



Report on **Transparency** in communications_

TELEFÓNICA **2018**

Telefonica



Contents_

- 03** Introduction
- 05** Policies and application procedure
- 07** Scope of the report
- 07** Indicators of this report



Report by countries	15 - El Salvador	21 Colombia	34 United Kingdom
09 Argentina	16 - Guatemala	24 Ecuador	37 Uruguay
11 Brazil	17 - Nicaragua	26 Germany	39 Venezuela
13 Central America	18 - Panama	28 Mexico	41 Glossary
14 - Costa Rica	19 Chile	30 Peru	
		32 Spain	



Introduction_

As part of our commitment to fundamental rights of privacy and freedom of expression, we are publishing our third report on transparency in telecommunications with the objective of contributing to a more open and transparent society.

The guarantee of people's fundamental rights, and in particular privacy and freedom of expression, acquires a new dimension in the digital world, thanks to the use of new technologies and the prominence of data on a global scale.

Telecommunications operators have the duty and legal obligation to respond to the requests of the [competent authorities](#) to ensure the safety of their citizens, always in compliance with the law and fundamental rights and freedoms.

For this reason, transparency is an essential exercise in a world in which spaces of responsibility are shared when it comes to preserving and guaranteeing people's rights.

OUR COMMITMENT TO HUMAN RIGHTS

Since 2006 human rights have formed an integral part of our [Business Principles](#).

As part of our due diligence process, every four years, we conduct an impact assessment of how our activities (either directly or through our business partners) may be affecting people's fundamental rights. To this end, we work with internal and external experts to identify where and how our activity may be causing that impact and to define a formal process that facilitates proactive risk management and the taking advantage of opportunities, involving our main stakeholders.

In 2013, together with BSR "[Business for Social Responsibility](#)", we carried out our first impact assessment in all our operations. Privacy and freedom of expression were identified as two issues to be managed within the matrix.

In 2017 we updated our impact matrix with a new assessment by [BHR \("Business & Human Rights"\)](#) in order to understand the potential impacts of our strategy, the Group's new activities, and a constantly changing digital environment.

Privacy and Freedom of Expression rights were identified as relevant in the following activities:

- ▶ Conditions of products and/or services.
- ▶ New technologies and developments related to artificial intelligence.
- ▶ Joint ventures, acquisitions and strategic alliances.

The results of the impact assessments are presented to the Responsible Business Office, the body that integrates the heads of the operational areas at a global level, as well as to the Board of Directors Commission in charge of monitoring the Responsible Business Plan, so that it may be taken into account in its decision-making processes.



Once the analysis was completed, a number of activities and themes were identified that merit further analysis. During 2019-2020, evaluations of the impact of our activity will be carried out, focusing on: the process of network deployment, the development of new products and services -including those in which artificial intelligence is applied-, and the rights of children and adolescents.

We also have the [Responsible Business channel](#) as a complaint and remedy mechanism where any interest group can raise complaints or queries regarding Privacy and Freedom of Expression.

The [guiding principles of United Nations on business and human rights](#) have served us as a

fundamental guide to promote the guarantee of and respect for people's rights, and, specifically, regarding to freedom of expression.

We are constituent members of the [Telecommunications Industry Dialogue Group on Freedom of Expression and Privacy](#) (TID), which merged with the [Global Network Initiative \(GNI\)](#) in 2017. This is an organization on a global scale which aims to promote and protect privacy and freedom of expression, and which is made up of a multistakeholder group, members of which include investors, civil society and private companies: telecommunications operators, internet service providers, and computer and software manufacturers.

As a member of this Group, Telefónica is one of the signatory companies of the "[Principles of the Communications Sector on Freedom of Expression and Privacy](#)". In 2017 Integrated Report of Telefonica, we carried out a first self-assessment exercise following GNI principles, where we described the internal policies, systems and procedures we have implemented, including the requests we receive from the competent authorities, human rights impact assessment and the communication we make to users.

In 2019, Telefónica will be evaluated by GNI-accredited external advisors following the procedure for implementing GNI's Privacy and Freedom of Expression principles.

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During 2019-2020, evaluations of the impact of our activity will be carried out in the process of network deployment and the development of new products and services



Policies and application procedure

We have promoted and reviewed different policies and procedures to ensure the protection of the rights to privacy and freedom of expression:

▶ **Privacy Policy:** In 2018 it was updated and it forms part of Telefonica's strategy to design a digital experience based on trust.

Aware of the importance of deserving the trust of our customers and/or users and, in general, of our stakeholders, this policy guarantees them control over and the value of their **personal data** when they are processed by Telefónica.

It establishes the general mandatory common standards of behaviour for all entities in the group, and establishes a framework for a culture of privacy based on the principles of legality, transparency, commitment to the rights of the data subject, security and limitation of the conservation period.

▶ **General Data Protection Regulation:** Its goal is encompass the most important aspects to be taken into account for the proper management and protection of personal data.

It establishes an organizational and relationship model which the person most responsible for the Personal Data Protection Function is The Data Protection Officer (DPO), who reports directly to the Board of Directors of Telefónica, S. A. It is also articulated through a relationship and governance structure:

• **The DPO Office:** It is responsible of coordination of Compliance and Data (to ensure the overall execution of compliance of the entire Group) and technical function of Data Protection in charge of supervising compliance with the Telefónica Group's data protection regulations.

• **Steering Committee:** It has the representation of different areas of the company (Security General Counsel / Legal Services; Regulation and Institutional Affairs; Technology; CDO; Compliance; Corporate Ethics and Sustainability and Internal Audit). The general state of compliance with the government model is reviewed.

• **Business Committees:** The DPO Office will maintain, through the technical function of Data Protection, ongoing interactions with the areas, through the Compliance Responsible, in order to ensure maximum uniformity in the application of common processes, and/or identification, and treatment of specific privacy issues in the area of activity in each area

▶ **Procedures in the face of certain requests on the part of competent authorities:**

It defines a global internal procedure common to the requirements of the authorities in accordance with the legislation of each country and seeks to ensure the legality of such requirements and the fundamental rights of those involved in such procedures.

The principles governing the procedure are Confidentiality, Comprehensiveness, Groundwork, Diligent Response and Security.

Our commitment is to ensure the participation in the process of legal areas or similar areas with legal competence in the reception of petitions. We have fixed interlocutors as a one-stop shop in our relationship with the competent authorities, so we reject any request that does not come through this regulatory channel.



► **Global Security Policy**

In 2016 it was updated, it is guided by national and international standards and regulations in terms of logical and physical security, establishes and regulates the general dispositions and governing to which this Policy refers, and which are applicable to all companies that are part of the Telefónica Group.

Security activities are governed by the following Principles:

- **Legality:** Necessary compliance with national and international safety laws and regulations.
- **Efficiency:** The anticipatory and preventive nature of any potential risk and/or threat is highlighted with the objective of anticipating and preventing any potential harmful effect and/or mitigating any damage that may be caused.

- **Co-responsibility:** The duty of users to preserve the security of the assets that Telefónica makes available to them.
- **Cooperation and Coordination:** In order to achieve efficiency levels, priority is given to cooperation and coordination between all business units and employees.

As a result of this policy, during 2017-2018, several development regulations were updated to ensure effective compliance with it (Incident and Emergency Management Regulations; Security Risk Analysis Regulations; Network and Communications Security Regulations; Cybersecurity Regulations; Supply Chain Security Regulations and the Government Security Regulations, among others).

► **Telefónica Group Responsible Communication Regulation**

Approved in October 2018, its objective is to establish guidelines for Telefónica's actions in relation to our communication and content generation channels. It is based on the Principles of Legality, Integrity and Transparency, Neutrality and Protection of Minors. In the principle of neutrality, we undertake to avoid positioning ourselves politically as a company and promote the right

to freedom of expression within the regulatory frameworks to which we are subject.

► **AI Principles of Telefónica**

Approved by the Executive Committee in October 2018, the principles emphasize equality and fairness, transparency, clarity, privacy and security. They are standards that apply in all the markets in which we operate and extend throughout our value chain, through partners and suppliers.

► **Specific Risk on human rights**

Risks related to human rights impacts have always been present in Telefónica's risk mapping model (""), however, in 2017 the basic human rights risk was specifically included within this model. The objective is to raise any risk of direct or indirect impact on the Telefónica Group's operations due to possible human rights violations, as a consequence of the Company's own activity or the activity carried out by our suppliers or other commercial relations. This analysis contemplates any change in legislation or activity that may have an impact on human rights.

This risk assessment facilitates the definition of the necessary guidelines for action in directly affected operations with the aim of mitigating and/or avoiding these risks and prioritising Internal Audit actions, with a view to planning supervisory activities for internal control structures.

► **Reputation Risk Assessment and impact on Human Rights in the Telefónica Group's Value Proposals**

The objective is to evaluate the possible impact on the creation and marketing of Telefónica Group products and services, both for individuals (B2C) and for B2B customers and indirectly (B2B2C). Issues assessed include Privacy and Freedom of Expression, both in design and marketing.



Scope of the report _

As is the case of other companies in our sector, at Telefónica we regularly receive information requests concerning the communications of our customers and users, requests to block access to certain sites or content, or to filter content, as well as requests by State security forces, governmental agencies and courts (hereinafter, "competent authorities"), to temporarily suspend services in specific areas (in the event of civil unrest or disturbances of public order, for instance).

The purpose of this report is to set out the procedure for the processing of such requests by Telefónica, within a framework of legality and with regard to freedom of expression and the privacy of the communications of our users.

This requires knowledge of the legal framework which grants legal powers to authorities to make this type of request and recording of the number and type of requests that we receive. The specific legal framework of each country also indicates limitations on facilitating the information regarding the requests that Telefónica receives, and thus the report identifies this type of limitation on the information provided. In addition, and when technically it is possible, we report the number of requests rejected and the customer affected for each indicator.

Indicators of this report _

In the following sections we report the number of requests we receive from the competent national authorities according to the legislation of each country. Any request that can be received from a non-national authority must comply with the judicial and/or legal processes that correspond to each country. At Telefónica we only deal with requests from a competent national authority. At Telefónica we do not deal with private requests, only requests from authorities determined by law are processed.

When the laws of any country prohibit the disclosure of information on these indicators, we inform you of the regulations and the reason why it is not possible to report.

Thus, the indicators we report are:

▶ **Lawful interceptions:** Lawful interceptions: The orders and requests originating from the competent authorities, within the framework of criminal investigations and, if appropriate, civil cases, with the aim of intercepting communications or accessing data traffic in real time.

▶ **Communication associated Metadata**

Access: All requests originating from competent authorities whose aim is to obtain history data involving:

- ▶ Registered users' name and address (subscriber information);
- ▶ Data identifying the source and destination of a specific communication (e.g., telephone numbers, Internet service user names, etc.);
- ▶ Communication date,
- ▶ Time and duration;
- ▶ Computer equipment identities (including IMSI or IMEI);
- ▶ User or device location.



► **Blocking and filtering of certain contents:**

Requests from the competent authorities in terms of blocking access to specific websites or content. These involve requests to block access to websites or contents, as opposed to requests to delete user content. By way of example, blocking requests are issued because websites or contents infringe local laws (usually in relation to child pornography, online betting games, copyright, libel, the illegal sale of medicine, weapons, registered trademarks).

To proactively fight against the contents and images of sexual abuse of minors on the Network, at Telefónica we proceed to block these materials following the guidelines and lists provided by the [Internet Watch Foundation](#) in the following countries: Chile, Costa Rica, Ecuador, El Salvador, Spain, Guatemala, Nicaragua, Mexico, Panama, Peru, the United Kingdom, Uruguay and Venezuela. In Telefónica Colombia, we do the same thing through the MINTIC and the DIJIN.

► **Geographical and temporary suspensions of the service:**

A request from the competent authorities to temporarily or geographically limit the provision of a service. These requests are usually connected with circumstances involving situations of force majeure, such as natural catastrophes, acts of terrorism, etc...

Telefónica doesn't handle private requests, we only address requests from competent authorities by law.

In addition, for each indicator we have added the following sub-indicators:

► **Number of requests rejected or partially addressed:**

number of times that we have rejected a request or that we have only provided partial information or no information in response to a request for one of the following reasons:

- Because it does not comply with local legislation for that type of request.
- Because it does not contain all the necessary elements to enable undertaking (necessary signatures, competent authority, technical description of the request etc.).

- Because of the technical impossibility of undertaking the request.

► **Customers affected:** number of customers affected by each request, taking into account that a single request may affect one or several customers.

On the other hand, in this Transparency Report, our objective is to inform about those petitions that may have a potential impact on the rights of privacy and/or freedom of expression as they are framed within what we call "major events".

In this regard we have identified a case of major event in Venezuela within the situation "Substantial operational changes"

In October 2017, Administrative Ruling No. 171 "Rules on the Collection or Capture of Personal Data from Applicants for Mobile and Fixed Telephony Services via Wireless Networks or Non-Geographic Number with Nomadic Voice Service" came into force, modifying, mainly, the data to be collected from new customers and expanding the information that the operator must keep stored and in records with respect to: their subscribers, data services, call details, text messages, top-ups, to be provided to State security bodies with investigative or investigative powers on the occasion of a criminal investigation.

