



The Hague,

Number of enclosures : -(2) Form; Guidelines-  
Your reference :  
Our reference : ACM/UIT/584712  
Contact person : Susan Bos-Theuvenet | omzet@acm.nl  
Subject : ACM/22/180207 Request submitting turnover telecomprovider

**ATTENTION: You are statutorily required to submit your turnover data no later than December 31, 2022, to the Netherlands Authority for Consumers and Markets.**

Dear Sir or Madam,

Your company is active in the Netherlands as a telecom provider. The Netherlands Authority for Consumers and Markets (ACM) regulates your sector. You may have to pay a fee for these regulatory activities. In order to determine the level of this fee, we need your relevant net turnover<sup>1</sup>. You are required by law to submit your relevant net turnover. This letter is an official request to submit your turnover data.

We need your turnover in **2021** to determine the fee for 2023.

**How do you know whether or not you have to submit data**

- Your relevant net turnover in **2021** is equal to or exceeds €2 million.  
You must pay a fee for ACM's regulatory activities, as well as a fee for the costs of the mediation service.<sup>2</sup> These fees are a percentage of your relevant net turnover. Your turnover data is therefore used to determine these amounts. You have to submit your turnover data.
- Your relevant net turnover in **2020** was equal to or exceeds €2 million.  
We expect a response from you. However if your relevant net turnover in **2021** is less than €2 million you do not need to submit your turnover data. For now, it will be sufficient to send us an e-mail stating that your relevant net turnover is less than €2 million.
- Your relevant net turnover in **2020 en 2021** is less than €2 million.  
For now, there is no need to submit your turnover data.

Please take notice that the ACM randomly checks your relevant net turnover of your (group of) company(ies). It is therefore possible that you will soon receive a request to provide an itemized statement of your relevant turnover.

<sup>1</sup> The relevant net turnover is the turnover that you have generated from telecom activities that ACM regulates. More information can be found in Annex 2 to this letter: 'Guidelines for submitting the turnover specification' (in Dutch: Richtlijnen indienen omzetopgave telecomaandbieders).

<sup>2</sup> More information about the mediation service can be found in the annex 'Guidelines for submitting the turnover specification' (in Dutch: 'Richtlijnen indienen omzetopgave telecomaandbieders').

**What do you need to do in case your relevant net turnover (in 2021) is equal to or exceeds €2 million?**

Please use the enclosed Turnover Specification Form (in Dutch: 'Formulier omzetgegevens') for submitting your turnover data. In order to make it easier for you to fill out the form, we have also enclosed the Guidelines for submitting the turnover specification for telecom providers (in Dutch: 'Richtlijnen indienen omzetopgave telecomaanbieders'). The guidelines explains what requirements your turnover specification must meet. We need your turnover data no later than December 31, 2022.

- Take some time to read the Guidelines;
- Fill out the Turnover Specification Form;
  - If necessary, enclose any supporting documents;
  - Send the form and the supporting documents to ACM no later than December 31, 2022, by email to [omzet@acm.nl](mailto:omzet@acm.nl) or to ACM, Muzenstraat 41, 2511 WB, The Hague, the Netherlands.

May we suggest sending your turnover specification before Christmas (December 25/26)? That will ensure that you are on time.

**Your relevant net turnover (in 2021) is equal to or exceeds €2 million and you do not respond (on time or at all)?**

If your turnover specification is missing or incomplete, ACM may impose an order subject to periodic penalty payments on you. In addition, ACM is authorized to estimate your turnover. 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 relevant net turnover.

**Wat will happen after you submit your turnover data?**

ACM bases the amount that you have to pay on your relevant net turnover that you have stated. After submitting your data, you will receive a decision and an invoice in mid-May. In addition, we will send a separate invoice for the fee of the mediation service in the fall of every year.

Is your turnover less than €2 million? In that case, you will not receive a decision from us.

In some cases, you also need to pay a fee to the Consumer Complaints Board for Telecommunications (in Dutch: Stichting Geschillencommissies voor Consumentenzaken, or SGC). You will find more information about this under 5 in the Turnover Specification Form and in annex 2 'Guidelines for submitting the turnover specification'.

**Any questions?**

Should you have any questions, please do not hesitate to send an email to: [omzet@acm.nl](mailto:omzet@acm.nl).

Yours sincerely,

the Netherlands Authority for Consumers and Markets,

Mr. M.O. Kanhai  
Team manager  
Telecommunications, Transport and Postal Services Department