

Contact Person	Our Ref. ACM/DTVP/2013/206889	Your ACM Registration Number(s)	Dial Direct
Date	Subject Submission of (EC) Turnover Specification	Enclosures - Turnover Specification Form - Instructions for Submitting Turnover	

<p>IMPORTANT: You are required by law to submit a statement of your turnover specification for 2012 to the Authority for Consumers & Markets (ACM), no later than 1 February 2014. Failure to do so on time will constitute a breach of law.</p>

Dear Madam/Sir,

The Authority for Consumers & Markets (hereafter: ACM) regulates the Electronic Communications Sector. ACM charges an annual fee for this work. In order to determine the amount of this fee, ACM requires details of your annual turnover.

The amount of the fee for 2014 is based on your net turnover achieved in 2012. You are required to fill in the *Turnover Specification Form* (Enclosure 1) to list your turnover details. ACM requests you to ensure that your statement complies with the formal and material requirements set out in the *Instructions for Submitting a Turnover Specification* (Enclosure 2).

Mediation for the Deaf and the Hearing-Impaired

Certain basic services must be made available to all residents of the Netherlands, irrespective of where they live, for a reasonable price. These services are named *universal services*. Under the Telecommunications Act, Section 9.1, first subsection, preamble and part f, it is stipulated that affordable services which make the public telephone services accessible, must be made available to end users with a physical handicap, at a level which is equivalent to that of other end users. Further specifications laid down in Section 2.3a of the Decision for Universal Services and End Users Interests (hereafter: BUDE), state that this universal service must consist of a mediation service which converts text and images of sign language into spoken language and vice versa, so that equivalent access to the public telephone services is available for end users who are deaf or hearing-impaired.

The Dutch Minister of Economic Affairs (hereafter: the Minister) deems that the availability, affordability and quality of mediation cannot be guaranteed by the normal functioning of the market.

The Minister has appointed the Dutch telecommunications company, KPN B.V. to act as an intermediary from 1 October 2013. The appointed intermediary has a right to compensation according to Section 9.4 of the Telecommunications Act.

The costs of compensation for mediation will be apportioned among the providers of electronic communication services and networks that had a turnover of at least 2 million euro in the calendar year preceding the calendar year related to the compensation costs (Section 2.6 of the BUDE). The amount due from each provider is determined according to the distribution code in Section 2.13 of the BUDE.

Should your achieved turnover in 2012 amount to at least 2 million euro after tax, in 2014 ACM will charge you for the costs of mediation that took place in 2013.

What will happen if you do not react (on time)?

ACM looks forward to receiving your turnover specification for 2012 no later than 1 February 2014. When a turnover specification remains forthcoming, ACM will use enforcement resources, which includes imposing an order for incremental penalty payments. Furthermore ACM is empowered to make an estimate for a missing or incomplete turnover specification. In which case ACM shall charge payment according to this estimate. When your payment is effected, you are still obliged to send in a completed turnover specification form. ACM will enforce compliance with this obligation.

Any Questions?

If you have any questions, please send your query by email to: omzet@acm.nl.

Yours sincerely,
Authority for Consumers & Markets

sgd
Mr A.J.M. Kleijweg
Team Manager
Department of Telecommunications, Transport & Post