— Our objective is to inform about those petitions that may have a potential impact on the rights of privacy and/or freedom of *expression as they are framed within what we call "major events"*



Report by country_



- 09** Argentina
- 11** Brazil
- 13** Central America
- 14** - Costa Rica
- 15** - El Salvador
- 16** - Guatemala
- 17** - Nicaragua
- 18** - Panama
- 19** Chile
- 21** Colombia
- 24** Ecuador
- 26** Germany
- 28** Mexico
- 30** Peru
- 32** Spain
- 34** United Kingdom
- 37** Uruguay
- 39** Venezuela
- 41** Glossary



Argentina

www.telefonica.com.ar

Telefónica has been present in Argentina since the privatisation of telephone services in 1990. Over these years, the company has developed into a group of companies specialized in integrated communications.

After having been the first significant investment of Spanish capital, in these years it contributed to the development of communications through infrastructure investments and a wide range of fixed and mobile telephony and Internet services.

The Company managed more than 25 million accesses at December of 2017

With regard to the financial figures, in 2017 Telefónica's revenue in Argentina stood at 3,495 million euros and the OIBDA was 971 million euros.

LAWFUL INTERCEPTIONS

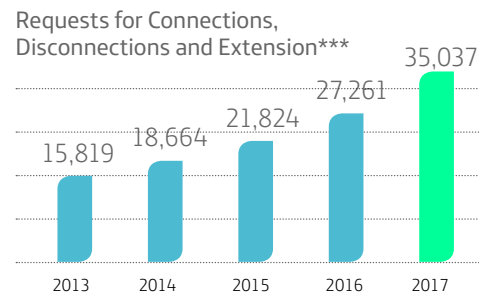
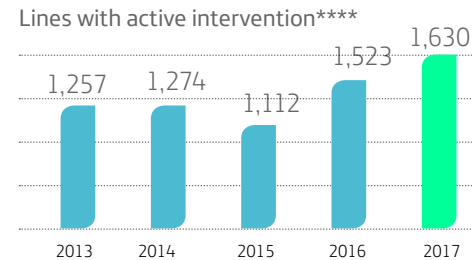
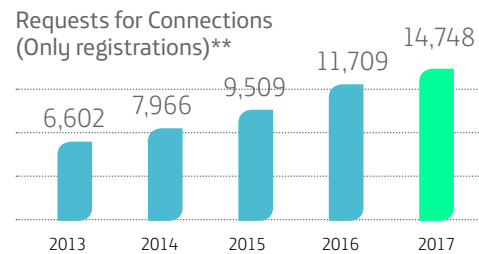
Legal framework

- ▶ National Constitution of Argentina (Article 18).
- ▶ Law 19,798 (articles 18 and 19): Inviolability of communications.
- ▶ Law 27,078, article 5: Inviolability of communications

Competent authorities

- ▶ Judges. The procedure establishes that the above must officiate at the Directorate for the Capturing of Communications, a body currently dependent of the Supreme Court of Justice of the Nation, and this body is that which requests the intervention from the corresponding supplier company.

Requests*



*In Argentina we disclose the law interception requirements by the nature of new requests and extensions that may come from another year

** Requests for new interventions

*** Includes requests to disconnect interventions and extensions on connections for a fixed period

**** Active Interventions at closing in 2016 (including registrations and extensions)

ACCESSES

Fixed telephony

4,120.8

Mobile telephony customers

19,255.9

Broadband customers

1,700.6

Pay TV Customers

0.0

Total accesses

25,098.1

Customers at closing 2017 (data in thousands).



Number of customers affected: 51415

Taking into account that the operation is carried out by number of lines, it may be assumed that the number of customers affected coincides with the number of lines intervened. . Notwithstanding this, it should be borne in mind that a customer can be the object of more than one request for intervention in a year, at different times, so the number of customers affected may be slightly lower.

Requests rejected: 0



ACCESS TO METADATA

At Telefónica Argentina all the judicial requests received are recorded, regardless of whether they request metadata, content blocking or service interruption.

Legal framework

- ▶ National Constitution of Argentina (Article 18)
- ▶ Law 19,798 (arts. 18 and 19): Inviolability of communications
- ▶ Law 27,078, article 5: Inviolability of communication

Competent Authorities

- ▶ Judges, Prosecutors and the State security corps and bodies to which the investigation has been delegated.

CONTENT BLOCKING AND FILTERING

Legal framework

- ▶ Ley 27.078, art. 5.: Inviolabilidad de las comunicaciones

Competent Authorities

- ▶ Judges, Prosecutors and the State security corps and bodies to which the investigation has been delegated.

GEOGRAPHICAL OR TEMPORARY SUSPENSION OF SERVICES

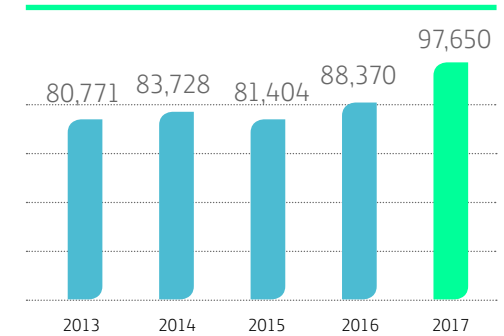
Legal framework

- ▶ Although there is no specific rule governing this, it may be interpreted as part of what is established in Art. 57 of Law 27,078, as regards. "Article 57. - Network Neutrality. Prohibitions. IC service providers may not: a) block, interfere, discriminate, disrupt, damage, or restrict the use, sending, receiving, providing or access to any content, application, service, or protocol unless by court order or explicit user request. [...]"

Competent authorities

- ▶ In the absence of a specific rule, the only body competent for passing a measure to suspend the service in a given area is a judge with federal jurisdiction, according to art. 57.

Requests*



* Data added for Metadata, Content Blocking and suspension of service

Number of customers affected: For access to metadata it must be emphasised that the same request may request information on a single customer or several, so currently has not been possible to make a valid estimate. For content blocking will affect all customers who want to access the blocked url.

Requests rejected: 0



Brazil

<http://www.telefonica.com.br/>

Telefónica entered the Brazilian market in 1998, when the restructuring and privatisation of Telebrás was taking place. Later, in 2002, Telefónica and Portugal Telecom created a Joint Venture to operate in the Brazilian mobile market and they began their commercial operations under the name Vivo in April 2003.

In 2015, Telefónica Brasil has closed the acquisition of GVT and has become the leading Brazilian integrated operator.

Telefónica manages more than 97.9 million accesses in Brazil at December of 2017.

With regard to the financial figures, in 2017, Telefónica's revenue in Brazil reached about 12,019 million euros and the OIBDA stood at, 4.191 millones de euros.

LAWFUL INTERCEPTIONS

Legal framework

- ▶ Constitution of the Federal Republic of Brazil: Article 5
- ▶ Law No. 9,296, of 24 July 1996
- ▶ Resolution No. 426 of 9 December 2005 / Regulation of Fixed Telephone Service - STFC. STFC
- ▶ Resolution No. 614 of 28 May 2013 / Regulation on Multimedia Communication Service

- ▶ Resolution No. 477 of 7 August 2007 / Regulation on Personal Service

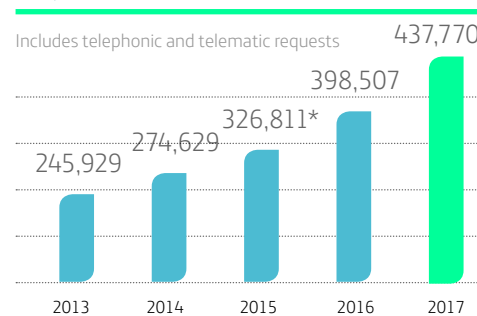
Competent authorities

- ▶ In accordance with article 3 of Brazilian Federal Law No. 9,296/1996 (Law on Interceptions), only the Judge (in the criminal sphere) can determine the interceptions (both telephonic and telematic), at the request of the Public Prosecutor or the Police Commissioner ("Police Authority").

Number of customers affected: The number of affected customers cannot be confirmed, since the annual number also covers situations where there were extensions or new interceptions for the same lines.

Requests rejected: 0

Requests



* Includes GVT: During 2015 Telefónica acquired GVT, making Telefónica Brazil the leading integrated operator in the Brazilian market.

ACCESS TO METADATA

Legal framework

- ▶ Constitution of the Federal Republic of Brazil: Article 5
- ▶ Law No. 9,296 of 24 July 1996
- ▶ Law No. 9,472 of 16 July 1997. Art. 3
- ▶ Law No. 12.683 of 9 July 2012. Art. 17-B
- ▶ Law No. 12,830, of 20 June 2013. Article 2
- ▶ Law No.12850 of 20 August 2013 Article 15
- ▶ Law No. 12965 of 23 April 2014. Art. 7; 10 and 19.
- ▶ Decree No. 8,771 of 11 May 2016. Article 11
- ▶ Resolution No. 426 of 9 December 2005. / Regulation of Fixed Telephone Service - STFC. STFC Articles 11, 22, 23 and 24. Resolution No. 477 of 7 August 2007 / Regulation on Personal Service Articles 6, 10, 12, 13, 89 and 90.
- ▶ Resolution No. 614 of 28 May 2013 / Regulation on Multimedia Communication Service Articles 52 and 53.

ACCESSES

Fixed telephony

13,837.3

Mobile telephony customers

74,931.3

Broadband customers

82.6

Pay TV Customers

1,587.7

Total accesses

97,905.1

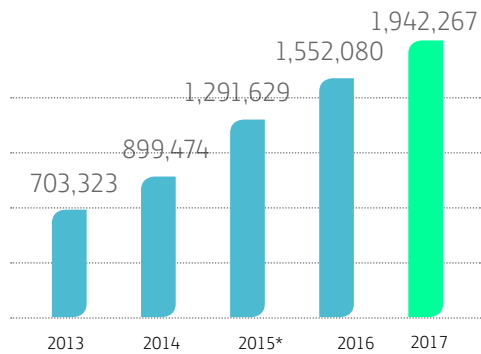
Customers at closing 2017 (data in thousands).



Competent Authorities

- ▶ Public Prosecutor's Office, Police Commissioners and Judges in any sphere: the name and address of the registered user (subscriber data), as well as the identity of the communication equipment (including IMSI or IMEI).
- ▶ Judges in any sphere: data to identify the origin and destination of a communication (e.g. telephone numbers, internet service user names), date, time and duration of a communication and the location of the device.

Requests



Total requests included in the requests. The same request may apply to multiple requests. Among the requests that were made cadastre, communications and connection data is found.

*The data of the GVT company purchased by Telefónica Brazil in 2015 are not included.N

Number of customers affected: The number of customers affected cannot be confirmed, since the annual amount reported may include duplication of customer numbers required by different public authorities.

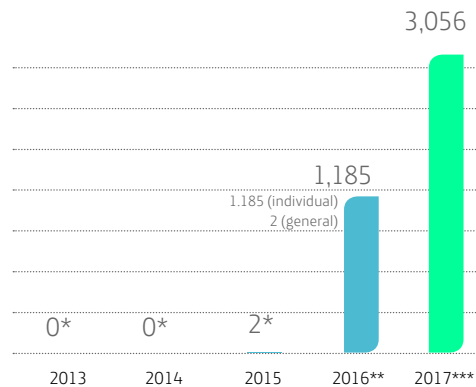
Number of requests rejected: Telefonica Brasil is working to be able to filter accepted and rejected petitions.

CONTENT BLOCKING AND FILTERING

Legal framework

- ▶ Law No. 12965 of 23 April 2014. Articles 7 and 19.

Requests



Competent Authorities

- ▶ Exclusively Judges.

Number of customers affected: 3,056

Number of requests rejected:

GEOGRAPHICAL OR TEMPORARY SUSPENSION OF SERVICES

Contexto legal

- ▶ Resolution No. 73 of 25 November 1998. Article 31.
- ▶ Resolution No. 477 of 07 August 2007. Article 19.

Competent Authorities

- ▶ Únicamente Jueces.

Requerimientos*

Year	2013	2014	2015	2016	2017
Value	N/D	N/D	N/D	N/D	N/D

* There are no data available, as they are recorded together with the cases known as atypical and low-volume.

Number of customers affected: N/D

Number of requests rejected: N/D

There are no data available, as they are recorded together with the cases known as atypical and low-volume.

* The two cases in 2015 correspond to the blocking of the WhatsApp application.

- In February 2015, the judicial authority determined that the operators should block their customers' access to the WhatsApp application until the fulfilment of the original order sent to the application. The request had a legal basis within the area of the criminal proceedings conducted by the Commissioner for Child and Adolescent Protection.

- On 16/12/2015, the Company received another order for a 48hour access period to the WhatsApp application. The measure was adopted with the same legal basis as the case mentioned in the previous point.

In both cases, the Company complied with the judicial requests. Telefónica established a protocol for the provision of information at its customer service centre as a measure of transparency and with the aim of giving customers explanations for these cases.

** Disclaimer: The general blocking measures that potentially affected all customers having been passed, the public authorities began to use individual blocks in the field of criminal investigations. Up to the present date and from 2016, we identified 1,187 individual blocks, understanding as such a block so that a user can access certain content and 2 general blocks, which would affect all customers who want to access that content or service.

