

# Autoriteit Consument & Markt



**Enclosure(s):** 2

**Registration number:**

**Our reference:** ACM/UIT/311543

**Contact person:** Danny.Bhairsingh | omzet@acm.nl

**Subject:** Submitting turnover specification

**ATTENTION: You are required by law to submit your turnover data to the Netherlands Authority for Consumers and Markets.**

(A Dutch version of this letter is available on [www.acm.nl](http://www.acm.nl))

Dear Sir or Madam:

Your business is active in the electronic communications sector (hereafter: EC). We, the Netherlands Authority for Consumers and Markets (hereafter: ACM), regulate your sector. You may owe us an amount for these regulatory activities. In order to determine whether you do, and if so, how much you owe us, we need your turnover data. We need to have your turnover data no later than January 1, 2018. However, if possible, please respond before the Christmas holidays (December 25 and 26), so that ACM is able to process your data in a timely manner.

### How do you submit your turnover data?

Please use the enclosed 'Turnover Specification Form' for submitting your turnover data. We have also included the 'Guidelines for submitting a turnover specification' to make filling out the form easier. These guidelines explain the official and material requirements that your turnover statement must comply with.

1. Please fill out the 'Turnover Specification Form';
2. Please include any supporting documents;
3. Please send the completed form and any supporting documents by email to [omzet@acm.nl](mailto:omzet@acm.nl) or by regular mail to ACM.

### When do you have to pay?

*Your net turnover (relevant or otherwise) is equal to or exceeds EUR 2,000,000*

You are due a fee for the regulatory activities by ACM. The amount due is a percentage of your net turnover (relevant or otherwise).

In addition, you must pay an amount for the costs of the mediation service in 2017. The amount due is a percentage (a different one) of your net turnover (relevant or otherwise). The turnover

you submit will therefore be used to determine the amount due for regulation and for your contribution to the costs of the mediation service. Finally, you will be informed by the Consumer Complaints Board for Telecommunications (hereafter: SGC) about any registration costs due to SGC. You will find more information about the registration costs of SGC and the cost of mediation service in the enclosure '*Guidelines for submitting a turnover specification*'.

*Your net turnover (relevant or otherwise) is less than EUR 2,000,000*

You do not need to pay anything. Your contribution for regulation by ACM is zero. In addition, the registration costs of SGC and the mediation costs are free of charge, provided that you submit your turnover specification on time.

The fee for 2018 is based on your net turnover (relevant or otherwise) generated in 2016. ACM will determine this fee in the Decision on Regulatory Costs 2018. You will receive the decision and, if applicable, an invoice by mid-2018.

**What happens if you do not respond (on time or at all)?**

ACM is authorized to estimate your turnover if a statement is incomplete or missing. In that case, ACM will charge a fee based on this estimate. This may be to your disadvantage if the estimate is higher than your actual net turnover (relevant or otherwise). In addition, ACM may take enforcement actions such as imposing orders subject to periodic penalty payments.

**Any questions?**

Should you have any questions, please do not hesitate to contact ACM by calling the contact person listed at the top of this letter or by sending an email to the following address: [omzet@acm.nl](mailto:omzet@acm.nl).

Any questions about registration costs of SGC may be directed to the Support Department at SGC, telephone number: +31 70 3105 371, email address: [registrant@degeschillencommissie.nl](mailto:registrant@degeschillencommissie.nl).

Best regards,

The Netherlands Authority for Consumers and Markets  
On its behalf,

w.g.  
Aad Kleijweg  
Team Manager  
Telecommunications, Transport and Postal Services Department