
Denmark	7.4549
Germany	1.0000
Estonia	15.6466
Greece	1.0000
Spain	1.0000
France	1.0000
Ireland	1.0000
Italy	1.0000
Cyprus	0.5842
Latvia	0.7040
Lithuania	3.4528
Luxembourg	1.0000
Hungary	251.4200
Malta	0.4293
Netherlands	1.0000
Austria	1.0000
Poland	3.7700
Portugal	1.0000
Romania	3.3565
Slovenia	239.6400
Slovakia	33.9230
Finland	1.0000
Sweden	9.1940
UK	0.6974
Switzerland	1.6497

Exchange rate as of 1st October 07 ([www.ecb.eu](http://www.ecb.eu)), Slovenia joined the Euro the 1st of January 2007  
Source for Switzerland: [Teligen of 1.08.2007](#)

## 4.2 Exchange rates used for retail tariffs

	Euro
Belgium	1.0000
Bulgaria	0.50695
Czech Republic	0.03600
Denmark	0.13434
Germany	1.0000
Estonia	0.06390
Greece	1.0000
Spain	1.0000
France	1.0000
Ireland	1.0000
Italy	1.0000
Cyprus	1.70853
Latvia	1.40825
Lithuania	0.28962
Luxembourg	1.0000
Hungary	0.00387
Malta	2.30097
Netherlands	1.0000
Austria	1.0000
Poland	0.25950
Portugal	1.0000
Romania	0.30358
Slovenia	1.0000
Slovakia	0.02959
Finland	1.0000
Sweden	0.10674
UK	1.47189
Japan	0.00628
USA	0.73099
Switzerland	0.606189

Exchange rate on the mobile tariff - section 4, public voice telephony tariffs - section 9 and leased line tariffs - section 10.

Source for Switzerland: Teligen of 1.08.2007



## 4.3 Population

	2006	2007
BE	10 511 400	10 511 382
BG		7 679 290
CZ	10 251 100	10 287 189
DK	5 427 500	5 447 084
DE	82 455 800	82 310 995
EE	1 344 700	1 342 409
EL	11 122 900	11 170 957
ES	43 758 300	44 474 631
FR	62 886 200	63 392 140
IE	4 209 000	4 209 019
IT	58 751 700	59 131 287
CY	766 400	778 537
LV	2 294 600	2 281 305
LT	3 403 300	3 384 879
LU	459 500	459 500
HU	10 076 600	10 064 000
MT	404 400	406 020
NL	16 335 500	16 357 992
AT	8 265 900	8 298 923
PL	38 157 100	38 125 479
PT	10 569 600	10 599 095
RO		21 565 119
SI	2 003 400	2 010 377
SK	5 389 200	5 393 637
FI	5 255 600	5 276 955
SE	9 047 800	9 113 257
UK	60 416 200	60 798 438
EU	463 563 700 <sup>a</sup>	494 869 896
CH	7 508 700	7 591 400

<sup>a</sup>Population of Bulgaria and Romania is not taken into account for 2006 purposes, as the official date of their adhesion to EU was 1 January 2007).

Source: Eurostat web site as of 1.10.2007

Source for Switzerland: [Swiss Federal Statistical Office](#)

#### 4.4 Population broadband data (section 6)

	2006 Broadband data	2007 Broadband data
BE	10 511 400	10 584 534
BG	7 718 750	7 679 290
CZ	10 251 100	10 287 189
DK	5 427 500	5 447 084
DE	82 455 800	82 314 906
EE	1 344 700	1 342 409
EL	11 122 900	11 171 740
ES	43 758 300	44 474 631
FR	62 886 200	63 392 140
IE	4 209 000	4 314 634
IT	58 751 700	59 131 287
CY	766 400	778 684
LV	2 294 600	2 281 305
LT	3 403 300	3 384 879
LU	459 500	476 187
HU	10 076 600	10 066 158
MT	404 400	407 810
NL	16 335 500	16 357 992
AT	8 265 900	8 298 923
PL	38 157 100	38 125 479
PT	10 569 600	10 599 095
RO	21 610 213	21 565 119
SI	2 003 400	2 010 377
SK	5 389 200	5 393 637
FI	5 255 600	5 276 955
SE	9 047 800	9 113 257
UK	60 416 200	60 852 828
EU	492 892 663	495 128 529
CH	7 508 700	7 591 400