***Individual blocking



Central America_

The structure of Telefónica Central America groups together the mobile operations of Telefónica in Costa Rica, El Salvador, Guatemala, Nicaragua and Panama.

Telefónica manages more than 13.200 million accesses in Central America at Decemeber of 2017.

At 2017, Telefónica's income in Central America was 890 million euros and the OIBDA stood at 263 million euros.



ACCESSES

Fixed telephony

556

Mobile telephony customers

12,676

Other customers

0

Pay TV Customers

0.0

Total

13,232

Customers at closing 2017 (data in thousands).



Costa Rica

<http://movistar.cr/>

LAWFUL INTERCEPTIONS

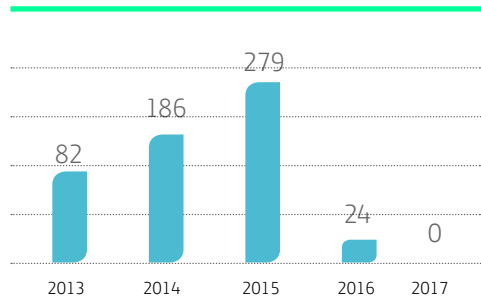
Legal framework

- ▶ Law Against Organised Crime (art. 14 and 15)

Competent Authorities

- ▶ The judges of the Judicial Authorities.
- ▶ Since the creation of the Judicial Centre for the Intervention of Communications (CJIC), the interventions are performed directly by the CJIC judges from the CJIC.

Requests



Number of customers affected: 0

Number of requests rejected: 550

ACCESS TO METADATA

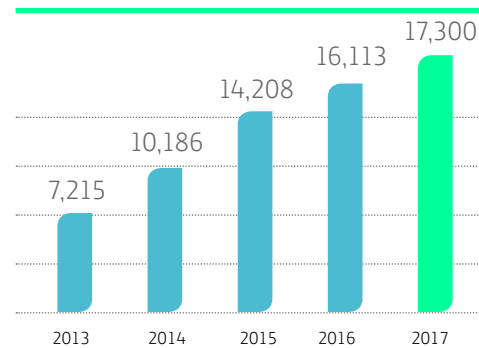
Legal framework

- ▶ Criminal Procedure Code. Art. 198
- ▶ Jurisprudence of the Constitutional Chamber which guarantees the power of judges, public prosecutors and the police to request metadata associated with communications.

Competent Authorities

- ▶ Judges, public prosecutors and the judicial police.

Requests



Number of customers affected: Currently we cannot confirm the number of affected customers as the same requirement can affect several customers. The registration system is done by number of requirements, not by

number of affected customers. We are working to make this distinction and to be able to give this information in the following Report

Number of requests rejected: 550

BLOCKING AND FILTERING OF CERTAIN CONTENTS

Legal framework

- ▶ There is no specific legal framework for this indicator.

Competent Authorities

- ▶ Not applicable

Requerimientos

Year	2013	2014	2015	2016	2017
Requerimientos	N/A	N/A	N/A	N/A	N/A

Number of customers affected:

Not applicable

Number of requests rejected:

Not applicable

GEOGRAPHICAL OR TEMPORARY SUSPENSION OF SERVICES

Legal framework

- ▶ There is no specific legal framework for this indicator.

Competent Authorities

- ▶ Not applicable

Requerimientos

Year	2013	2014	2015	2016	2017
Requerimientos	N/A	N/A	N/A	N/A	N/A

Number of customers affected:

Not applicable

Number of requests rejected:

Not applicable



El Salvador

<http://www.telefonica.com.sv/>

LAWFUL INTERCEPTIONS

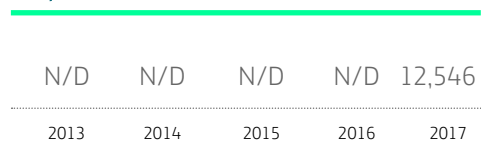
Legal framework

- ▶ Special Law for the intervention of communications of 2010 (Art. 13).
- ▶ Political Constitution of the Republic of El Salvador (Art. 24)

Competent Authorities

▶ The Public Prosecutor's Office of the Republic has a Centre for the Intervention of Calls, connected to all the operators providing telephony services in El Salvador, and therefore, within the framework of the investigation of a crime and by virtue of the order of a judge (as established in the Law on Interventions), it is possible for the Public Prosecutor to perform this type of action, but Telefónica is not authorised to do so.

Requests



Number of customers affected: Currently we cannot confirm the number of affected customers as the same requirement can affect several customers. The registration system is done by number of requirements, not by number of affected customers. We are working to make this distinction and to be able to give this information in the following Report.

Number of requests rejected: 0

ACCESS TO METADATA

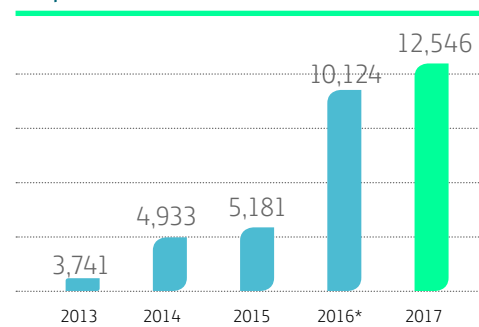
Legal framework

- ▶ Law for the intervention of communications of 2010 (Art. 43 and 47).

Competent Authorities

▶ The Public Prosecutor's Office of the Republic and the Judges, within the framework of the investigation of a crime.

Requests



* The rise is due to the increase in criminal activity and its subsequent investigation.

Number of customers affected: Currently we cannot confirm the number of affected customers as the same requirement can affect several customers. The registration system is done by number of requirements, not by number of affected customers. We are working to make this distinction and to be able to give this information in the following Report.

Number of requests rejected: 0

BLOCKING AND FILTERING OF CERTAIN CONTENTS

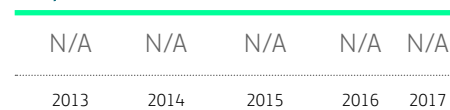
Legal framework

- ▶ There is no specific legal framework for this indicator.

Competent Authorities

- ▶ Not applicable.

Requests



Number of customers affected:

Not applicable

Number of requests rejected:

Not applicable

GEOGRAPHICAL OR TEMPORARY SUSPENSION OF SERVICES

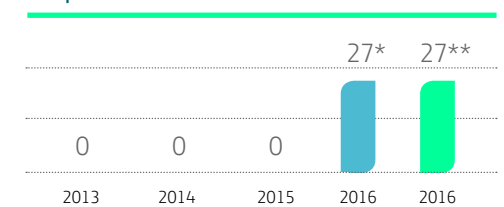
Legal framework

- ▶ Special Law Against the Crime of Extortion (Art.13 and 14).
- ▶ Código Procesal Penal (Art.238)
- ▶ Ley de Telecomunicaciones (Art. 30 y 31)

Competent Authorities

- ▶ The Public Prosecutor's Office of the Republic in the event of the suspension of specific services.
- ▶ Regarding prisons, since operators are obliged to do so, there is no need for a request; however, if new prisons are created or existing ones are relocated, it is the Ministry of Justice and Public Security that will request the blockade of the geographical area.

Requests*



* Number of affected geographic areas. With the implementation of the Special Law against the crime of Extortion, operators were forced to block all traffic generated from prisons, under penalty of fines and even the revocation of license to operate.

At the request of the authorities, Telefonica El Salvador was forced to make adjustments in its network, blocking the 9% of base stations at national level, affecting 27 geographical areas that impacted on approximately 186 thousand customers, 285 sectors and 62 sites.

** In 2017 the 27 geographical areas are maintained, with no additional requirements

Number of customers affected: 186,000 aprox.

Number of requests rejected: Ninguna



Guatemala

<http://www.movistar.com.gt/>

LAWFUL INTERCEPTIONS

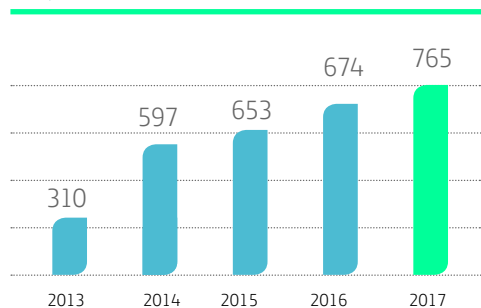
Legal framework

▶ Law against Organised Crime (Decree Number 21-2006) (Interception of Telephones and Other Means of Communication). Articles 48 and 56).

Competent Authorities

▶ Judges of First Instance of the Criminal Branch, by judicial order.

Requests



Number of customers affected: Currently we cannot confirm the number of affected customers as the same requirement can affect several customers. The registration system is done by number of requirements, not by number of affected customers. We are working to make this distinction and to be able to give this information in the following Report.

Number of requests rejected: 65

ACCESS TO METADATA

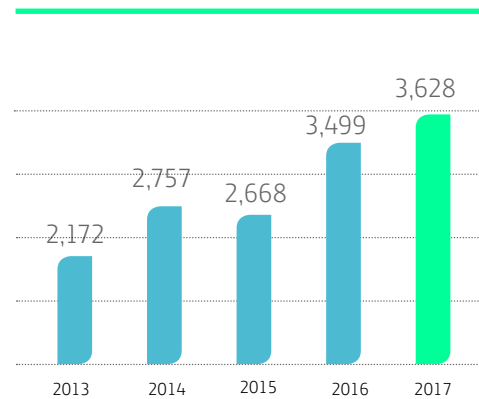
Legal framework

▶ Criminal Procedure Code (Decree 51-92), Article 319.

Competent Authorities

▶ Judges.

Requests



Number of customers affected: Currently we cannot confirm the number of affected customers as the same requirement can affect several customers. The registration system is done by number of requirements, not by number of affected customers. We are working to make this distinction and to be able to give this information in the following Report.

Number of requests rejected: 0

BLOCKING AND FILTERING OF CERTAIN CONTENTS

Legal framework

▶ There is no specific legal framework for this indicator.

Competent Authorities

▶ Not applicable.

Requests

Year	Requests
2013	N/A
2014	N/A
2015	N/A
2016	N/A

Number of customers affected:

Not applicable.

Number of requests rejected:

Not applicable

GEOGRAPHICAL OR TEMPORARY SUSPENSION OF SERVICES

Legal framework

▶ There is no specific legal framework for this indicator.

Competent Authorities

▶ Not applicable.

Requests

Year	Requests
2013	N/A
2014	N/A
2015	N/A
2016	N/A

Number of customers affected:

Not applicable.

Number of requests rejected:

Not applicable



Nicaragua

<http://www.movistar.com.ni/>

LAWFUL INTERCEPTIONS

Legal framework

- ▶ Law on the Prevention, Investigation and prosecution of organized crime and on the administration of seized, confiscated and abandoned property (Art. 62)

Competent Authorities

- ▶ District Criminal Judges who may authorize the Attorney General of the Republic or Director General of the National Police.

Requests

2013	2014	2015	2016	2017
N/A	N/A	N/A	N/A	0

Number of customers affected: 0

Number of requests rejected: 0

ACCESS TO METADATA

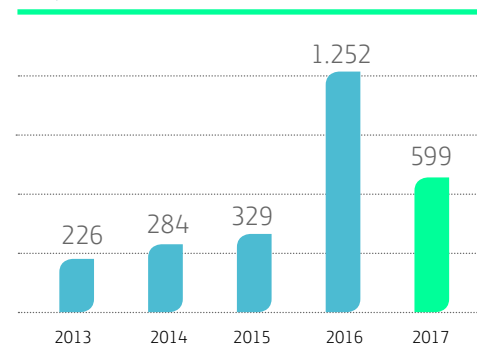
Legal framework

- ▶ Regulation of Law No. 200 "General Law of Telecommunications and Postal Services" of 2005 (Art. 10).

Competent Authorities

- ▶ Judges by written and well-founded request.
- ▶ TELCOR, Regulatory Body upon the basis established in the Article. 10, Regulation on Law 200.

Requests



Number of customers affected: Currently we cannot confirm the number of affected customers as the same requirement can affect several customers. The registration system is done by number of requirements, not by number of affected customers. We are working to make this distinction and to be able to give this information in the following Report .

Number of requests rejected: 145

BLOCKING AND FILTERING OF CERTAIN CONTENTS

Legal framework

- ▶ There is no specific legal framework for this indicator.

Competent Authorities

- ▶ Not applicable.

Requerimientos

2013	2014	2015	2016	2017
N/A	N/A	N/A	N/A	N/A

Number of customers affected:

Not applicable.

Number of requests rejected:

Not applicable.

GEOGRAPHICAL OR TEMPORARY SUSPENSION OF SERVICES

Legal framework

- ▶ There is no specific legal framework for this indicator.

Competent Authorities

- ▶ Not applicable.

Requests

2013	2014	2015	2016	2017
N/A	N/A	N/A	N/A	N/A

Number of customers affected:

Not applicable.

Number of requests rejected:

Not applicable.



Panama

<http://www.movistar.com.pa/>

LAWFUL INTERCEPTIONS

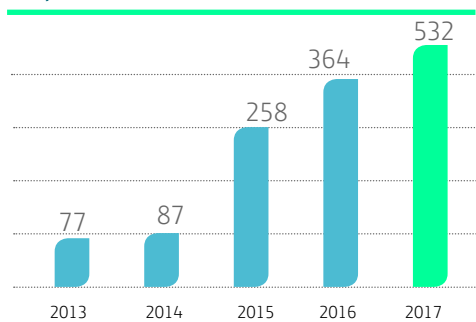
Legal framework

- ▶ Criminal Procedure Code (Art. 311).
- ▶ Law 121 of 31 December 2013 reforming the Criminal, Judicial and Criminal Procedure Code and adopting measures against activities related to organised crime (Articles 24, 25, and 26).

