

The Hague, 11 November 2016

**Enclosures:** 2

**Your ref:**

**Our ref:** ACM/DTVP/2016/206545

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

**Subject:** Submitting Turnover Specification

**IMPORTANT:** You are required to submit your turnover to the Netherlands Authority for Consumers and Markets before 1 January 2017. This is required by law.

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

Dear Sir/Madam,

The Netherlands Authority for Consumers and Markets (hereinafter: ACM) regulates the electronic communications sector. Every year, you are charged a fee for these regulatory activities. In order to determine your fee, ACM requires details of your annual turnover.

#### How is your fee determined?

For your turnover statement, please use the '*Turnover Specification Form*,' which is enclosed with this letter. The enclosure '*Guidelines for submitting a turnover specification*' explains in greater detail the official and material requirements that you must comply with in your turnover statement.

1. Please fill out the '*Turnover Specification Form*';
2. If you have any supporting documents, please add them to the form;
3. Send the form and any supporting documents by email to [omzet@acm.nl](mailto:omzet@acm.nl) or by regular mail to ACM.

The fee for 2017 is based on your net turnover (relevant or otherwise) generated in 2015. ACM will determine this fee in the Decision on Regulatory Costs 2017. You will receive the decision and, if applicable, an invoice by mid-2017.

**How much will 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 a contribution fee for the costs of mediation that took place in 2016. 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 mediation costs. Finally, you will be informed by the Consumer Complaints Board for Telecommunications (hereinafter referred to as: 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.

**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).

Yours sincerely,  
The Netherlands Authority for Consumers and Markets  
On its behalf,

Aad Kleijweg  
Team Manager  
Telecommunications, Transport and Postal Services Department