Source: Eurostat web site as of 1.10.2007

Source for Switzerland: [Swiss Federal Statistical Office](#)

## Chapter 5

# OECD telecommunications basket definitions

### 5.1 Composite national – international basket

1. This basket is based on a combination of the national and international baskets. The international basket is scaled using a fixed number of international calls.
2. Business basket results exclude VAT. Residential basket results include VAT.
3. The number of calls to fixed line phones (i.e. excluding calls to mobile phones) is defined as:

Number of national fixed line calls	Calls per year
Business basket	3600
Residential basket	1200

4. The international portion of the basket shall have a number of calls equal to 6% of the national fixed line calls, in addition to the calls defined in the national portion of the basket.

	International calls per year
Business basket	216
Residential basket	72

5. Calls to mobile phones are added to the basket. The number of calls shall be 10% of the number of national fixed line calls, in addition to the fixed line calls.

Calls to mobile phones	Calls per year	Call duration
Business basket	360	2
Residential basket	120	2

6. A weighted distribution over six time and day points is used. Call charges relevant at each of these time and day points shall be used.

Day/Time	We 11:00	We 15:00	We 20:00	We 03:00	Sa 11:00	Su 15:00
Bus	45.4	40.6	7	0.8	5.7	0.5
Res	14.3	22.1	31.6	3	13	16

Bus = Business basket, Res = Residential basket. All weights in percent of total number of fixed line calls. We = Weekdays, Sa = Saturdays, Su = Sundays.

7. Call duration will vary with distance and time of day. The charge for each call shall reflect the actual charge for the duration in question, as defined by the tariff. Call setup and minimum charges shall be included.

Day/Time	Weekday daytime			Weekday evenings, nights and weekends		
Distance	3-12 Km	17-40 Km	75-490 Km	3-12 Km	17-40 Km	75-490 Km
Bus	3.5	3.5	3.5	3.5	3.5	3.5
Res	2.5	3.5	3.5	3.5	6	7

Bus = Business basket, Res = Residential basket. Duration in minutes per call.

## 5.2 New OECD baskets for PSTN 2006

### 1. Number of calls per year

Number of calls per year	National calls	Calls to mobile	International calls	Total calls
Residential Low	456	114	30	600
Residential Medium	900	276	24	1200
Residential High	1560	744	96	2400
Business SOHO	1206	522	72	1800
Business SME	2016	560	224	2800

The SME basket shall also reflect 30 lines and users.

### 2. Distribution over time

Fixed calls distribution over time	WD 11.00	WD 15.00	WD 20.00	WD 3.00	SA 11.00	SU 15.00
Residential Low	30.2%	28.1%	23.6%	0.9%	8.2%	9.0%
Residential Medium	27.5%	28.0%	23.0%	2.0%	8.0%	11.5%
Residential High	30.0%	30.4%	20.0%	0.6%	8.5%	10.5%
Business SOHO	39.5%	39.3%	7.5%	3.6%	5.5%	4.6%
Business SME	40.2%	40.5%	6.5%	3.4%	4.7%	4.7%
Mobile calls distribution over time	WD 11.00	WD 15.00	WD 20.00	WD 3.00	SA 11.00	SU 15.00
Residential Low	28.6%	28.6%	20.5%	0.6%	10.1%	11.6%
Residential Medium	29.1%	30.5%	20.5%	0.7%	8.5%	10.7%
Residential High	30.0%	30.4%	20.0%	0.6%	8.5%	10.5%
Business SOHO	39.5%	39.5%	4.5%	0.3%	9.0%	7.2%
Business SME	44.0%	42.0%	1.2%	0.1%	6.3%	6.4%