Competent Authorities

- ▶ The Judge of Guarantees or, if appropriate, the respective Magistrate of the Criminal Chamber of the Supreme Court of Justice may authorize, at the Public Prosecutor's request the interception of communications by means of a well-founded resolution.
- ▶ The intervention of communications shall be of an exceptional nature.

Requests



Number of customers affected: Currently we cannot confirm the number of affected customers as the same requirement can affect

several customers. The registration system is done by number of requirements, not by number of affected customers. We are working to make this distinction and to be able to give this information in the following Report

Number of requests rejected: 0

ACCESS TO METADATA

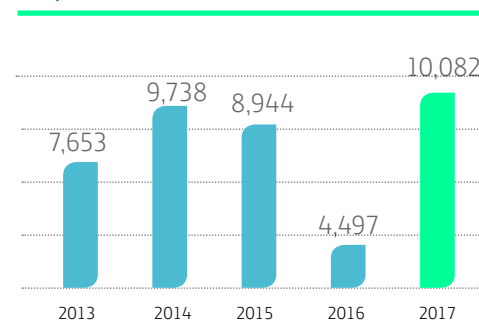
Legal framework

- ▶ Law No. 51 of 18 September 2009. (art.1 and 2)

Competent Authorities

- ▶ Public Prosecutor.
- ▶ Judicial Authority.

Requests



Number of customers affected: Currently we cannot confirm the number of affected customers as the same requirement can affect

several customers. The registration system is done by number of requirements, not by number of affected customers. We are working to make this distinction and to be able to give this information in the following Report

Number of requests rejected: 0

BLOCKING AND FILTERING OF CERTAIN CONTENTS

Legal framework

- ▶ There is no specific legal framework for this indicator.

Competent Authorities

- ▶ Not applicable.

Requests

Year	Requests
2013	N/A
2014	N/A
2015	N/A
2016	N/A
2017	N/A

Number of customers affected:

Not applicable

Peticiones rechazadas:

Not applicable.

GEOGRAPHICAL OR TEMPORARY SUSPENSION OF SERVICES

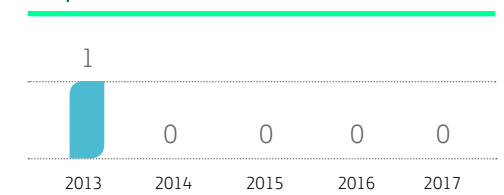
Legal framework

- ▶ Political Constitution of the Republic of Panama (article 55).
- ▶ Cabinet Resolution No. 89 of 11 June 2013.
- ▶ Resolution AN No. 6,295-Telecom of 8 July 2013.

Competent Authorities

- ▶ The Executive Body, through the National Authority of Public Services (ASEP).

Requests



Number of customers affected: 0

Peticiones rechazadas: 0



Chile

<http://www.telefonicachile.cl/>

The Telefónica Group in Chile is a provider of telecommunications services (broadband, digital TV and voice).

Telefónica Chile also concentrates on the expansion of the pay TV business and the progressive adoption of high-speed broadband plans and, in the mobile business.

In December of 2017, Telefónica had more than 12.2 million accesses in Chile. With regard to the financial figures, Telefónica's revenue in Chile stood at 2.186 million euros and the OIBDA was 630 million euros in 2017.

LAWFUL INTERCEPTIONS

Legal framework

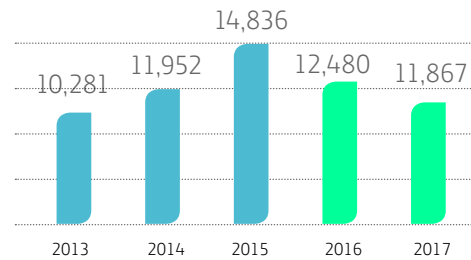
- ▶ Criminal Procedure Code: Articles 9, 219, 222 and 223.
- ▶ Law 20,000. Drug trafficking and control.
- ▶ Law 19,913 on money laundering.
- ▶ Law 18,314 determining terrorist consultations
- ▶ Decree Law 211, article 39, letter n).
- ▶ Law 19,974. National Intelligence System Law. Letters a), b), c) y d) of Article 24, in relation to articles 23 and 28 of the same legal body.
- ▶ Criminal Procedure Code. Articles 177, 113a and 113 ter.

- ▶ Decree 142 of 2005 of the Ministry of Transport and Telecommunications, Regulation on the interception and recording of telecommunication and other forms of telecommunication.

Competent authorities

- ▶ Public Prosecutor's Office, by virtue of a prior judicial authorisation.
- ▶ State Intelligence Agencies, through the National Intelligence System.
- ▶ The Police, by means of authorisation from the Examining Judge of the Crime (Inquisitorial Criminal Procedure).
- ▶ National Economic Public Prosecutor's Office, with the prior authorisation of the Court of Defence of Free Competition, approved by the respective Appeal Court Minister.

Requests



Number of customers affected: Currently we cannot reliably determine the exact number of affected customers as there are mobile phone lines that correspond to prepaid services without a registered owner, and anonymized users, called prepaid without an associated owner.

On the other hand, it is necessary to bear in mind that in commercial requirements for access to telephone lines, a single commercial request may group together the request for access to several telephone lines.

In order to determine precisely the number of affected customers, a local regulatory legal reform is necessary that allows each operator to establish for each telephone line the identification of the assigned customer by means of its identity document number (DNI or fiscal identification), an issue that, although discussed, has not occurred so far.

Number of requests rejected: 54.

ACCESSES

Fixed telephony

1,326.5

Mobile telephony customers

9,056.6

Broadband customers

57.5

Pay TV Customers

684.0

Total

12,233.0

Customers at closing 2017 (data in thousands).



ACCESS TO METADATA

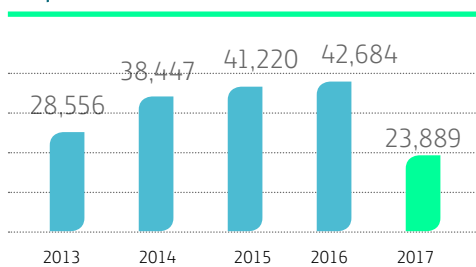
Legal framework

- ▶ Criminal Procedure Code: Paragraph 5 of Article 222 of the Criminal Procedure Code, in relation to Article 180 of the same legal text, under penalty of contempt of court, Article 240 of the Civil Procedure Code.
- ▶ Inquisitorial Criminal Procedure: Articles 120a and 171 of the Criminal Procedure Code.

Competent authorities

- ▶ Public Criminal Prosecutor: The Public Prosecutor's Office, by means of an order to investigate only personal data which are not covered by Constitutional Guarantees of Privacy and the Inviolability of Communications.
- ▶ Police with authorisation from the Public Prosecutor's Office and an order to investigate.
- ▶ Summary Judge in the Inquisitorial Criminal Procedure. (Criminal Procedure Code). Estate Inteligencia.
- ▶ Agencies with prior judicial authorisation..

Requests



Number of customers affected: Currently we cannot reliably determine the exact number of affected customers as there are mobile phone lines that correspond to prepaid services without a registered owner, and anonymized users, called prepaid without an associated owner. On the other hand, it is necessary to bear in mind that in commercial requirements for access to telephone lines, a single commercial request may group together the request for access to several telephone lines.

In order to determine precisely the number of affected customers, a local regulatory legal reform is necessary that allows each operator to establish for each telephone line the identification of the assigned customer by means of its identity document number (DNI or fiscal identification), an issue that, although discussed, has not occurred so far.

Number of requests rejected: 286

BLOCKING AND FILTERING OF CERTAIN CONTENTS

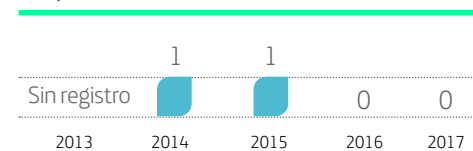
Legal framework

- ▶ Law 17,336, on Intellectual Property. Article 85 Q, in relation to the provisions of article 85 R, letters a) and b), of the same legal text.
- ▶ Civil Procedure Code: Unnamed precautionary or interim measures.
- ▶ Criminal Procedure Code: Unnamed precautionary or interim measures.

Competent authorities

- ▶ Ordinary and special courts organically dependent on the Judicial Authority.
- ▶ Court of Defence of Free Competition, subject to the managerial, correctional and economic superintendence of the Supreme Court, with the knowledge of an adversarial process

Requests



Number of customers affected: 0

Number of requests rejected: 0

GEOGRAPHICAL OR TEMPORARY SUSPENSION OF SERVICES

Legal framework

- ▶ There is no specific legal framework for this indicator.

Competent Authorities

- ▶ Not applicable .

Requests

Year	2013	2014	2015	2016	2017
Requests	N/A	N/A	N/A	N/A	N/A

Number of customers affected :

Not applicable.

Number of requests rejected: Not applicable.





Colombia

<http://www.telefonica.co/>

Telefónica has been present in Colombia since 2004. It began its activities in the mobile market, following the acquisition of Bellsouth's cellular operation in the country. Subsequently, in 2006, Telefónica acquired the control and management of Colombia Telecom. Today, Telefónica provides voice, broadband and pay television services in the country.

Telefónica Colombia managed 17.9 million accesses at December of 2017.

In the fourth quarter of 2017, Telefónica's revenue in Colombia reached 1,462 million euros and the OIBDA stood at 482 million euros.

LAWFUL INTERCEPTIONS

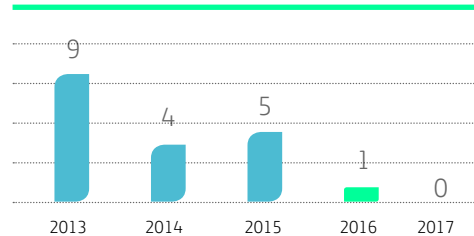
Legal framework

- ▶ Colombian Constitution: Articles 15 and 250.
- ▶ Law 906, Criminal Procedure Code of 2004. Article 235. Modified by article 52 of Law 1453 of 2011.
- ▶ Law 1621 of 2013: Art. 44.
- ▶ Decree 1704 of 2012: Articles 1 to 8.
- ▶ Decree 2044 of 2013, Art. 3.

Competent authorities

- ▶ Organisations with permanent functions as Judicial Police, with the permission of the Prosecutor General of the Nation or his delegate.

Requests*



*They only include the request on Fixed. Mobile lines: Interceptions of mobile lines are not reported: The Public Prosecutor of the Nation in Colombia, as the competent authority in accordance with the Constitution and the Law, performs direct interceptions of mobile lines.

Number of customers affected: 0

Number of requests rejected: 0

ACCESS TO METADATA

Legal framework

- ▶ Colombian Constitution: Article 250
- ▶ Law 906 of 2004, Art. 235.
- ▶ Law 1621 of 2013 Ar. 44.
- ▶ Decree 1704 of 2012, Art. 1 to

Competent authorities

- ▶ Authorities with judicial police functions; these may be of a permanent or transitory nature:

Article 312 of the new criminal procedure code defines that the entities which hold permanent powers of the Judicial Police are as follows:

- ▶ Prosecutor General of the Nation and all the public servants who perform judicial functions (article 249 CN and articles 112, 113 CPC).
 - ▶ Judicial Police: C.T.I., National Police and D.A.S., authorised by the competent judicial authority and by legal mandate (articles 311 to 320 CPC).
 - ▶ "Anti-kidnapping and Extortion" Unified Action Groups (Law 282 of 1996).

They exercise special judicial police functions, in matters within their competence:

- ▶ Controller General of the Nation (article 267 CN and article 312 CPC).
- ▶ General Procuracy of the Nation (article 275 CN and article 312 CPC).
- ▶ National Directorate of Taxes and National Customs _ DIAN (see numeral 2, section II)
- ▶ Public entities which exercise monitoring and control functions¹

ACCESSES

Fixed telephony

1,609.6

Mobile telephony customers

14,590.6

Broadband customers

14.1

Pay TV Customers

529.9

Total

17,940.5

Customers at closing 2017. (data in thousands)

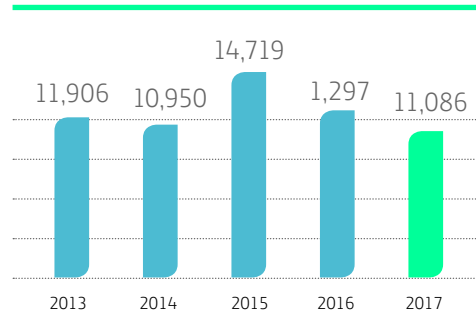


- ▶ Mayors and police inspectors, in the places in the territory where there are no members of the judicial police of the National Police.
- ▶ National and regional Directors of the INPEC, directors of prison establishments and custodial and surveillance personnel, in accordance with the Penitentiary and Prison Code.
- ▶ Police Inspections (article 312 CPC).

The offices of internal disciplinary control are authorised for investigations of a disciplinary nature, in accordance with **Law 734 of 2002 (Single Disciplinary Code)**:

- ▶ Police with authorisation from the Public Prosecutor's Office and an order to investigate.
- ▶ Summary Judge in the Inquisitorial Criminal Procedure (Criminal Procedure Code).
- ▶ State Intelligence Agencies with prior judicial authorisation.

Requests



Number of customers affected: No records are kept of the number of customers.

Number of requests rejected: 110



BLOCKING AND FILTERING OF CERTAIN CONTENTS

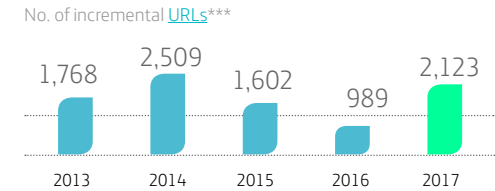
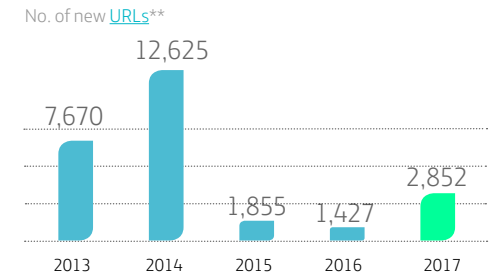
Child sexual abuse material

- ▶ Law 679 of 2001: Articles 7 and 8
- ▶ Decree 1524 of 2002: Articles 5 and 6
- ▶ Law 1450 of 2011: Section 56.
- ▶ Resolution CRC 3502 of 2011.

Competent authorities

▶ The National Police sends the Ministry of Information and Communication Technology a list of URLs with blocking orders so that the Ministry can publish it on its website and so that it can be viewed by the PSIs (Internal Service Portal). To access this list, the PSIs must have a username and a password which are previously provided by the Ministry, so as to prevent anyone from browsing URLs with a blocking order for containing child sexual abuse.

Requests*



* Since September of 2016 the platform "WOLF Content Control" came into operation, which specialises in filtering all illegal content typified by local authorities as child pornography. The list continues to be updated and published on a regular basis through the web page of the Ministry of Information and Communication Technologies. The procedure for validation of urls is: 1. Consultation of publications in the portal of the MinTic. With this regular consultation it is validated whether or not there are new URLs with blocking order. 2. Analysis of publications of URLs. If there are new URLs they are identified and loaded onto the platform DPI (Deep Packet Inspection), which is the one that filters the content of the network. 3. Blocking or unblocking URLs. If it is necessary to block or unblock the URLs for the updates of the list, a work order is generated to be undertaken by the technical area. 4. Verification consultation. Once the work order has been undertaken, URLs that have blocking order and are blocked are validated.

** Number of URLs added to the list published by MINTIC during the year.

*** Number of URLs which increased throughout the year. These data, in turn, exclude the URLs which were eliminated from the list during the year.



Illegal Games

Legal framework

- ▶ Law 1753 of 2015: Art. 93, paragraph 3
- ▶ Law 1450 of 2011: Art. 56
- ▶ Resolution CRC 3502 of 2011

Competent authorities

▶ Coljuegos, an industrial and commercial company of the State in charge of the administration of the rentistic monopoly of games of chance, together with the National Police identify Web portals in which unauthorized games of chance are commercialized and request the Ministry of Information Technologies and Communications to communicate to the ISPs the list of URLs that they must block.

Nº new URLs



Court Order

They are requests received from the Directorate of Criminal Investigation and Interpol of the National Police, where the blocking of specific URLs is requested because they would be used to affect the good name and personal and work activities of a person.

Legal framework

- ▶ Law 1273 of 2009: Art. 269F
- ▶ Law 1340 of 2009: Art. 18
- ▶ Law 1450 of 2011: Art. 56
- ▶ Resolution CRC 3502 of 2011

Competent authorities

▶ The General prosecutor of the Nation and the Superintendence of Industry and Commerce within the investigations they are carrying out request the Ministry of Information Technology and Communications to communicate to the ISPs the URLs they must block.

Nº new URLs



Number of customers affected: The blocking of a URL affects all customers who want to access its content, so it is difficult to assess the scope.

Number of requests rejected: N/A for the blocking system established by law.

GEOGRAPHICAL OR TEMPORARY SUSPENSION OF SERVICES

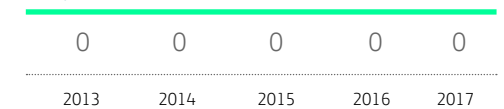
Legal framework

▶ Law 1341 of 2009, Art. 8. Cases of emergency, unrest, disaster and prevention.

Competent authorities

▶ Priority will be given to the authorities in the transmission of free and timely communications for the purpose of the prevention of disasters, when these are considered essential.

Requests



Number of customers affected: 0

Number of requests rejected: 0



Ecuador

<http://www.telefonica.com.ec/>

In Ecuador, Telefónica began its operations in 2004, with the acquisition of BellSouth's mobile operation in the country (which, at that time, was the second largest operator in Ecuador, with 816,000 customers and a market share of 35%).

The company is in the 24 provinces of the country and communicates to more than 5 million Ecuadorians with mobile services, generating a network to more than 100,000 families in Ecuador.



Telefónica manages more than 4'5 millones accesses in Telefonica Ecuador at December 2017

Telefónica's revenue in Ecuador stood at 539 million euros and the OIBDA was 163 million euros in 2017.

LAWFUL INTERCEPTIONS

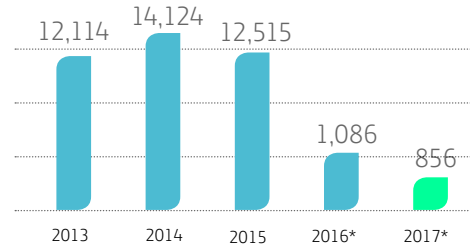
Legal framework

- ▶ Integral Organic Criminal Code (art. 476-477).
- ▶ Concession Contract signed between OTECEL S.A. and the Ecuadorian State.

Competent authorities

- ▶ Competent prosecutor within an investigation.

Requests



* Due to a change in regulations now the prosecution responds directly to requests for intervention and data in criminal matters. Telefónica now only receives them in civil matters.

Number of customers affected: 856. Each request refers to a line and/or customer.

Number of requests rejected: 0

ACCESSES

Fixed telephony

26

Mobile telephony customers

4,271

Total

4,297

Customers at closing 2017 (data in thousands).



ACCESS TO METADATA

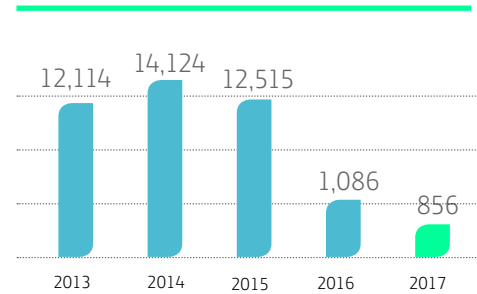
Legal framework

▶ Integral Organic Criminal Code. Section 499

Competent authorities

▶ Judges of Criminal Guarantees.

Requests*



*Including requests for intervention and access to metadata. It is a single record for the information requests, both voice services and data, and there is no differentiation according to the line of business..

Number of customers affected: 856. Each request refers to a line and/or customer.

Number of requests rejected: 0

BLOCKING AND FILTERING OF CERTAIN CONTENTS

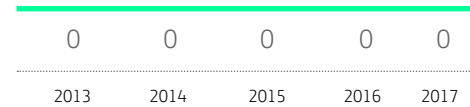
Legal framework

▶ Integral Organic Criminal Code. Article 583.

Competent authorities

▶ The Prosecutor can, in a well-founded manner, request authorisation from the Judge of Criminal Guarantees to proceed.

Requests



Number of customers affected: 0

Number of requests rejected: 0

GEOGRAPHICAL OR TEMPORARY SUSPENSION OF SERVICES

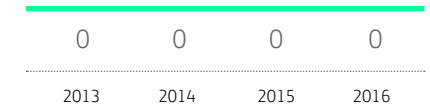
Legal framework

▶ Constitution of Ecuador. Articles 164 and 165

Competent authorities

▶ Those that the President of the Republic delegates on its behalf, in accordance with the circumstances reflected by the Law.

Requests



Number of customers affected: 0

Number of requests rejected: 0



Germany

www.telefonica.de/home-corporate-en.html

Telefónica has a long history in Germany. The company, which has been in the country for almost 16 years, operates under the commercial brand O2. Telefonica Deutschland, resulting from the merger of O2 and the E-Plus Group, has more than 43 million mobile accesses in the country.

Telefonica Deutschland offers its German private and business customers post-paid and prepaid mobile telecom products as well as innovative mobile data services based on the GPRS, UMTS and LTE technologies. In addition, the integrated communications provider also offers DSL fixed network telephony and high-speed Internet.

Telefónica's revenue in Germany reached € 7.296 million and OIBDA, €1,821 million.

LAWFUL INTERCEPTIONS

Legal framework

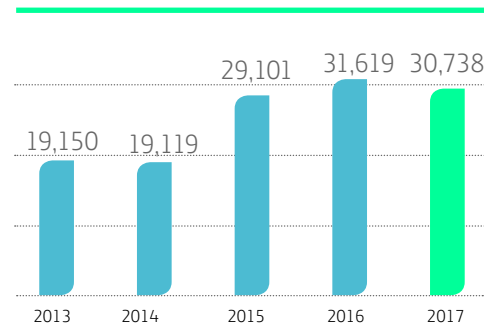
- ▶ Sec. 110 German Telecommunication Act (Telekommunikationsgesetz - TKG)
- ▶ Sec. 100a, 100b German Code of Criminal Procedure (Strafprozessordnung – StPO)
- ▶ Article 10 Act (Artikel 10 Gesetz - G10)
- ▶ Police Acts of the federal states (Landespolizeigesetze)

Competent Authorities

Law Enforcement Agencies (LEAs), e.g. Police Authorities (national and federal), Intelligence Agencies and Customs Investigations Services (national and federal).

Measures corresponding to Sec. 100a German Code of Criminal Procedure (StPO) require a prior court order. In case of exigent circumstances, the public prosecutor's office can issue an order as well, which must be confirmed by the court within three working days in order not to become ineffective.

Requests*



* Total volume of interception measures excl. prolongations.

Number number customers affected: No possibility to provide these figures. Interception measures are based on MSISDNs (Mobile Station Integrated Services Digital Network). The system doesn't link requests to accounts or customers so it is impossible to know how many accounts or customers it's being affected.

Number of requests rejected: Currently, Telefónica Germany does not register rejected requests. We're working to make it technically possible.

ACCESSES

Fixed telephony

1,979.6

Mobile telephony customers

43,154.7

Other customers

2,281.4

Pay TV Customers

0

Total

47,603.9

Customers at closing 2017 (data in thousands).



ACCESS TO METADATA

Legal Framework

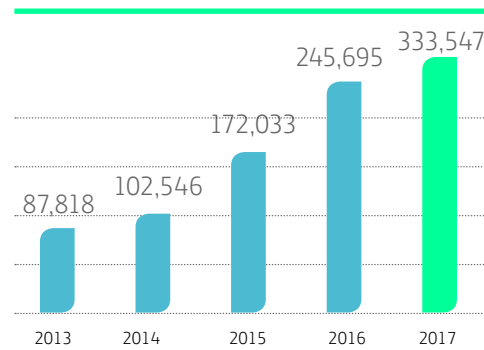
- ▶ Sec. 96, 113b German Telecommunication Act (Telekommunikationsgesetz - TKG)
- ▶ Sec. 100g German Code of Criminal Procedure (Strafprozessordnung – StPO)
- ▶ Police Acts of the federal states (Landespolizeigesetze)

Competent Authorities

Law Enforcement Agencies (LEAs), e.g. Police Authorities (national and federal), Intelligence Agencies and Customs Investigations Services (national and federal).

Measures corresponding to Sec. 100g German Code of Criminal Procedure (StPO) require a prior court order. In case of exigent circumstances, the public prosecutor's office can issue an order as well, which must be confirmed by the court within three working days in order not to become ineffective.

Requests*



* Total volume of traffic data and/or radio cell records provided.

Number number customers affected: No possibility to provide these figures. Interception measures are based on MSISDNs (Mobile Station Integrated Services Digital Network). The system doesn't link requests to accounts or customers so it is impossible to know how many accounts or customers it's being affected.

Number of requests rejected: Currently, Telefónica Germany does not register rejected requests. We are working on it for having this register.

CONTENT BLOCKING AND FILTERING

Legal Framework

- ▶ No existing legal basis in German legal/regulatory framework or other sources which allows content blocking and filtering.

Competent Authorities

- ▶ Not applicable.

Requests

- ▶ Not applicable.

GEOGRAPHICAL OR TEMPORARY SUSPENSION OF SERVICES

Legal Framework

- ▶ No existing legal basis in German legal/regulatory framework or other sources which allows geographical or temporary suspension of services.

Competent Authorities

Not applicable.

Requests

- ▶ Not applicable.

Number number of accounts/customers affected:

- ▶ Not applicable.

Number of requests rejected:

- ▶ Not applicable.