### 3. Distribution over distance (km)

Fixed calls distribution over distance	3	7	12	17	22	27	40	75	110	135	175	250	350	490
Residential Low	62.0%	14.5%	5.2%	3.1%	1.6%	2.1%	2.1%	2.1%	1.2%	1.0%	0.8%	0.8%	0.6%	2.9%
Residential Medium	56.7%	13.3%	4.7%	2.8%	1.4%	3.2%	3.2%	3.2%	1.9%	1.6%	1.3%	1.3%	1.0%	4.4%
Residential High	63.0%	14.7%	5.2%	3.1%	1.6%	1.9%	1.9%	1.9%	1.1%	0.9%	0.7%	0.7%	0.6%	2.7%
Business SOHO	55.5%	13.0%	4.6%	2.9%	1.5%	3.3%	3.3%	3.3%	2.0%	1.7%	1.4%	1.4%	1.1%	5.0%
Business SME	57.2%	13.4%	4.9%	3.0%	1.5%	3.0%	3.0%	3.0%	1.8%	1.5%	1.2%	1.2%	0.9%	4.4%

### 4. Call durations in minutes

Calls durations 3-22km	WD 11.00	WD 15.00	WD 20.00	WD 3.00	SA 11.00	SU 15.00
Residential Low	3.7	3.7	4.7	4.7	4.5	4.5
Residential Medium	3.7	3.7	4.7	4.7	4.5	4.5
Residential High	3.7	3.7	4.7	4.7	4.5	4.5
Business SOHO	1.9	1.9	2.1	2.1	2.3	2.3
Business SME	1.9	1.9	2.1	2.1	2.3	2.3
Calls durations >22km	WD 11.00	WD 15.00	WD 20.00	WD 3.00	SA 11.00	SU 15.00
Residential Low	4.4	4.4	7.0	7.0	6.6	6.6
Residential Medium	4.4	4.4	7.0	7.0	6.6	6.6
Residential High	4.4	4.4	7.0	7.0	6.6	6.6
Business SOHO	2.2	2.2	3.0	3.0	3.1	3.1
Business SME	2.2	2.2	3.0	3.0	3.1	3.1
Calls durations to mobile	WD 11.00	WD 15.00	WD 20.00	WD 3.00	SA 11.00	SU 15.00
Residential Low	1.8	1.8	2.1	2.1	1.9	1.9
Residential Medium	1.8	1.8	2.1	2.1	1.9	1.9
Residential High	1.8	1.8	2.1	2.1	1.9	1.9
Business SOHO	1.6	1.6	1.7	1.7	1.7	1.7
Business SME	1.6	1.6	1.7	1.7	1.7	1.7

### 5. International calls

	Distribution		Call duration (minutes)	
	Peak	Off-Peak	Peak	Off-Peak
Residential Low	33.0%	67.0%	5.5	7.2
Residential Medium	33.0%	67.0%	5.5	7.2
Residential High	33.0%	67.0%	5.5	7.2
Business SOHO	80.0%	20.0%	2.9	3.9
Business SME	80.0%	20.0%	2.9	3.9

## 5.3 International PSTN basket

1. The international PSTN basket, when used separately, shall reflect the cost of a single call, calculated according to the weighting method described below. No fixed charges are included.
2. Business basket results exclude VAT. Residential basket results include VAT.
3. Call charges for calls to all other OECD Member States shall be used. Peak and off-peak time call charges are used, defined as the highest (most expensive) charge and the lowest (least expensive) charge.
4. Call cost is based on average per minute charge. Call setup charges and/or different charges for first and additional minutes are included.
5. The charges to different destinations are weighted according to the ITU call volume statistics. An average over the latest 5 years of available traffic statistics is used. As there may be gaps in the ITU statistics for certain destinations from some countries, calls on such routes are excluded from the calculation.
6. Call charges are weighted between peak and off-peak:

	Peak time	Off-peak time
Business basket	75.0%	25.0%
Residential basket	25.0%	75.0%

7. Call duration differ between peak and off-peak time:

	Peak time	Off-peak time
Business basket	3 minutes	5 minutes
Residential basket	3 minutes	5 minutes