Mexico

<https://www.telefonica.com.mx/>

Telefónica Mexico has participated and competed in the mobile telecommunications market since 2001 and promotes the development of telecommunications in the country. Today it has a national coverage, with more than 93.000 locations, 90.000 kilometers of cables and more than 25 million customers.

The commercial offers are available in 231 Customer Service Centers (CAC), 36 Movistar Stores as well as in nationwide Smart Stores and more than 7 thousand indirect points of sale throughout the country

Accesses reach 25.8 million at September of 2017

With regard to the financial figures, in 2017 Telefónica's revenue in Mexico stood at 1,336 million euros and the OIBDA was 302 million euros.



LAWFUL INTERCEPTIONS

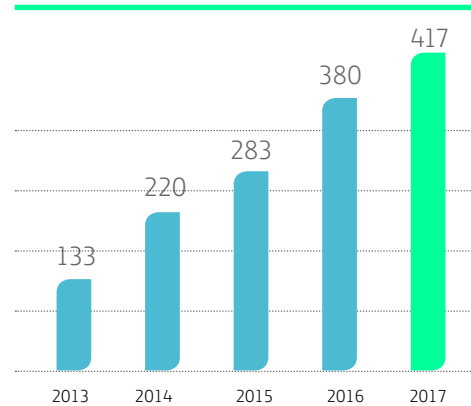
Legal framework

- ▶ Political Constitution of the United States Mexican (article 16, paragraph 12).
- ▶ National Criminal Procedure Code, article 291.
- ▶ Federal Law Against Organised Crime, article 16.

Competent authorities

- ▶ The federal judicial authority determines whether the request of the investigating authority concerning the intervention of communications is appropriate, ordering the concession holder to establish the measure for a certain period of time.

Requests



Number of customers affected: 425. A single request may affect multiple customers.

Number of requests rejected: 1

ACCESSES

Fixed telephony

0.0

Mobile telephony customers

25,070.9

Broadband customers

818.6

Other customers

3,847.6

Total

25,889.5

Customers at closing 2017 (data in thousands).



ACCESS TO METADATA

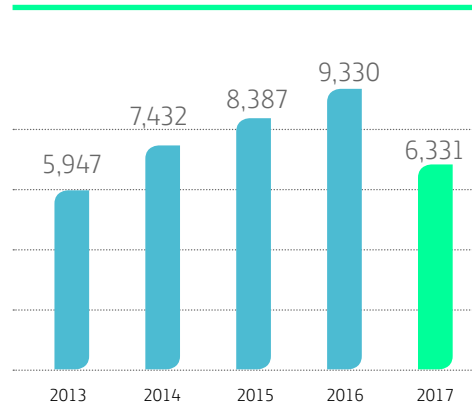
Legal framework

- ▶ Federal Law on Telecommunications and Broadcasting (article 190).
- ▶ National Criminal Procedure Code (Article 303).
- ▶ Law on General Channels of Communications (Article 122)

Competent authorities

- ▶ The heads of the security and justice procurement authorities shall designate the public servants responsible for managing the requests which are made to the concession holders and receiving the corresponding information, by means of agreements published in the Official Gazette of the Federation.

Requests



Number of customers affected: 8,418. A single request may affect multiple customers.

Number of requests rejected: 719

BLOCKING AND FILTERING OF CERTAIN CONTENTS

Legal framework

- ▶ There is no specific legal framework for this indicator.

Competent authorities

- ▶ Not applicable.

Requests

Year	Number of Requests
2013	N/A
2014	N/A
2015	N/A
2016	N/A

Number of customers affected: Not applicable.

Number of customers affected: Not applicable.

GEOGRAPHICAL OR TEMPORARY SUSPENSION OF SERVICES

Legal framework

- ▶ There is no specific legal framework for this indicator

Competent authorities

- ▶ Not applicable.

Requests

Year	Number of Requests
2013	N/A
2014	N/A
2015	N/A
2016	N/A

Number of customers affected: Not applicable.

Number of customers affected: Not applicable.



Peru

<http://www.telefonica.com.pe/home/>

Telefónica began to operate in the Peruvian market in the middle of the 1990s.

The company managed more than 19.3 million accesses at the end of third quarter 2017

The company managed more than 19.3 million accesses at the end of third quarter 2017, Telefónica's revenue in Peru stood at 2.318 million euros and the OIBDA was 588 million euros.



LAWFUL INTERCEPTIONS

Legal framework

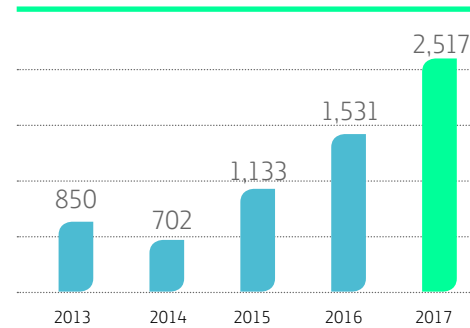
- ▶ Political Constitution of Peru (article 2, paragraph 10).
- ▶ Telecommunications Law (Supreme Decree No. 013-93-TCC - article 4) and its Regulations (Supreme Decree No. 0202007-MTC - article 13).
- ▶ Law No. 27697: Law which grants power to the public prosecutor for the intervention and control of communications and private documents, in exceptional cases.
- ▶ Legislative Decree No. 1182.

In all the concession contracts there is a clause related to the secrecy of telecommunications and the protection of personal data which establishes that the company will safeguard them and maintain the confidentiality of the personal information related to their customers, unless there is a specific court order

Competent authorities

- ▶ Judges (Judicial Authority).
- ▶ Public Prosecutor's Office of the Nation, Criminal Prosecutors and Public Prosecutors, with the authorisation of the Judge.
- ▶ National Police Force of Peru, which must require judicial validation within 24 hours.

Requests*



* A request may involve more than one line of consultation.

Number of customers affected: The details of the number of requests, not customers or lines affected by the requests, given that customers could be in possession of more than one line assigned and each request of the entity State may involve multiple lines. However, work is being done to register the number of customers affected by the measures required.

Number of requests rejected: 29

ACCESSES

Fixed telephony	2,491.2
Mobile telephony customers	13,745.1
Broadband customers	1,763.4
Pay TV Customers	1,366.3
Total	19,397.3

Customers at closing 2017 (data in thousands).



ACCESS TO METADATA

Legal framework

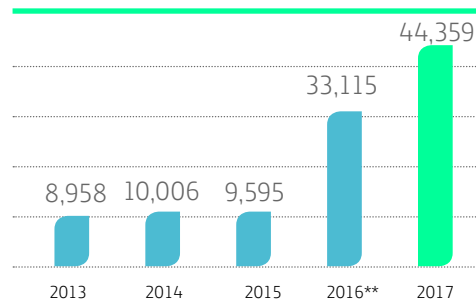
- ▶ Political Constitution of Peru (article 2, paragraph 10).
- ▶ Telecommunications Law (Supreme Decree No. 013-93-TCC - article 4) and its Regulations (Supreme Decree No. 020-2007MTC - article 13).
- ▶ Law No. 27697: Law which grants power to the public prosecutor for the intervention and control of communications and private documents, in exceptional cases.
- ▶ Legislative Decree No. 1182, which regulates the use of telecommunications for the identification, location and geolocation of communication equipment, in the fight against crime and organized crime.

In all the concession contracts there is a clause related to the secrecy of telecommunications and the protection of personal data which establishes that the company will safeguard them and maintain the confidentiality of the personal information related to their customers, unless there is a specific court order.

Competent authorities

- ▶ Judges (Judicial Authority).
- ▶ Public Prosecutor's Office of the Nation, Criminal Prosecutors and Public Prosecutors, with the authorisation of the Judge.
- ▶ National Police Force of Peru, which must require judicial validation within 24 hours.

Requests*



*A request may involve more than one line of consultation.

**The increase in requests was due to the fact that from the end of 2015 the Legislative Decree 1182 began to implemented.

Number of customers affected: The details of the number of requests is registered, not customers or lines affected by the requests, given that customers could be in possession of more than one assigned one and each request of the State entity may involve multiple lines. However, work is being done to obtain the number of customers affected by the requests required.

Number of requests rejected: 1,059

CONTENT BLOCKING AND FILTERING

Legal framework

- ▶ There is no specific legal framework for this indicator

Competent authorities

- ▶ N/A

Requests

Year	Requests
2013	N/A
2014	N/A
2015	N/A
2016	N/A
2017	N/A

Number of customers affected:

Not applicable.

Peticiones rechazadas:

Not applicable.

GEOGRAPHICAL OR TEMPORARY SUSPENSION OF SERVICES

Legal framework

- ▶ Regulation of the Telecommunications Law (S.D. No. 020-2007-MTC - articles 18 and 19)
- ▶ The concession contracts establish that, in the event of an emergency, crisis or a threat to national security, the concession holder will provide the telecommunication services prioritising actions to support the State and following the instructions of the MTC.

Competent authorities

- ▶ Ministry of Transport and Communications (MTC).
- ▶ National and Civil Defence System

Requests

Year	Requests
2013	0
2014	0
2015	0
2016	0
2017	0

Number of customers affected: 0

Number of requests rejected: 0



Spain_

<https://www.telefonica.es/es/>

Telefónica operates in Spain, mainly in the fixed and mobile telephone sector, using broadband as the key tool for developing both businesses, along with IT and services. Telefónica España is the biggest provider of telecommunication services in Spain for access, taking in voice, data, television and internet access. Additionally it is offering its clients the most innovative services and cutting edge technology to achieve its aim of becoming the first digital telco.

Telefónica España handled more than 40.9 million connections at December of 2017

Revenue from operations amounts to 12.653 millones de euros euros and its OIBDA reached 4.952 million euros in 2017.



LAWFUL INTERCEPTIONS

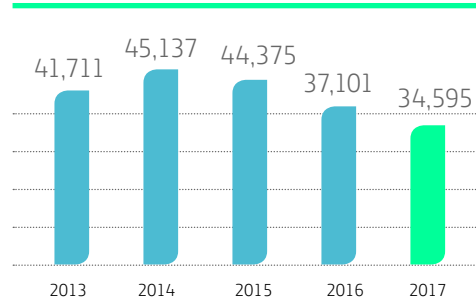
Legal framework

- ▶ Spanish Constitution (art. 18).
- ▶ Law of criminal prosecution (Art. 588)
- ▶ General Law 9/2014 on Telecommunications (articles 39-42).

Competent authorities

- ▶ Judges of the Magistrates Courts.
- ▶ Exceptional cases (emergencies, armed groups): the Minister of the Interior or the Secretary of State for Security. In 24 hours the judge shall ratify or revoke the reques

Requests



Number of customers affected: 11.306

Number of requests rejected: 5.598

ACCESS TO METADATA

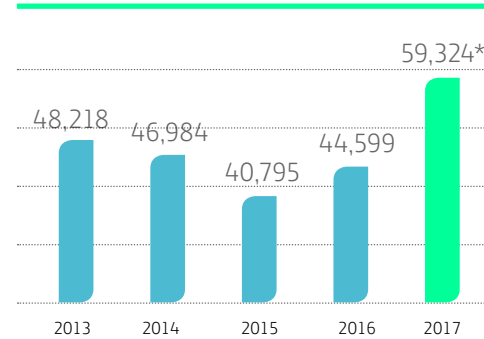
Legal framework

- ▶ Law 25/2007 on Data Conservation (Articles 1-10).
- ▶ General Law 9/14 on Telecommunications (articles 39-42)

Competent authorities

- ▶ Courts
- ▶ Judicial Police and Public Prosecutor's Office (Organic Law 13/2015 amending the Criminal Procedure Code)

Requests



* In 2017, a new system of sending judicial orders by the State Security Forces and Corps was implemented, in which each request for data gives rise to an individual request. With the previous system, which is still in place for most of these agents, a single warrant could result in multiple data requests, even if it was counted as one.

ACCESSES

Fixed telephony

9,304.7

Mobile telephony customers

17,576.5

Broadband customers

4,240.4

Pay TV Customers

3,847.6

Total

40,989.6

Customers at closing 2017 (data in thousands).



Number of customers affected: Not available. The nature of certain requests and the current configuration of our registration tools do not allow provision of this information.

Number of requests rejected: Not available. The nature of certain requests and the current configuration of our registration tools do not allow provision of this information.

BLOCKING AND FILTERING OF CERTAIN CONTENTS

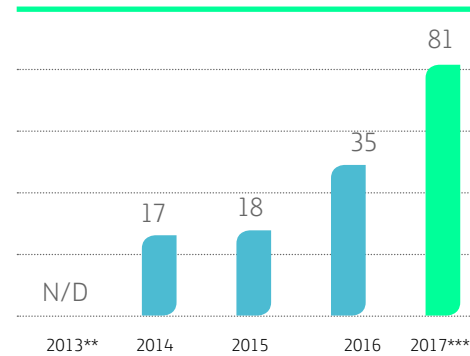
Legal framework

- ▶ Royal Decree 1889/2011 of 30 December, regulating the functioning of the Intellectual Property Commission (articles 22 and 23).
- ▶ Revised Text of the Intellectual Property Law, approved by Royal Legislative Decree Law 1/1996 of 12 April (Article 138).
- ▶ Law 34/2002 of 11 July on services of the information society and electronic commerce (article 8).