## 5.4 New OECD mobile baskets

1. The basket structure remains the same as with the previous (2002) version of the baskets. All baskets will include:
  - Registration or installation charges with 1/3 of the charges, i.e. distributed over 3 years ;
  - Monthly rental charges, and any option charges that may apply to the package, or package combination;
  - Usage charges for voice calls and SMS and MMS message, as defined by the usage profile.
2. The three new baskets are:
  - Low user basket. The usage level of this basket is low, with a call volume less than half of that in the Medium user basket ;
  - Medium user basket. This basket will have 65 outgoing calls per month ;
  - High user basket. The usage level is about twice the Medium user basket.
3. The usage profiles will also include a number of SMS and MMS messages per month. The number of MMS is low, reflecting a new service with still little use.
4. Call and message volumes for each basket are:

	Outgoing calls /month	SMS per month	MMS per month
Low user	30	33	0.67
Medium user	65	50	0.67
High user	140	55	1

5. There is little difference between the average pre-paid usage and the low user post-paid usage. The low user basket can therefore be used for both pre- and post-paid tariffs, allowing a simple comparison also between the two types.

6. Only national calls are included in the profiles, with 5 different destinations:

- Local area fixed line calls. This is used to accommodate the tariffs that have separate charges for the local area. When such charges are not available, this proportion of calls is included in the National ;
- National fixed line calls. This covers all fixed line calls outside the local area, except in cases as noted above ;
- Same network mobile calls (On-net). This includes all calls made to mobiles in the same mobile network as the caller ;
- Other network mobile calls (Off-net). This includes calls to all other mobile networks in the caller's country. When the charges are different depending on destination network, the market shares based on subscriber numbers are used for weighting the charges. Up to 3 other networks will be considered in each country;
- Voicemail calls. This reflects calls made to retrieve voicemail messages from the on-net voicemail service.

7. Distributions per destination for each basket are:

% of total number of calls	Fixed Local	Fixed National	On-net mobile	Off-net mobile	Voicemail
Low user	15.0%	7.0%	48.0%	22.0%	8.0%
Medium user	14.0%	7.0%	48.0%	24.0%	7.0%
High user	13.0%	7.0%	47.0%	26.0%	7.0%

8. As there is little evidence on the split between local and national fixed line calls, the assumption has been used that the ratio would be 2:1 for local:national, i.e. 67% local and 33% national. This assumption is taken from the averages in fixed baskets, and the scarce information received.

9. Instead of splitting time and day into distinct times and days the following approach will be used:

- Peak time calls at weekdays, most expensive time during daytime ;
- Off-peak time calls at weekdays, cheapest time before midnight ;
- Weekend time calls, at daytime Sundays.

10. Distributions over time and day for each basket are:

% of total number of calls	ToD Peak	ToD Off-peak	ToD Weekend
Low user	48.0%	25.0%	27.0%
Medium user	50.0%	24.0%	26.0%
High user	60.0%	19.0%	21.0%

11. There will be 4 separate call durations:

- Local and national fixed line calls ;
- Same network mobile calls (On-net);
- Other network mobile calls (Off-net);
- Voicemail calls.

12. Call durations for each basket are:

Minutes per call	Duration Fixed National	Dur Mobile On-net	Dur Mobile Off-net	Dur Voicemail
Low user	1.5	1.6	1.4	0.8
Medium user	1.8	1.9	1.7	0.8
High user	1.7	1.9	1.8	0.8

13. Any call allowance value included in the monthly rental will be deducted from the usage value once the basket is calculated. The deduction cannot be larger than the actual usage value, i.e. negative usage is not allowed. No transfer of unused value to next month is taken into account.
14. Any inclusive minutes will be deducted from the basket usage before starting the calculation of usage cost. The inclusive minutes are assumed to be used up with the same calling pattern that is described in the basket, i.e. the same peak/off-peak ratio and the same distribution across destinations. Where the inclusive minutes are clearly limited to specific destinations or times of day this will be taken into account. No transfer of unused minutes is taken into account.
15. Any inclusive SMS and MMS-messages will be deducted from the basket before starting the calculation of the SMS and MMS message cost, up to the number of messages in the basket.
16. For each of the operators covered a set of packages shall be included so that the cheapest package offered by that operator can be calculated for each of the 3 baskets.
17. Multiple operators in each country shall be included, with at least the two operators with highest number of subscribers in each country. The operators included shall have a total market share of at least 50% based on subscriber numbers.
18. Basket results are calculated for a period of one year.