Competent authorities

- ▶ National Markets and Competition Commission.
- ▶ Mercantile/Civil/Accounting Administrative/Criminal Courts.
- ▶ National Intellectual Property Commission
- ▶ General Gambling Directorate.
- ▶ Agency for Medicine/Doping/Health/Sport

Requests*



* Telefónica España executes court orders and/or administrative orders which are in accordance with legal regulations, to block access to certain web resources.

**N/D (Spanish initials for not available): data not counted for web resource blocking processes because in that year, data which has been disaggregated by type of content was not recorded.

*** The number of blocked web pages was 1.861

Number of customers affected: The blocking of a URL affects all customers who want to access its content, so it is difficult to assess the scope.

Number of requests rejected: 0

GEOGRAPHICAL OR TEMPORARY SUSPENSION OF SERVICES

Legal framework

- ▶ There is no specific legal framework for this indicator.

Competent authorities

- ▶ Not applicable.

Requests*

Year	Requests
2013	N/A
2014	N/A
2015	N/A
2016	N/A

Número de clientes afectados: No aplica.

Peticiones rechazadas: No aplica.



United Kingdom

<https://www.o2.co.uk/>

Telefónica starts operating in the United Kingdom in 2006, after acquiring O2, which becomes the commercial brand of Telefónica UK Limited.

O2 runs 2G, 3G and 4G networks across the UK, as well as operating O2 Wifi, with over 6 million clients, and owning half of Tesco Mobile. O2 has over 450 retail stores.

The company managed more than 25,000 accesses in the UK.

With regard to the financial figures, in 2017 Telefónica's revenue in UK stood at €6,540 million and OIBDA amounts up to €1,639 million



LAWFUL INTERCEPTIONS

Legal Framework

The provisions for lawful intercept under the Regulation of Investigatory Powers Act 2000 (RIPA) and the Intelligence Services Act 1994 (ISA) are due to be replaced by the Investigatory Powers Act 2016 (IPA). This will happen once the Investigatory Powers Commission (IPC) is fully established. The Investigatory Powers Commission's Office (IPCO) replaced the Interception of Communications Commissioner's Office (IOCCO) on 1st September 2017 but no new processes have yet been introduced. There will be a transitional period before the IPA fully replaces RIPA and the ISA and the IPCO replaces the IOCCO.

Competent Authorities

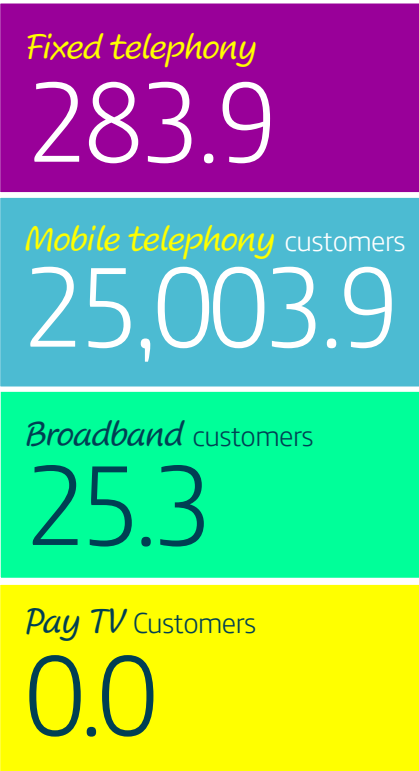
The principles of RIPA have been continued under the IPA but with additional oversight by the judiciary. Under the IPA, the Secretary of State for a relevant Government department can issue an intercept warrant where he/she believes it is necessary in the interests of national security, for the purpose of preventing or detecting serious crime or for the purpose of safeguarding the economic well-being of the United Kingdom.

There are eight authorized agencies in the United Kingdom who may request a warrant to be issued by the Secretary of State. They are:

- ▶ a person who is the head of an intelligence service;
- ▶ the Director General of the National Crime Agency;
- ▶ the Commissioner of Police of the Metropolis;
- ▶ the Chief Constable of the Police Service of Northern Ireland;
- ▶ the chief constable of the Police Service of Scotland;
- ▶ the Commissioners for Her Majesty's Revenue and Customs;
- ▶ the Chief of Defense Intelligence; and
- ▶ a person who is the competent authority of a country or territory outside the United Kingdom for the purposes of an EU mutual assistance instrument or an international mutual assistance agreement.

In order to get a warrant for lawful interception, the requesting authority must make an application to the relevant Secretary of State. The Secretary of State must consider, in deciding whether to issue the warrant, whether (amongst other things), there are established grounds to justify the issue of the warrant (see above) and whether the interception authorized by the warrant is proportionate to what is sought to be achieved by that interception.

ACCESSES



Customers at closing 2017 (data in thousands).



Under the IPA, and in addition to authorization by the Secretary of State (or their deputy) that was required by RIPA, there must also be approval of the warrant by a judge. The judge will consider the same factors as the Secretary of State (i.e. whether there are grounds for the issuing of the warrant and whether the conduct is proportionate to the objective).

Requests*

N/D	N/D	N/D	N/D	N/D
2013	2014	2015	2016	2017

*Currently Section 19 of RIPA prohibits disclosing the existence of any lawful interception warrant. When RIPA is fully superseded by the IPA Section 57 of the IPA applies which imposes a similar prohibition.

The IOCCO produces a yearly report on the acquisition and disclosure of communications data by intelligence agencies, police forces and other public authorities. This gives details of the overall numbers but not by company. Please see: <http://iocco-uk.info/>. This practice will continue under the IPCO going forwards after the publication of the next IOCCO report.

Number number of customers affected:

N/D

Number of requests rejected:

N/D

ACCESS TO METADATA

Legal Framework

The provisions for disclosure of communications data under RIPA and the ISA, and the Counter Terrorism and Security Act 2015 (CTSA) are due to be superseded by the IPA as soon as the IPCO has been established and is fully functional. Until that time the current provisions remain in effect.

The provision for data retention, previously retained under Data Retention Investigatory Powers Act 2014 (DRIPA 2014), is now made under a retention notice issued under the IPA.

Competent Authorities

▶ RIPA regime
▶ Under s.22 (4) of RIPA a notice may be issued by a person holding a prescribed office, rank or position within a relevant public authority designated with the power to acquire communications data by order under s.25 (2) and under the Regulation of Investigatory Powers (Communications Data) Order 2010 (SI 2010/480). The persons that can issue a notice are typically senior police officers or other senior officials in relevant security services.

▶ Under s.22 (3) of RIPA persons within a public authority may be given an authorisation to directly obtain the communications data in question in certain circumstances.

Future

▶ Under s 61 of the IPA an authorisation to release data may be made by a designated senior officer in a relevant public authority. Similarly to RIPA, under the IPA the persons that may authorise release of data are typically senior police officers or other senior officials in relevant security services.

Requests*

N/D	N/D	N/D	N/D	N/D
2013	2014	2015	2016	2017

Section 82 of IPA makes it a criminal offence to disclose details of requests made for communications data.

*As stated previously IOCCO produce a yearly report, which gives the total industry number. Individual company numbers are not disclosed. This practice will continue under the Investigatory Powers

Number number of customers affected:

N/D

Number of requests rejected:

N/D

CONTENT BLOCKING AND FILTERING

Legal Framework

- ▶ Section 97A of the Copyright Designs and Patents Act (1988)
- ▶ s37(1) Supreme Courts Act 1981
- ▶ Article 11 of the IP Enforcement Directive.

The only content filtering the UK government require from UK broadband and mobile operators is use of the Internet Watch Foundation (IWF) blocking list for illegal child abuse sites. This is part of an agreement between the CSPs and the law enforcement community to prevent child exploitation. This is a voluntary code of practice and not a legal requirement. In 2004, Telefónica UK was a founder signatory to the UK mobile operators' child protection code of practice for the self-regulation of new forms of content on mobiles. This Code also explains that we will voluntarily block access to 18-rated content unless a customer has confirmed they are over 18. This is legal content. e.g. legal adult sites (unlike IWF sites which are child abuse sites).

The existence of this code of practice and compliance with it by UK mobile operators is unusual. It is unusual in that it is not something (to our knowledge) that is replicated in other countries and also it is unusual in that it is not binding but yet still complied with by the mobile operators.



The code of practice can be viewed here: http://www.mobilebroadbandgroup.com/documents/mbg_content_code_v2_100609.pdf

Competent Authorities

- ▶ Internet Watch Foundation
- ▶ Courts.

Requests*

N/D	N/D	N/D	N/D	N/D
2013	2014	2015	2016	2017

*Only IWF – no stats available

Number number of customers affected: N/D

Number of requests rejected: N/D

GEOGRAPHICAL OR TEMPORARY SUSPENSION OF SERVICES

Legal Framework

▶ Telefónica UK has obligations to be able to provide service limitations in network overload situations – e.g. major disaster, etc. to provide priority service to emergency responders. The Mobile Telecommunications Privileged Access Scheme (MTPAS) was created under the Civil Contingencies Act 2004 (CCA). Eligibility is restricted to organisations that have a part to play in responding to, or recovering from, an emergency as defined in the CCA. At the onset of an emergency response, the relevant Police commander will use an agreed protocol to notify all mobile network operators that a major incident has been declared and request that call traffic levels are monitored. If networks become congested, the network operators are asked to consider invoking MTPAS to give emergency responders a much higher likelihood of being able to make a call than other customers.

Competent Authorities

- ▶ The relevant Police commander will use an agreed protocol.
- ▶ Suspension of services are negotiated between the emergency authorities and the CSP and Telefónica UK can resist if we feel the action would not impact network loading.

Requests

0	0	0	0	0
2013	2014	2015	2016	2017

Number number of customers affected: 0

Number of requests rejected: 0



Uruguay

<http://www.movistar.com.uy/>

Telefónica has been present in Uruguay since 2005. Besides digital solutions it mainly offers mobile telephony to its customers.

At 2017, Telefónica's revenue in Uruguay reached 235 million euros and the OIBDA was 85 million euros.



LAWFUL INTERCEPTIONS

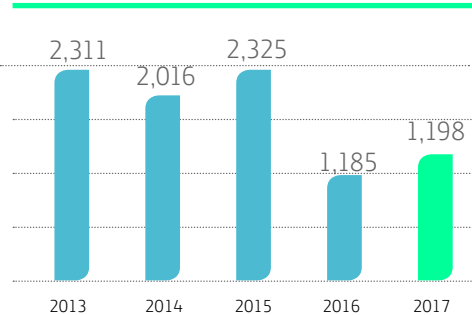
Legal Framework

- ▶ Constitution of the Republic (article 28)
- ▶ Law 18,494 (article 5)
- ▶ Reserved decree of 13 March 2014.

Competent Authorities

- ▶ Criminal judges in charge of an investigation, at the request of the Public Prosecutor's Office and through the UNATEC (body of the Ministry of the Interior responsible for centralizing such requests).

Requests



Number of customers affected: 1.244

Number of requests rejected: 46

ACCESS TO METADATA

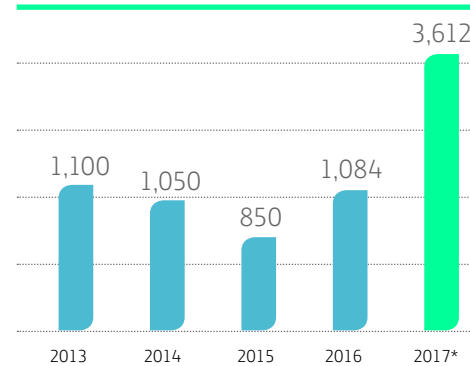
Legal Framework

- ▶ Constitution of the Republic (article 28).
- ▶ Law 18,494 (article 5).
- ▶ Reserved decree of 13 March 2014

Competent Authorities

- ▶ Judges, by means of a written and wellfounded request..

Requests



* The increase with respect to 2016 is due to the fact that from 2017 onwards there is a tool that allows the requirements for each affected customer to be accounted for. Until then, the same injunction contained more than one affected customer. As of 2017, each requirement corresponds to one affected customer. Therefore, it is due to the change in the accounting criteria.

Number of customers affected: 3.612

Number of customers affected: 0

ACCESSES

Fixed telephony

0.0

Mobile telephony customers

1,581

Broadband customers

0.0

Pay TV Customers

0.0

Total

1,581

Customers at closing 2017 (data in thousands).



CONTENT BLOCKING AND FILTERING

Legal Framework

- ▶ Law 19.535 of 25 September 2017 (articles 244 y 245)
- ▶ Decree 366/2017 of 21 December 2017 developed according on art.244 and 245 of law 19.535

Competent Authorities

- ▶ The Executive is empowered to take the necessary preventive and punitive measures to prevent the proliferation of Internet gaming marketing activities, in particular the blocking of access to websites.

Requests

N/A	N/A	N/A	N/A	0
2013	2014	2015	2016	2017

Number of customers affected: 0

Number of requests rejected: 0

GEOGRAPHICAL OR TEMPORARY SUSPENSION OF SERVICES

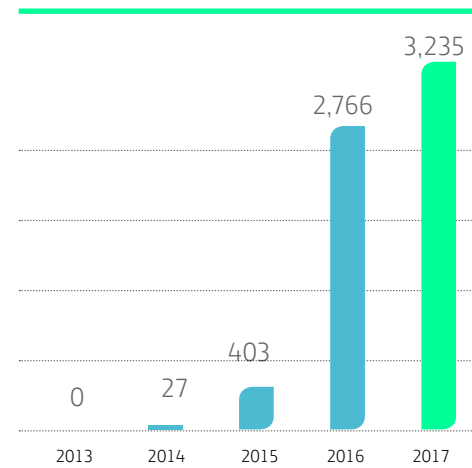
Legal Framework

- ▶ Law 19,355 (article 166): enables the Ministry of the Interior to block the entry of calls from telephone services to the 911 Emergency Service when there are duly documented records accrediting the irregular use of such communications on a repeated basis (more than 3 communications in the month or 6 in the year).

Competent Authorities

- ▶ Ministry of the Interior (Executive Power)

Requests*



* Temporary and individual suspension of 911 emergency services for periods of between 3 and 6 months

Number of customers affected: 3,235

Number of requests rejected: 0



Venezuela

<https://www.telefonica.com.ve/es/>

The Telefónica Group has operated mobile telephony services in Venezuela since 2005

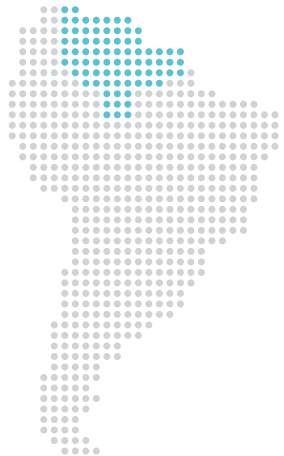
The company has a comprehensive range of services in Venezuela, with leading products in mobile internet, digital television and mobile and landline telephony.

In 2017, Telefónica's income in Venezuela was 106 million euros and the OIBDA stood at 34 million euros.

LAWFUL INTERCEPTIONS

Legal Framework

- ▶ Organic Criminal Procedure Code (Art. 205 and 206).

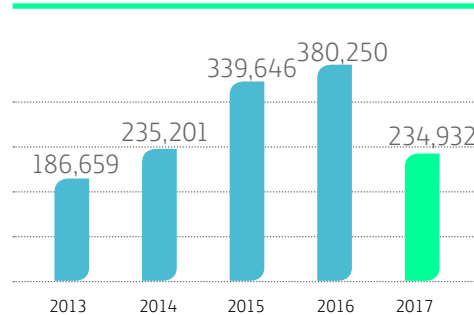


- ▶ Decree with Rank, Value and Force of the Organic Law of the Police Investigation Service, the Scientific, Penal and Criminal Investigations Corps and the National Service of Medicine and Forensic Science (article 42).

Competent Authorities

- ▶ The Public Prosecutor's Office, through its prosecutors.
- ▶ The Scientific Research Agency Criminal and investigations (CICPC).
- ▶ The Bolivarian National Intelligence Service (upon the request of the Public Prosecutor and the authorisation of the corresponding judge).
- ▶ The police corps duly empowered to exercise powers in criminal investigations.
- ▶ National Experimental University of Security; other special criminal investigation organs and bodies.

Requests



Number of customers affected: A request may require the intervention of up to 10 clients.

Peticiones rechazadas: 0

ACCESS TO METADATA

Legal Framework

- ▶ Ordinance No. 572 Regulations related to Request of information in the Mobile Telephone Service of the National Telecommunications Commission (article 7).
- ▶ Law against Kidnapping and Extortion (article 29)

Competent Authorities

- ▶ The Public Prosecutor's Office.
- ▶ The Scientific Research Agency Criminal and investigations (CICPC).
- ▶ The components of the Bolivarian National Armed Forces, within the limits of their competence.
- ▶ The police intelligence authorities.
- ▶ The National Police Corps, within the limits of its auxiliary criminal investigation duties.
- ▶ Any other auxiliary criminal investigation body whose intervention is required by the Public Prosecutor's Office. Autoridades de inteligencia policial.

ACCESSES

Fixed telephony

554

Mobile telephony customers

9,398

Pay TV Customers

443

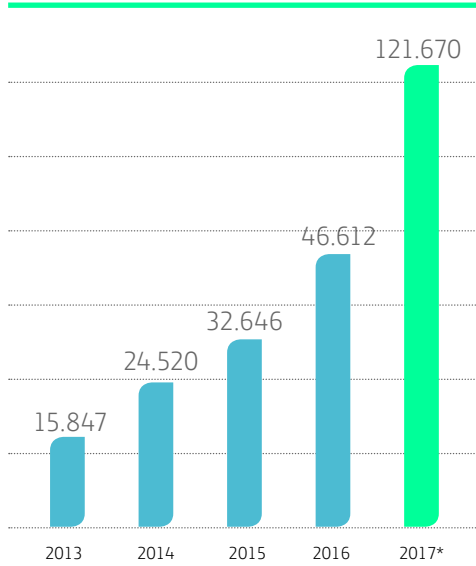
Total accesses

10,386

Customers at closing 2017 (data in thousands).



Requests



*The increase with respect to 2016 is due to the change in the accounting criteria. In 2017 a tool was used to account for the requirements for each affected customer. Until then, the same injunction (oficio judicial) contained more than one affected customer. As of 2017, each requirement corresponds to one affected customer.

Number of customers affected: 121.610

Number of requests rejected: 0

BLOCKING AND FILTERING OF CERTAIN CONTENTS

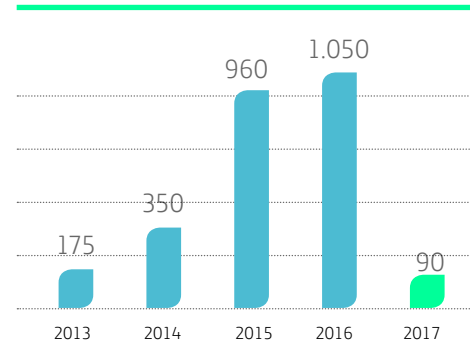
Legal Framework

- ▶ Organic Law on Telecommunications (Article 5).
- ▶ Law on Social Responsibility in Radio, Television and Electronic Media (article 27)
- ▶ Decree 366/2017 of 21 December 2017 which developed regarding art 244 and 245 244 y 245 of Law 19.535
- ▶ Law 19.535 of 25 September 2017 (art. 244 y 245).
- ▶ Decree 366/2017 of 21 December 2017

Competent Authorities

- ▶ National Telecommunications Commission (CONATEL).
- ▶ Law 19.535 del 25 de setiembre de 2017 (artículos 244 y 245) empowers the Executive Branch to take the necessary preventive and punitive measures to prevent the proliferation of Internet gaming marketing activities, in particular the blocking of access to websites.

Requests



Number of customers affected: The blocking of a URL affects all customers who want to access its content, so it is difficult to assess the scope.

Number of requests rejected: 3.

GEOGRAPHICAL OR TEMPORARY SUSPENSION OF SERVICES

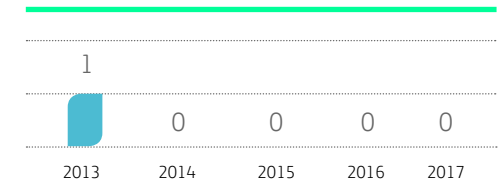
Legal Framework

- ▶ The Organic Law on Telecommunications (Article 5).

Competent Authorities

- ▶ Ministry of Transport and Communications (MTC).
- ▶ National and Civil Defence System.

Requests



Number of customers affected: 0

Number of requests rejected: 0



Glossary_

CONCEPT	EXPLANATION
Competent authority	Authority, such as governments, non-judicial government authorities and courts, empowered by the law to approve or authorize the adoption and order the technical execution of a measure for legal interception, a request for metadata, the blocking of contents or the suspension of the service.
Personal data	Personal data means any information which refers to an identified or identifiable person, such as his or her name and address, the recipients of his or her communications, the location, the content of the communications, the traffic data (days, time, recipients of the communications, etc.).
Location data	The location data may refer to the latitude, longitude and altitude of the user's terminal equipment, the direction of travel, the level of accuracy of the location information, the identification of the network cell in which the terminal equipment is located at a certain moment or the time at which the location information has been recorded.
Traffic data	Any data processed for the purposes of conducting communication through an electronic communications network or for invoicing purposes.

CONCEPT	EXPLANATION
DPI	These are the initials which stand for Deep Packet Inspection. DPI identifies situations involving non-compliance with technical protocols, viruses, spam or invasions, but it can also use pre-defined criteria different from those annotated to decide whether a packet can pass through or whether it needs to be routed to a different destination or given another priority or bandwidth allocation, to collect information for statistical purposes or simply to eliminate it.
IMEI	These are the initials which stand for International Mobile Station Equipment Identity. It has a serial number which physically identifies the terminal. The IMEI enables the operator to identify valid terminals which, therefore, can connect to the Network.
IMSI	These are the initials which stand for International Mobile Subscriber Identity. It is the identifier of the line or service. This number is used to route calls and to obtain the country or network to which it belongs.



CONCEPT	EXPLANATION
IOCCO	These are the initials which stand for Interception of Communications Commissioner's Office in the UK. It is responsible for keeping under review the interception of communications and the acquisition and circulation of communications data by intelligence agencies, police forces and other public authorities. It submits biannual reports to the Prime Minister regarding the execution of the functions of the Communications Interception Commissioner.
MAJOR EVENTS	<p>Major Events In addition, in this Transparency Report our objective is to explain, in a comprehensive manner, our efforts with regard to requests and demands with a potentially relevant impact on the right to freedom of expression in telecommunications. We classify such requests and demands as "major events".</p> <p>We consider "major events" to be certain situations of force majeure which may lead to the following actions:</p> <ul style="list-style-type: none"> ▶ Service restriction or denial (including SMS, voice, email, voicemail, internet and other services) entailing limitation of freedom of expression. <p>Examples:</p> <ul style="list-style-type: none"> • Restricting or denying services on a national scale. • Restriction or denial of access to a website/ websites for political reasons (such as Facebook pages, news websites (e.g. bbc.co.uk), the opposition party's websites prior to elections, human rights groups' websites, etc.).

CONCEPT	EXPLANATION
MAJOR EVENTS (cont.)	<ul style="list-style-type: none"> • Specific shutdown of any kind of telecommunications services, resulting from political causes. (e.g. concerning a small number of cells). • Denying certain clients access to specific services or networks in order to limit said individuals' legitimate freedom of expression. <p>▶ Network shutdown / access control</p> <p>Examples:</p> <ul style="list-style-type: none"> • Total shutdown of a national network. • Access control involving a specific area or region, motivated by political reasons. <p>▶ Legally unfounded interceptions</p> <ul style="list-style-type: none"> • Situations in which the authorities intercept communications without any legal grounds for reasons of force majeure. <p>▶ Communications imposed by the authorities</p> <p>Examples:</p> <ul style="list-style-type: none"> • Sending politically motivated messages/ communications to our customers on behalf of governments or government agencies. <p>▶ Substantial operational changes</p>



CONCEPT	EXPLANATION
MAJOR EVENTS (cont.)	<p>Examples:</p> <ul style="list-style-type: none"> • Substantial operational or technical changes or change proposals concerning surveillance services (such as data access, retention or interception) aimed at reducing the operator's control in terms of supervising such activities. (e.g. procedural changes allowing direct access on the part of a governmental agency/ government). • A procedural change to establish widespread surveillance. ▶ Substantial legal changes (or change proposals) involving laws providing governmental authorities with more power to impose requests on operators. <p>Example:</p> <ul style="list-style-type: none"> • Changes in the communication interception laws. <p>In this regard we have identified a case of major event in Venezuela within the situation "Substantial operational changes"</p> <p>In October 2017, Administrative Ruling No. 171 "Rules on the Collection or Capture of Personal Data from Applicants for Mobile and Fixed Telephony Services via Wireless Networks or Non-Geographic Number with Nomadic Voice Service" came into force, modifying, mainly, the data to be collected from new customers and expanding the information that the operator must keep stored and in records with respect to: their subscribers, data services, call details, text messages, top-ups, to be provided to State security bodies with investigative or investigat ion powers on the occasion of a criminal investigat ion.</p>

CONCEPT	EXPLANATION
PSI	The PSI or Portal de Servicio Interno (Internal Service Portal) is an inquiry application, allowing members of the Colombian National Police, as internal clients of the organization, to find all the information on internal procedures on a website with high levels of security.
SUTEL	The SUTEL is a maximum deconcentration body in Costa Rica, attached to Aresep, the Public Services Regulatory Authority, created by virtue of Law 8,660, published on 13 August 2008. SUTEL is responsible for applying the regulation to the telecommunications sector and ensuring efficiency, equality, continuity, quality, greater and better coverage and information, as well as better alternatives for the provision of telecommunications services.
TELCOR	TELCOR, the Nicaraguan Institute for Telecommunications and Postal Services, is the Regulatory Body of Telecommunications and Postal Services, a state institution whose functions include the regulation, standardizing, technical planning, supervision, application and control of the fulfilment of the Laws and Regulations which govern the installation, interconnection, operation and provision of Telecommunications and Postal Services.
URL	These are the initials which stand for a Uniform Resource Locator, which is used to name internet resources. This denomination has a standard format and its purpose is to assign a single address to each of the resources available on the Internet, such as pages, images, videos, etc.

Telefonica
